



2023 Call for Applications: TICO Board of Directors

The Travel Industry Council of Ontario (TICO) Board of Directors is now accepting applications from experienced leaders within and beyond the travel industry for five positions on the board:

- Two (2) **Industry Directors** (who are involved in the travel industry).
- Three (3) **Public Directors** (who have no direct personal or business interest in the travel industry).

Directors will be elected for up to three-year terms at **TICO's Annual Meeting on September 26, 2023**.

The submission deadline for all applications is **Monday, August 21, 2023**. Application details can be found below.

About TICO

TICO is a not-for-profit corporation, responsible for the administration and enforcement of the *Travel Industry Act, 2002* and Ontario Regulation 26/05 on behalf of the Ontario government. The legislation governs all of the approximately 2,000 travel retailers and travel wholesalers registered in Ontario. In addition, TICO administers an industry-financed Travel Compensation Fund.

Role of the Board

TICO is governed by a nine-member board, made up of three members elected from the travel industry, three from the general public, and three appointed by the Minister of Public and Business Service Delivery.

The board is responsible for ensuring that the organization's mandate is carried out effectively and efficiently on behalf of Ontarians. In addition, the board shapes TICO's strategic direction, provides financial oversight, supports outreach and advocacy, and serves as an ambassador for TICO and its mission.

The board will strive to reflect the diversity of Ontario, with an inclusion lens applied to consider gender, race, age, geographical representation, accessibility, language, and other diversity criteria.

To Qualify

Interested candidates are encouraged to review the [Board Code of Conduct](#), which outlines the board's fiduciary roles, and the [Terms of Reference for a Board Member](#), which sets out the responsibilities and key expectations of board members. In addition, all directors must possess a positive orientation for proactive consumer protection initiatives.

Industry Directors

At a minimum, to be eligible for election, an Industry Director must be:

- An Ontario resident;
- At least nineteen (19) years of age;
- Of sound mind;
- Someone in respect of whom TICO has obtained satisfactory Canadian Police Information Centre (CPIC) and other background checks. The results of such checks must satisfy TICO that the potential election of the candidate would not be contrary to the best interests of the Ontario travel industry in general or TICO in particular;
- Involved in the travel industry. This may include, but is not limited to, individuals from the following classes:
 - travel agents
 - travel wholesalers
 - individuals who are directors, officers, employees or agents of travel agents or travel wholesalers
 - individuals who are directors, officers, members, or agents of an industry association representing the interests of travel agents or travel wholesalers
 - individuals who met the descriptions of any class above within one year before becoming a director of the board of the administrative authority

And must not be:

- An undischarged bankrupt;
- An individual who has himself or herself been insolvent or bankrupt within the three (3) years immediately preceding the appointment, or associated with a Person* who has become insolvent or bankrupt within the three (3) years immediately preceding the appointment;
- An individual who is charged or has been convicted, or associated with a Person that is charged or has been convicted, of an offence under the Criminal Code, the *Travel Industry Act, 2002* or the *Consumer Protection Act, 2002* or statutes similar to them in another jurisdiction or any offence under provincial legislation that causes the TICO Board of Directors to believe that the function of Director will not be fulfilled with honesty and integrity and in the best interests of the travel industry;
- An individual who is or was associated with a Registrant that has had previous unpaid claims against the Compensation Fund within the previous three years; and
- An individual who is or was associated with a Registrant that is the subject of outstanding regulatory or administrative action by the Registrar under the *Travel Industry Act, 2002*.

*“Person” shall mean an individual, proprietorship, partnership, incorporated company, joint venture or other legally recognized entity.

Public Directors

At a minimum, to be eligible for election, a Public Director must:

- Be at least nineteen (19) years of age;
- Not be an undischarged bankrupt; and
- Not be involved in the travel industry.

TICO is seeking applications from individuals with a broad range of skills, perspectives and expertise as outlined in the [Board Member Profile](#) and is particularly interested in individuals who possess the following competencies:

- **Board Experience** – The member has experience with, or can demonstrate knowledge or expertise in, board matters. The member has a clear understanding of the distinction between the role of the board versus the role of management. Governance experience could be acquired through prior board or committee service or reporting to/or working with a board as an employee, or through an accredited organization (e.g., ICD).
- **Financial Literacy** – The member has the ability to comprehend TICO’s internal and external financial statements, including familiarity with financial reporting requirements for registrants. The member has an understanding of generally accepted accounting principles (GAAP), knowledge and/or equivalent experience with financial planning, budgets and analysis, including an underlying appreciation for financial KPI’s, risk management and investment portfolio concepts. The member has an understanding of internal controls and general controls within an IT environment.
- **Legal** – The member has experience in law and compliance and/or experience providing legal/regulatory advice and guidance within a regulatory organization.
- **Technology** – The member has information technology experience, with knowledge of current and emerging technologies, current risk, and regulatory requirements as they would specifically apply to TICO’s strategic, regulatory and operating environment; including information security risk. The member has experience and knowledge in leading or significantly influencing technology infrastructure and/or applications with a solid understanding of emerging technologies, including social networking, artificial intelligence, blockchain, cloud and data analytics.
- **Human Resources** – The member has experience with human resource issues in a corporate environment with relevant knowledge of regulatory requirements, performance management, leadership, development/talent management, succession planning and compensation decision-making, including ensuring alignment between compensation plans and corporate strategy.

Application Process

[Click here](#) to view and submit the Application Form. Additionally, please email your CV to boardapplications@tico.ca.

The application period closes by the end of the day on Monday, August 21, 2023.

Commitment

Directors are elected for a term of up to three years. The TICO Board meets approximately six times per year. Board meetings are typically four hours. In addition, TICO has three committees. Each committee typically meets four or five times per year. Committee meetings are typically four hours. Each board member participates on a maximum of two committees.

Periodically, board members may also be required to attend strategy or development sessions. This could involve an additional two or three days per year. There is reading/preparation required in advance of all meetings. All Directors must attend at least 75% of the meetings held in any twelve-month period of their term.

Compensation

Directors receive per diems for meetings attended and reimbursement for all reasonable out-of-pocket expenses related to board and committee work.

Selection Process

The Governance and Nominating Committee, composed of board members, will review the applications, and interviews may be conducted if required. Then, the most qualified candidates will be recommended via a slate of candidates for election by Registrant Members at TICO's Annual Meeting.

Membership Election

TICO will circulate the slate of candidates to all Registrant Members at least thirty days before the Annual Meeting, including biographies for each candidate. Registrant Members are entitled to one vote, in person or by proxy, for each registration held on every question submitted.

Important Dates*

- Application Period Opens: Friday, August 11, 2023
- Application Period Closes: Monday, August 21, 2023
- Slate of Candidates Circulated to the Membership: Friday, August 25, 2023
- Annual Meeting – Election of Directors: September 26, 2023

* Subject to change

Questions?

If you have any questions, please contact Tracey McKiernan, General Counsel & Corporate Secretary at tmckiernan@tico.ca.