Recent Developments in Business Registers

Presentation to European Commerce Registers’ Forum

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ISC – Alternate Registry Service Delivery Model

- Full service provider of registry services for Government
- Transformed from Government Ministry to Crown Corporation to current state as a publicly-traded company (Government holds 31% of shares)
- 20 year exclusive service agreement, including registry data licence
- New service relationship with Government oversight
- For staff and customers it’s “business as usual”
Higher Levels of Customer Service and Convenience
Self-service through online technology-enabled interfaces

Outsourcing of Business Processes and Services
Limited budgets and core business focus

Reliability and Security of Information
Expertise in authenticated and secure data required

Core Expertise Aligns with Trends
Essential Registry and Information Services

Providing Critical Support to Economic Activity

- Property and land ownership
- Resource claims
- Business registrations and annual returns
- Personal property registrations
- Other land-based information

Accessibility
Unique Approach to Registry Management and Administration

FULL-SERVICE REGISTRY MANAGEMENT

ISC
- Process customer requests
- Analyze, interpret and apply existing policy
- Maintain system integrity through record keeping and upgrades
- Initiate product development and product planning

Government
- ISC manages and delivers full-service registry service operations.
- Government retains oversight, traditional public policy accountability and data ownership.

Customer
- ISC acts as the customer interface either online, in person or by telephone.
- Ongoing customer support, training and consultation through customer forums and committees.

Full-Service Registry Expertise for Governments
History of Transitioning, Delivering, Integrating and Modernizing Registries

- **Personal Property Registry**
  - Added from Ministry of Justice
  - Online system with B2B interface launched

- **Land Titles Registry**
  - Converted paper titles into digital titles for surface and mineral parcels

- **Corporate Registry**
  - Added from Ministry of Justice
  - Enhanced Mineral Cadastral
  - Formed base to transform how government develops mineral leases and production agreements

- **Vital Statistics Registry**
  - Completed process improvement, paper conversion to digital and new system enabling online applications

- **Mineral Administration Registry**
  - Developed and implemented 24/7 online system for issuing mineral claims

- **Land Survey Directory**
  - Web-based portal enables access to maps and geographic information

- **Vital Statistics Registry**
  - Added from Ministry of Health

- **Business Registrations Saskatchewan**
  - Web-based portal integrated with Corporate Registry, CRA business number hub, Workers Compensation Board and Saskatchewan Finance PST

- **ISC**
  - Established as Crown corporation

- **2000**
  - Personal Property Registry
  - Land Titles Registry

- **2001**
  - Land Titles Registry
  - Personal Property Registry

- **2003**
  - Land Titles Registry

- **2005**
  - Personal Property Registry

- **2006**
  - Personal Property Registry
  - Land Titles Registry
  - Land Survey Directory

- **2008**
  - Corporate Registry
  - Land Survey Directory

- **2010**
  - Business Registrations Saskatchewan
  - Corporate Registry

- **2011**
  - Vital Statistics Registry

- **2012**
  - Vital Statistics Registry

- **2013**
  - IS Transformation
  - IPO to create private company
  - 20 year Master Service Agreement with Saskatchewan Government
  - Vital Statistics Registry
  - Transferred to eHealth Saskatchewan

- **2014**
  - Corporate Registry
  - Led integration for New West Partnership

*Proven Approach to Add, Integrate and Modernize End to End Registries*

*Consistent Expansion of Alternate Registry Delivery Model*
Evolution of Registries – Success Themes

• Conversion from paper/manual to electronic/online
• Commitment to registry core purpose, principles and integrity
• Deep understanding of Government obligations and decision-making processes
• Appropriate level of scrutiny for authentication and validation
• Highly engaged, customer driven culture
• Service delivery in step with trends and pace of commerce and information technology
• Customer-friendly processes and service standards:
  (Corporate Registry)
  • “Portal” access
  • Link to Federal Business Number
  • Inter-provincial streamlining
  (New West Partnership)
• Responsibly progressive approach to provision and accessibility of registry data and information

Position for the Future
Summary

• Alternate full-service delivery model and approach for registries
• Responsive to:
  • trends impacting Government
  • information service delivery needs of Government, Business and Citizens
• Honouring core and fundamental registry principles and functions
• Focus on continuity, relevance and role of registries and registry information in a modern economy

Looking forward to learning more about the European experience and trends

Thank You for your Time