



An Independent Community Service Professional  
*focused on*

**Governance Vitality**

**Harry Joosten, ICD.D**

29 May 2017

Your Worship, Matt Brown, Mayor  
and Members of Council, City of London  
300 Dufferin Avenue,  
London, Ontario  
N6A 4L9

Ladies and Gentlemen:

I have, this date, submitted my online application for your consideration for appointment to the Board of Directors of London Hydro and offer this cover letter and attached curriculum vitae as supplementary information.

In addition to my responses to all the questions in the standard online form, you may also wish to take the following into account during your selection decision making process.

- Recently retired after a 40 year career at Libro Credit Union, the last 28 as Corporate Secretary and a member of the senior management team, I have developed a solid knowledge and awareness of the economic, political and social opportunities and challenges within southwestern Ontario, including the City of London.
- That career, my experience with and on boards, committees and task forces in the public, private and plural (civil society) sectors of the economy and my learning and training (including my ICD.D designation) have amply prepared me for my new role as an independent community service professional focused on governance vitality.
- While not an expert nor possessing formal legal degrees or designations, I do have some financial and legal training and I know my way around a balance sheet, income statement, related financial reporting as well as being able to understand and interpret complex documents such as articles, by-laws, policies and contracts.
- My particular interest in community service is for developing connections and maintaining collaborative and cooperative relationships between organizations of all kinds and the individuals associated with them. We can accomplish much and derive all kinds of mutual benefits from arrangements, joint ventures and partnerships that may or may not lead to more formal mergers, amalgamations or purchase and sale agreements. I believe the City of London and London Hydro should explore such avenues and I would be thrilled to assist and engage in such a process.

Please feel free to contact me for further information, as and when appropriate within your selection process.

Yours truly,

Harry Joosten,  
1330 Byron Baseline Road, London, Ontario N6K 2E3

Committee: **London Hydro Board of Directors**

Organization/Sector represented:

Name: **Harry Joosten**

Address:

**1330 Byron Baseline Road  
London, Ontario  
N6K 2E3**

Occupation: **Independent Community Service Professional**

Work experience: **1976-2016 Libro Credit Union -- Senior Management including 28 years as Corporate Secretary plus experience in marketing, communications, strategic planning, media and government relations (see also cover letter and CV)**

Education: **1971 -- Strathroy District Collegiate Institute senior matriculation (Grade 13) with honours (80+ average) 1976 -- Western University BA Economics (1975 Social Science Dean's Honour List) 1980 & 1982 -- Credit Union Institute Fellowship & Associate designations (with Honours) 1993 -- Credit Union Financial Management School 2003 -- Queens University Executive Development Program 2015 -- ICD.D (Institute of Corporate Directors Director Education Program, Rotman School of Business, University of Toronto)**

Skills: - **Collaboration, cooperation & consensus building - Strategic & scenario planning - Government relations & public affairs - Media relations & communications - Board skill assessment, group evaluation, peer feedback, succession planning, candidate recruitment - Drafting & reviewing articles, bylaws, policies**

Interest reason: **I have been committed to community service since secondary school (see separate CV) across a broad range of church, school, occupational and community groups and associations. Since my retirement from Libro Credit Union in 2016, I have sought additional opportunities to both put my passions and talents to continued use and to continue learning new skills plus build new relationships. The London Hydro Board of Directors is an ideal fit for those endeavours.**

Contributions: **London Hydro is a jewel in the crown of City of London assets. It continues to deliver critical quality service to Hydro users and customers plus ongoing return on investment to the City. It also represents a unique opportunity to engage with similar organizations across southwestern Ontario to generate better efficiencies and a broader service range through economies of scale and sharing of professional expertise. To do so, however, will require developing mutual trusting relationships based on cooperation and collaboration. My passion (and my career experience) is for that type of governance vitality. If selected, I will bring that expertise to the London Hydro Board.**

Past contributions: **I have served on the Boards of Directors and Advisory Committees of many companies and organizations (see separate CV). Of potentially particular interest to London Hydro and the City of London are these two: - Southwest Economic Alliance (SWEA) -- building relationships with representatives from larger urban and smaller rural municipalities, private business and the civil society sectors in southwestern Ontario - City of London Community Grants Panel -- helping, in its first two years (2016 and 2017) to apply a more disciplined and strategic approach to selecting recipient organizations for City program and capital/innovation grants**

Interpersonal: **I have built my entire career on open communication and respectful candour. While facilitating strategic planning sessions for other organizations, I have coached and helped others do the same. As chair of many committees and task forces within the credit union and cooperative systems, I have moderated and guided group conversations to effective decision making while maintaining and deepening relationships among directors and committee members. (See separate CV)**

Interview interest: **Yes**



## **SKILLS & EXPERIENCE**

- **Collaboration & Cooperation**
- **Strategic & Scenario Planning**
- **Government Relations & Public Affairs**
- **Media Relations & Communications**
- **Director Skills Assessment & Board Group Evaluation**
- **Director Succession Planning & Candidate Recruitment**
- **Articles, Bylaws & Policies**

## **EDUCATION**

- 1958-1966 – St. Peter Canisius (Watford), St. John Fisher (Forest), Our Lady Immaculate (Strathroy)
- 1966-1971 – Strathroy District Collegiate Institute (SDCI) senior matriculation (Grade 13 Arts and Science)
- 1971-1976 – University of Western Ontario, Bachelor of Arts (Economics)
- 1980 – Credit Union Institute of Canada (CUIC) Fellowship
- 1982 – Credit Union Institute of Canada Associate (with Honours Standing)
- 1993 – Credit Union Central of Ontario (CUCO) Financial Management School
- 2003 – Queens University Executive Development Program
- 2014-2015 – Rotman School of Business, University of Toronto, Institute of Corporate Directors

## **AWARDS**

- 1971 – Ontario Scholar (secondary school graduate with 80%+ average)
- 1975 – University of Western Ontario Social Science Dean's Honour List (Economics)
- 1999 – Cooperator of the Year, Ontario Cooperative Association (OnCoop)
- 2003 – Gary Gillam Social Responsibility Award (CUCO/Alterna Credit Union)
- 2011 – President's Award, London Chamber of Commerce
- 2015 – "I am Libro" Award for Passionate Accountability, Libro Credit Union

## **WORK EXPERIENCE**

- 1965-1975 – (Age 12-22) Various part-time, summer and full-time jobs during and between school years including Cuddy Foods, Glendale Mobile Homes, Tuffin Motors, Kentucky Fried Chicken, St. Clair Region Conservation Authority, Smithrim Silos, Western University, Barnes Security Services, Frost Fencing
- 1976-2016 – Libro Credit Union (formerly St. Willibrord)
  - 1976 – Member Relations Officer
  - 1977 – Membership Supervisor
  - 1984 – Membership & Marketing Supervisor
  - 1984 – Appointed Secretary to the Board of Directors (Corporate Secretary)
  - 1988 – Member Relations Manager
  - 1996 – Vice President Member Relations
  - 2001 – Vice President Owner Relations & Corporate Secretary
  - 2008 – Corporate Secretary (member of Executive Leadership Team)
  - 2014 – Governance Coach & Corporate Secretary (member of the Leadership Team)
  - 2015 – Governance Coach (transition to retirement)

## **CREDIT UNION & COOPERATIVE SYSTEM INVOLVEMENT**

- 1977-1983 – Board of Directors, London & District Credit Union Chapter
- 1979-1982 – Organizing Committee, Southwestern Ontario Credit Union Interchapter Conference
- 1979-1982 – Cooperative Trust Ontario Advisory Committee
- 1980-1983 – Member, London Cooperative Council
- 1982-1984 – Member, Board of Directors, London Coop Housing Resource Group
- 1983-1986 – Member, Board of Directors, Mary Campbell Housing Coop (President 1984-1986)
- 1984-1991 & 1994 & 2004 – Facilitator, Coop Young Leaders Program

### Harry Joosten CREDIT UNION & COOPERATIVE SYSTEM INVOLVEMENT (continued)

- 1985 – Credit Union Central of Ontario MasterCard II Implementation Task Force
- 1988-2006 – Board of Directors, Ontario Credit Union Charitable Foundation
  - Vice Chair 1994-1999 & Chair 1999-2004
- 1980-1990 (intermittent) – CUCCO Marketing & Image Advertising Advisory Committees
- 1999-2001 – Credit Union Central of Canada National Services Entity (NSE) Brand Task Force
- 2004-2008 – Canadian Cooperative Association International Program Committee
  - 2006 – Post-tsunami project inspection & study visit to Sri Lanka
  - 2008 – Strategic Partner Planning Meetings in Ghana
- 2004-2015 – Gary Gillam Award Selection Committee
- 2005-2008 – Credit Union Central of Ontario Government Relations Committee (Chair 2006-2008)
- 2008-2010 – Central 1 Credit Union Ontario Act Review Committee (Chair)
- 2011-2015 – Central 1 Credit Union Legislative Committee
  - 2013-2015 Central 1 Ontario Act Review Working Group
- 2011-2015 – Credit Union Central of Canada Legislative Committee
- 1980-2015 – Numerous presentations to seminars and workshops at credit union and cooperative conferences, schools, annual meetings etc. including those for Credit Union Central of Ontario, Credit Union Central of Canada, Canadian Cooperative Association, Ontario Credit Union Directors Forum, Irish Credit Union Restructuring Board on topics ranging from marketing to governance to government relations

### EXTRA CURRICULAR & COMMUNITY INVOLVEMENT

- 1966-1970 – SDCI high school football and wrestling teams
- 1967-1970 – All Saints Catholic Parish (Strathroy) Youth Group (1969-1970 Leader)
- 1969-1971 – SDCI “Eye” high school student newspaper (1970-1971 Co-editor)
- 1970-1972 – All Saints Catholic Parish Council
- 1971-1972 – University of Western Ontario “Gazette” (student newspaper reporter)
- 1971-present – Red Cross blood and platelets donor (100+ units to date)
- 1985-1986 – Board of Directors, London Chapter of Multiple Sclerosis Society
- 2001-2005 – City of London Storybook Gardens Advisory Committee
- 2007-2011 – YMCA “Y Fore Kids” Fundraising & Golf Tournament Organizing Committee
- 2008-present – member, Rotary Club of London
  - 2010-2014 – Member, Board of Directors
  - 2011-2012 – President-Elect
  - 2012-2013 – President
  - 2013-present – Board of Directors, Rotary Club of London Foundation (Chair 2015-2016)
  - 2011 – Rotary Polio Immunization Trip to Ethiopia
  - 2008, 2010, 2012, 2014, 2016 – host family for Rotary Youth Exchange students (total 8 to date)
- 2009-present – London Chamber of Commerce
  - 2009-2014 – Provincial and Federal Issues Committee
  - 2010-2014 – Municipal Affairs Committee (2010-2012 Chair)
  - 2014-present – Government Affairs Committee (Municipal, Provincial & Federal amalgamated)
- 2011-2012\* – Board of Directors, Grand Theatre (London)
  - \*Resigned 2012 upon my daughter being hired onto Grand Theatre staff
  - 2011 & 2013 – cast member in Grand Theatre community play
- 2012-2015\* – Board of Directors, Southwest Economic Alliance (SWEA)
  - 2012-2013 – Chair, Private Sector Working Group
  - 2014-2015 – Corporate Secretary
  - \*2015 – *helped organize SWEA orderly wind up and dissolution*
- 2012-present – St. George Catholic Parish Lay Liturgical Minister (Commentator & Lector)
- 2013-present – Thames Valley Science & Engineering Fair (Divisional & Special Awards Judge)
  - 2014 – Canada Wide Science Fair (Windsor Ontario) Divisional Judge
- 2015-present – Rotary District 6330 Youth Exchange Committee (Treasurer)
  - 2016-present Central States Rotary Youth Exchange Board Policy Review Committee
- 2016-present – Institute of Corporate Directors, Southwest Ontario Chapter Executive Committee (Secretary)
- 2016-present – Member, Board of Directors, ReForest London (& Joint Task Force Chair)
- 2016-present – LondonG5 for Syrian Newcomers (refugee sponsorship group), Member & Official Representative
- 2016-present – Canada4Refugees Steering Committee, Member