

SCHEDULE D

RCMP DESIGNATED CONTACT and CLAIMS SUPPORT PROCESS

1. The RCMP will establish a confidential Designated Contact and Claims Support Process in accordance with this Schedule in order to respond to requests for information and records from the Office of the Assessor and to provide relevant information to the Assessor as required under this Settlement Agreement and as approved by the Court. In this Schedule “Office of the Assessor” includes both the individuals working with the Assessor and/or the Assessor.
2. The RCMP will designate the Director, Claims Response, an individual from the RCMP Professional Responsibility Sector and an individual from the RCMP Human Resources, each as a point of contact (the “Designated Contact”) for the Office of the Assessor to request the release of information and records in the possession of the RCMP relating to a Claimant or third party as provided for in the Approval Order.
3. The Designated Contact will be responsible for:
 - (a) the operations and administration of the Claims Support Process;
 - (b) ensuring the confidentiality of all requests received and responses provided and, in particular, taking all necessary steps to ensure the confidentiality of the Claimant’s identity and other information;
 - (c) accepting requests for information and documents from the Office of the Assessor;
 - (d) retrieving the requested information and documents; and
 - (e) providing the information and documents to the Office of the Assessor in accordance with this Schedule.
4. The Designated Contact will be located at RCMP National Headquarters located at 73 Leikin Drive, Ottawa, Ontario.
5. The office of the Designated Contact will be a stand-alone office located in a secure area of RCMP Headquarters with no interior windows or glass doors. No sign or other information identifying the purpose of the office will be posted on the door or elsewhere.
6. Access to the door will require a security card reader and a personal RCMP Chip Identification will be required to access the door.
7. All cabinets, desks and other storage items will be locked.
8. An alarm system will be installed for the office and each Designated Contact will have a unique personal access code for the alarm.

9. The RCMP will inform the Parties of the names of the individuals selected as the Designated Contacts and will provide their contact information to the Assessor. If a replacement Designated Contact must be selected before the Claims Process is complete, the RCMP will notify the Parties and provide the replacement Designated Contact's contact information to the Assessor.
10. The Designated Contact shall keep confidential any information provided or obtained in the settlement Claims Process, except where provided by law, and will not use the information for any purpose other than the settlement Claims Process unless otherwise agreed by the Parties.
11. The Office of the Assessor may communicate with the Designated Contact by telephone, registered mail, postal mail, courier service or email as is convenient for them. However, no information that may identify a Claimant or third party shall be sent by postal mail or email to the Designated Contact. At no time will correspondence be sent by and to the general RCMP mailroom.
12. Information that may identify a Claimant or third party shall be communicated between the Office of the Assessor and the Designated Contact verbally or in a sealed envelope marked CONFIDENTIAL-TO BE OPENED BY ADDRESSEE ONLY by registered mail or confidential courier service. The Assessor or his designate shall identify himself to the satisfaction of the Designated Contact.
13. For all information and records requested, the Office of the Assessor shall provide the Designated Contact with the Claimant's name while working within the RCMP, date of birth, and any other information which may be required criteria for a search. The Office of the Assessor will specify the nature of the information and records that are required with as much particularity as possible with respect to type of record (for e.g. harassment, medical, grievance, personnel), date, time range, relevant detachment or geographical location, targeted portions or similar identifying descriptors.
14. Where information and records requested may have existed but no longer exist or cannot be located, the Designated Contact will verbally inform the Office of the Assessor of this fact.
15. The Assessor, and anyone within the Office of the Assessor who will handle any of the information and records release by the RCMP under this Schedule, will hold the appropriate level of government security clearance, and will safeguard the information and records in compliance with any security requirements associated with the handling of the information and records as provided by the RCMP. The workplace of the Office of the Assessor, and the storage facilities will be in compliance with any security requirements as determined to be applicable by the RCMP.