



Heather McLachlin ICD.D

Ms. McLachlin has been a senior executive within the insurance and financial services industry for more than 25 years. She is currently Vice President of Strategic Partnership at Co-operators. The strategic partnerships role was developed to leverage Co-operators unique culture and brand to generate strategic growth for creditor insurance within new vertical markets. From September 2010 to May 2021, she led Cowan Insurance Group Ltd. as President. Accountable for the strategy and operations of one of Canada's largest independent and privately held insurance brokerages and consulting operations. Heather is a collaborative leader with a results-driven reputation based on building strong teams through a client-centric approach. During her decade at Cowan she helped the organization double in size, earning several awards for ambitious results and strong employee engagement. She has expertise in leading strategic transformational change, focused on the areas of strategy, mergers & acquisitions, governance and culture as a competitive advantage.

Prior to re-joining Cooperators in 2021, Ms. McLachlin held a series of progressively senior executive leadership roles in Business Development, Corporate Marketing and Human Resources at both Cooperators and The CUMIS Group. She has extensive private company leadership experience and believes in a collaborative approach between business, government and academia. Under Heather's leadership, Cowan Insurance Group earned and maintained its achievement as one of Canada's Best Managed Companies and one of Canada's Most Admired Corporate Cultures. Heather was personally recognized by Insurance Business Canada as a Women of Influence, and her recent speaking engagements have included 50 Best Managed Companies, International Women's Day, and Most Admired Corporate Culture symposiums. Her conviction that culture is a competitive advantage was featured in the Spring 2019 issue of CAPITAL Magazine and profiled in the National Post in March 2019.

Ms. McLachlin has completed the Directors Education program from the Institute of Corporate Directors and the Rotman School of Management at the University of Toronto, leading to the professional designation of ICD.D. She has completed her LLQP certification and maintains her Property & Casualty license.

Heather is Vice Chair of the Board of Directors at Conestoga College a provincial Crown Corporation. She serves as Chair of the Finance and Audit Committee and Vice Chair of the Executive committee. She is a former member of the Board of Directors of the Council of Insurance Agents and Brokers (CIAB) in Washington D.C. CIAB is a high touch member based trade association for 200 of the World's top commercial and employee benefits brokerages. Heather served on the Oversight committee to oversee the budget and fiscal performance including audits and investments.

Heather holds an Economics Degree from Wilfrid Laurier University and has completed executive management programs at both the Queens School of Business and the Disney Institute.