

13<sup>th</sup> Annual Event

# Operational Risk Management

## 2018

October 16-17, 2018 •  
Workshop: October 15, 2018  
TORONTO, ONTARIO

### YOUR FACILITY CONFIRMED PARTICIPANTS INCLUDE:



Andrew Richardson, Principal,  
**SIMPLIFIED RISK MANAGEMENT INC.**



André Moniz, Manager, Office of the  
Whistleblower,  
**ONTARIO SECURITIES COMMISSION**



Bill Dunnion, CISM Director,  
**CALIAN CYBER RESILIENCE OFFICE**



Esther Tock, Senior Director, Global  
Operational Risk Management,  
**CIBC**



Greg Davis, Vice-President, Corporate  
Risk Management,  
**SUN LIFE FINANCIAL**



Stéphane Frederic Gagne, Senior  
Director, Enterprise Stress Testing,  
**RBC**



Rahim Panjwani, Senior Vice President,  
Regional Head of Testing & Validation,  
**WELLS FARGO BANK**



Marion Beckett, Senior Risk Analyst,  
**ERM TRANSFORMATION**



Jackie McGinn, Director, ERM  
Transformation,  
**EXPORT DEVELOPMENT CANADA**



Andres Betancourt, Senior Audit  
Manager, AML specialist, and Certified  
Financial Crime Specialist, **SCOTIABANK**



Melissa Hanford, Director, Canadian  
Division Risk Management,  
**MANULIFE**



Katherine Macpherson, Senior  
Manager, Financial Services Risk  
Advisory, **ERNST & YOUNG LLP**



Saad Ali, Director, Governance,  
Controls and Operational Risk,  
**CIBC**



Julius Azarcon, Global Practice Leader,  
Governance, Risk and Compliance,  
**SCALAR DECISIONS INC**



Nancy Sullivan, Vice President,  
**QUADREAL PROPERTY GROUP**



Johannes Tekle, Principal,  
**J TEKLE RISK CONSULTING**

### Go beyond a one-size-fits-all approach to E21

- ✓ Exceed regulatory expectations for management of operational risk
- ✓ Clarify OSFI's expectations for management of operational risk
- ✓ Hear Sun Life Financials' third party cyber risk management journey
- ✓ Engage the first line of defence
- ✓ Hear strategies for building and modifying your ORM framework
- ✓ Address when to employ which operational risk assessment tool
- ✓ Identify controls of digital transformations
- ✓ Explore root causes of operational risk events
- ✓ Peer-approved options for approaching a RCSA
- ✓ Introduce business process mapping to your toolkit
- ✓ Develop a risk culture framework
- ✓ Get ahead of the curve on the moving target of cyber
- ✓ Embrace the new rules for capital modeling

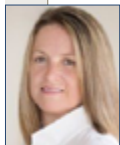


**REGISTER TODAY!**

CALL 1.800.474.4829 • FAX 1.800.558.6520 • WWW.INFONEX.CA

# Operational Risk Canada

## CONFIRMED SPEAKERS INCLUDE:



**Marion Beckett, Senior Risk Analyst, ERM Transformation Confirmed**

SA member of EDC's Enterprise Risk Management Transformation team since 2017, Marion Beckett is accountable for design and implementation of the ORM Framework and Policies. Marion has 18 years' professional experience in a broad range of roles in financial services spanning from managing losses to driving revenue generation. Before joining EDC, Marion managed Operational Risk for the Credit Card and Merchant Services sector through the purchase of Bank of America's Canadian credit card business by TD bank in 2011.



**Andres Betancourt, Senior Audit Manager; AML specialist; Certified Financial Crime Specialist, Scotiabank**

Andres Betancourt brings over 10 years of experience in Compliance and AML within the financial services industry with Bank of Nova Scotia, Bank of Montreal, Royal Bank of Canada and Grant Thornton LLP. Andres helps lead the AML Unit Audit function to appropriately assess the design and operational effectiveness of internal controls and adherence to Bank policies and regulatory requirements, particularly those related to AML/ATF and Sanctions Risk Management across the Bank. While at Bank of Montreal, RBC and Grant Thornton, Andres worked on anti-money laundering and fraud investigations, oversight and testing, quality assurance audits, Compliance Effectiveness reviews, policy interpretation and regulatory reporting during several years.



**Greg Davis, Vice-President, Corporate Risk Management, Sun Life Financial**

Greg Davis has over 15 years of experience in the Insurance Industry, including the past six years in Risk Management. In his current role, he leads Sun Life's Enterprise Risk function, leads enterprise wide risk management programs including Third Party Risk Management, Risk Culture, Risk Data Aggregation and Risk Reporting (RDARR), and Recovery Planning, and provides independent oversight of the risks managed by Sun Life's Corporate Office. Prior to joining Sun Life's risk management team, he served as the Head of Finance for Sun Life's Canadian Group Benefit business.



**Stéphane Gagne, Senior Director, Enterprise Stress Testing, RBC**

Stéphane coordinates Royal Bank of Canada's Enterprise-Wide Stress Testing exercise as well as the Internal Capital Adequacy Assessment Process (ICAAP). In a previous role, Stéphane worked in structural interest rate risk management for TD Bank's U.S. segment. He also occupied a bank supervisory role at Canada Deposit Insurance Corporation, as well as trading and market risk functions at National Bank of Canada. He holds a Masters degree in Model Making from HEC Montréal and a Bachelor degree in Economics-Mathematics from Laval University.



**Melissa Hanford, Director, Canadian Division Risk Management, Manulife**

Melissa Hanford leads a team of operational risk professionals at Manulife that are accountable for the development and maturity of tools and processes to identify, measure, manage and report on operational risk. Melissa's 20 years of financial institution experience includes 10 years in operational risk management and is supported with a Master Certificate in Enterprise Risk Management.



**André Moniz, Manager, Office of the Whistleblower, Ontario Securities Commission**

André Moniz is a lawyer and the Manager of the Ontario Securities Commission's Office of the Whistleblower, the dedicated office that administers the Commission's Whistleblower Program. He deals directly with Whistleblowers and their submissions; Commission Staff assigned to investigate Whistleblower tips; and enquiries from participants in the capital markets about the Whistleblower Program. Before the launch of the Whistleblower Program, he spent over ten years with the Commission's Enforcement Branch investigating a variety of misconduct.



**Jackie McGinn, Director, ERM Transformation, Export Development Canada**

Jackie McGinn leads a multi-disciplinary team to design, build and implement a Three Lines of Defense model as part of EDC's ERM Transformation program. This model is a foundational part of the overall multi-year ERM transformation program to enhance governance, risk management and compliance practices. Jackie's career at EDC spans over 20 years across a variety of risk management and business disciplines as well as transformational change.



**Andrew Richardson, Principal, Simplified Risk Management inc.,**

Andrew has over 25 years experience developing, implementing, and leading Risk Management Programs in financial services. His roles with BMO Financial Group, Meridian Credit Union, and Coast Capital Savings have focused on enhancing strategic management processes at the Board and Chief Executive level and optimizing key operational processes to identify opportunities and issues. He partners with accountable management to lever industry leading techniques to mitigate issues and improve performance metrics. His experience includes: regulatory and legal compliance programs; cyber and criminal risk management.



**Esther Tock, Senior Director, Global Operational Risk Management, CIBC**

Esther Tock is a recognized leader and change champion at CIBC with a proven implementation track record. A strategic thinker and superior relationship builder with exceptional analytical skills, combining front line and multi-disciplinary corporate centre experience to effectively lead high performing teams and deliver risk aware solutions. She joined CIBC many years ago for a brief stint as a management trainee. Although, she planned to stay for less than 1 year she is still there and has held more than 15 roles across many business and corporate centre groups. Esther holds an undergraduate degree in Economics from the University of Western Ontario, an MBA from Dalhousie University



**Bill Dunnion, CISM Director, Calian Cyber Resilience Office**

Bill Dunnion has over a decade of experience in the information security realm and is the Director of Calian's Cyber Resilience Office. Bill leads the organization's cybersecurity solutions team that provides a unique perspective and approach to organizational resilience stemming from Calian's 20+ years of proven experience in emergency management, cybersecurity, and business resilience.

## Explore Vulnerabilities and the Latest Best Practices for ORM

Operational and compliance risks have become more complex and entwined, increasing the potential for failed processes that govern control breakdowns. Silo mentality is in itself a risk and the operational risk leader is in a unique position to provide their enterprise with a holistic governance approach that brings together the entire risk portfolio. You need mitigate risks with an eye on the big picture. Cybersecurity ranks as the #1 priority for financial institutions today, permeating the breadth of every function across your organization. Many risk leaders without technical skills are overwhelmed by the scale of the potential threat.

Infonex's annual *Operational Risk Canada* will provide you with strategies to focus your cyber efforts. Canadian financial institutions, once immune to the scandals plaguing out of country, are now in the spotlight for their misconduct and mis-selling. Hear how you can improve conduct, culture, and customer experience; not in isolation, but combined to truly seize a competitive advantage.

As big data drives the demand for financial institutions to be like tech companies, your risks under the technology umbrella, increase. You need best practises on how to keep up with the moving target of IT risk. Third-party risk management is an ongoing area of concern and we have thought leaders to address what is emerging on this front, into 2018.

As a leader with risk oversight you are in a constant need to strengthen your systems against dynamic, ever-changing risks. Join us in Toronto and get guidance on your most pressing operational risk challenges. Register today!

## Pre-Conference Workshop: Monday, October 15, 2018 (1:00 – 4:00)

### OpRisk 101: Assess the Fundamentals of Operational Risk

**Melissa Hanford, Director, Canadian Division Risk Management, Manulife**  
**Katherine Macpherson, Senior Manager, Financial Services Advisory, Ernst & Young LLP**

New to operational risk, or need a refresher? This session will explore the core concerns of the operational risk practitioner. You will assess E21 and what it means for you, specifically. With facilitation and expertise brought to you by a leading expert in operational risk, and a practitioner that has done the journey, you will get a cross-section of viewpoints to help fill the gaps in your learning. Interactive tabletop discussions with your peers will enable you to benchmark and explore multiple scenarios.

- Introduction to operational risk
- Taxonomy
- Operational risk events
- Risk and control self-assessment
- Key risk indicators
- Scenario analysis
- Business process mapping
- Issues management
- Change management
- ORM tools and processes best practices

#### About Your Workshop Facilitators:



**Melissa Hanford, Director, Canadian Division Risk Management, Manulife**

Melissa leads a team of operational risk professionals at Manulife that are accountable for the development and maturity of tools and processes to identify, measure, manage and report on operational risk. Melissa's 20 years of financial institution experience includes 10 years in operational risk management and is supported with a Master Certificate in Enterprise Risk Management.

## JOIN YOUR PEERS WHO SHOULD ATTEND THIS EVENT:

- Risk Officers
- Vice-Presidents and Directors of Risk
- Enterprise Risk
- Operational Risk
- Information Security
- Enterprise Risk Management
- Information Technology
- Information Systems
- Business Continuity
- Outsourcing
- New Initiatives and Change Management
- Internal Audit

## TORONTO, ONTARIO EVENT LOCATION: TORONTO, ONTARIO

*Operational Risk Canada 2018* will be held at a convenient downtown location in Toronto which could include the Novotel Toronto Centre or the Hilton Garden Inn Toronto Downtown. Detailed venue information will be forthcoming as it becomes available.

## DAY ONE PROGRAM AGENDA: TUESDAY, OCTOBER 16, 2018

8:00 – 9:00 Registration and Continental Breakfast

9:00 – 9:10

Welcome and Opening Remarks from the Chair

**Andrew Richardson,**

*Principal, Simplified Risk Management Inc.*

9:10 – 10:10

Stop the Madness: Making Sense of Integrating Operational Risk, Conduct, and Compliance Within the Overarching Enterprise Risk Management Program

**Nancy Sullivan, Vice President, Compliance and Enterprise Risk Management, QuadReal Property Group**

- Regulators continually moving toward principle based regulations and accountability models
- Regulatory requirements, such as OSFI Guideline E-13 and OSFI Guideline E-21 are essentially tools.
- World-wide regulators expect robust internal control processes regardless of history of risk mitigation or history of compliance

10:10 – 10:15

Networking Break



10:15 - 11:00

Key Risk Indicators - Enhancements in the Monitoring and Measurement of Emerging Operational Risk:

**Dennis Chaupis, Senior Manager, Risk Advisory, Cyber Risk Services, Deloitte Canada**

**Heather Kay, Senior Manager, Risk Advisory Services, Deloitte Canada**

- What makes a 'good' KRI
- Lifecycle is risk reporting
- The convergence of risk and performance

11:00 - 11:45

Supporting Business Resilience Through Incident Readiness

**Bill Dunnion, CISM Director, Calian Cyber Resilience Office**

Organizations are no longer measured on whether they fall victim to an attack, rather they will be measured on how they respond to these unfortunate attacks.

- The importance of establishing a baseline
- What are the key readiness components and how to measure them
- The importance of aligning physical and virtual emergency management procedures

11:45 - 12:30

Achieving a Robust Governance Framework Through Operational Risk Management

**Saad Ali, Director, Governance, Controls and Operational Risk, CIBC**

- Critical elements of a governance framework
- Regulatory requirements for corporate governance
- Reviewing industry events for risk incidents and assessing impact on the business

- Creating a risk profile for each line of business to identify areas requiring enhancements

12:30 – 1:30

Luncheon Break

1:30 – 2:30

Transforming Enterprise Stress-Testing Capability

**Stephane Frederic Gagne, Senior Director, Enterprise Stress Testing, RBC**

- Integrate operational risk in enterprise stress-testing and ICAAP
- Risk Identification as starting point
- Assess the importance of sensitivity analysis

2:30 - 2:45

Networking Break



2:45 – 3:30

Developments in the OSC's Whistleblower Program - What You Need to Know

**André Moniz, Manager, Enforcement Branch, Ontario Securities Commission**

- Providing a background and summary of the OSC's Whistleblower
- Spotlight particular forms of misconduct that the Office of the Whistleblower has been (and remains) interested in receiving
- Highlight new developments, including legislative amendments impacting operational and compliance risks.
- Provide an update on the progress the Office of the Whistleblower.

3:30 – 4:15

Third-Party Cyber Risk Management at Sun Life Financial

**Greg Davis, Vice-President, Corporate Risk Management, Sun Life Financial**

- Evolution of risk and controls of increasing alliances
- Risk implications of cloud adoption
- Strategies to manage third-party cyber risks
- Cyber insurance, internal controls

4:15 – 5:00

Leveraging Automated Platforms for Enterprise Cyber Security Response

**Julius Azarcon, Global Practice Leader, Governance, Risk and Compliance, Scalar Decisions**

- Numerous elements impacting corporate risk.
- If there was ever a time and place to arbitrage automation for humans, this would be it
- Review the current state and walk through two use-cases that exemplify identification, containment

5:00

Closing Remarks from the Chair

**Andrew Richardson, Principal, Simplified Risk Management Inc.**

5:00 - 6:15

Cocktail Reception - Sponsor EY

## DAY TWO PROGRAM AGENDA: WEDNESDAY, OCTOBER 17, 2018

8:00 – 9:00 Registration and Continental Breakfast

9:00 – 9:10

### Opening Remarks from the Chair

**Andrew Richardson, Principal, Simplified Risk Management Inc.**

9:10 – 10:10

### ORM Tips of the Trade

**Katherine MacPherson, Senior Manager, Financial Services Advisory, Ernst & Young LLP**

- Critical success factors
- Lessons learned from industry
- 1 LOD engagement
- Tools and innovation
- Establishing an effective challenge program

10:00 - 10:45

### The ORM Discipline: Ten Years After the Financial Crisis

**Johannes Tekle, Principal, J Tekle Risk Consulting Inc.**

- Lessons learned from the financial crisis
- Challenges in the ORM discipline today
- Emerging operational risks
- Emerging sound practices

10:45 - 11:00

Networking Break



11:00 - 11:45

### Implementing a Three-Lines-of-Defence Model: Experiences and Challenges:

**Esther Tock, Senior Director, Global Operational Risk Management, CIBC**

- A simple concept - but not so simple
- Although it seems like we have all been at this for a very long time it really has not been all that long in a historical sense
- Struggles with taxonomy
- Ensuring people understand the importance and concepts associated with three lines
- It's a marathon and not a sprint to get it right and the maturity model

11:45 - 12:30

### Controls Testing - Pulse of a Robust Operational Risk Framework

**Rahim Panjwani, Senior Vice President & Regional Head of Testing & Validation - Canada & Latin America, Enterprise Compliance, Wells Fargo Bank**

- To maintain credibility of the OR framework it is important that organizations can demonstrate to key stakeholders including shareholders and regulators that they are in control of the risks they face
- Testing of controls is one of the most critical elements of an effective operational risk framework
- Despite of its importance, testing is often misunderstood particularly under each of the three lines of defence

- Implementing and sustaining efficient and effective testing programs continues to challenge organizations for many reasons
- As a best practice organizations must have an effective methodology for assessing the effectiveness of controls

12:30 – 1:30

Luncheon Break

1:30 – 2:30

### How Operational Risk Can Create Value in Today's Risk Environment

**Juan Rodriguez, Senior Manager, Global Operational Risk, Scotiabank**

- Definition of Creation of Value
- Drivers to Create Value
- Changes in the risk environment
- Ways Operational Risk can Create Value

2:30 – 2:45

Networking Break



2:45 – 3:45

### Financial Crimes: An Update on the Current Landscape

**Andres Betancourt, Senior Audit Manager; AML specialist; Certified Financial Crime Specialist, Scotiabank**

- Auditing perspective on virtual currency
  - point of entrance into financial institutions
  - Multiple jurisdictions and
- Cannabis-related business - new legislation - establishing a robust identification framework
  - Anti-money laundering (AML) approach
- Private-public partnerships
  - Active participation with law enforcement
  - Enhancing awareness about emerging risk throughout the institution
  - Improvements to monitoring of transactions and typologies

3:45 – 4:45

### EDC: Implementing Three Lines of Defence Governance at a Federal Crown Corporation

**Jackie McGinn, Director, ERM Transformation, Export Development Canada**

**Marion Beckett, Senior Risk Analyst, ERM Transformation**

- Key drivers for change
- Implementing sound governance in a non-regulated environment
- Evolving a risk aware culture
- Challenges in managing transformational change
- Approach to operational risk management

4:45

### Closing Remarks from the Chair

**Andrew Richardson, Principal, Simplified Risk Management Inc.**

## THREE KEY BENEFITS OF ATTENDING THIS EVENT

- 1) Get actionable, not just theoretical ideas, to improve your operational risk processes
- 2) Get your regulatory and best practices updates all in one place, all in two days
- 3) Get varied perspectives on cyber-threats, value of the AMA, data aggregation, and emerging regulatory approaches

## REGISTER ONLINE, BY PHONE, OR FAX IN 3 EASY STEPS!

### 1 PRINT YOUR NAME AND CONTACT INFORMATION

Mr./Ms./Mrs. \_\_\_\_\_ Title \_\_\_\_\_

Organization \_\_\_\_\_

Name of Approving Manager \_\_\_\_\_ Title \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ Province \_\_\_\_\_ Postal Code \_\_\_\_\_

Telephone ( ) \_\_\_\_\_ Ext \_\_\_\_\_ Fax ( ) \_\_\_\_\_

Email address \_\_\_\_\_

Company's main line of business \_\_\_\_\_ Number of Employees: \_\_\_\_\_

### 2 SELECT YOUR PREFERRED PAYMENT METHOD

Prices subject to HST.	FULL PRICE	
Course for Groups of 3 +	\$2,399 each	
Course for Groups of 2	\$2,499 each	
Course for 1 Registrant	\$2,599	

*\*Groups must register together at the same time to be eligible for group rates.*

**Method of Payment:**  VISA  MasterCard  Cheque enclosed, payable to INFONEX Inc.

Cardholders Name: \_\_\_\_\_


Card Number: \_\_\_\_\_ Exp. Date: \_\_\_\_\_ / \_\_\_\_\_

CVV/CSC: \_\_\_\_\_ Signature: \_\_\_\_\_

Please check box if you are GST/HST exempt Exemption # \_\_\_\_\_


### 3 SEND US YOUR REGISTRATION

GST/HST No. R134050012

 **FAX:** 1.800.558.6520

 **WEBSITE:** www.infonex.ca

 **EMAIL:** register@infonex.ca

 **MAIL:** INFONEX INC.  
360 Bay Street, Suite 900  
Toronto, Ontario M5H 2V6

 **TELEPHONE:** 1.800.474.4829

#### LOCATION:

*Operational Risk Canada* will be held at a convenient downtown location in Toronto which could include the Novotel Toronto Centre or the Hilton Garden Inn Toronto Downtown. Detailed venue information will be forthcoming as it becomes available.

#### YOUR REGISTRATION INCLUDES:

Registration fees include all course materials, continental breakfast, lunch, and refreshments. **Parking and accommodation are not included.**

#### SPONSORSHIP, EXHIBITION, AND PROMOTIONAL OPPORTUNITIES:

Increase your visibility with risk and controls professionals at *Operational Risk Canada*. A limited number of sponsorship options are available.

Contact our sponsorship department by telephone at 1.800.474.4829, ext. 224, or by email at [sponsorship@infonex.ca](mailto:sponsorship@infonex.ca).

#### CANCELLATION POLICY:

Substitutions may be made at any time. If you are unable to attend, please make cancellations in writing and email to [register@infonex.ca](mailto:register@infonex.ca) or fax to 1-800-558-6520 **no later than October 2, 2018**. A credit voucher will be issued to you for the full amount, redeemable against any other INFONEX course and which is valid for twelve months (one year) from the date of issue.

Registrants who cancel after **October 2, 2018**, will not be eligible to receive any credits and are liable for the entire registration fee.

Confirmed registrants who do not cancel **by October 2, 2018** and fail to attend will be liable for the entire registration fee.

**DISCOUNT CODE: 1290-W**

**INFONEX**  
Professional Development