

PANORAMA

QUÉBEC
2015

EDUCATIONAL PROGRAM

*RIMS Canada
Conference 2015*

SEPTEMBER 27-30

PROGRAM-AT-A-GLANCE

MONDAY SEPTEMBER 28

7:30AM - 8:30AM	Breakfast
8:00AM - 9:00AM	Opening Ceremony and Keynote Address
9:00AM - 10:00AM	Exhibit Hall Break
10:00AM - 11:00AM	Plenary Session A - <i>The Challenge of the 21st Century: Setting the Real Bottom Line</i> , David Suzuki
11:00AM - 12:00PM	Plenary Session B - <i>Climate Change: its impact on the Insurance Industry and How Corporate Responsibility Can Make a Difference</i> , Tim East and Lou Gritz
12:00PM - 1:45PM	Exhibit Hall Networking Luncheon
1:45PM - 2:45PM	Concurrent Sessions 1A Increasing the Resiliency of an ERM Program 1B Don't Let Them Eat Your Lunch - The Prevention Method... for Cyber Risk (<i>simultaneous translation available</i>) 1C Course of Construction Insurance: Demystifying the Defects Exclusion 1D Getting the Most of Other People's Insurance: Negotiation and Enforcement of Indemnity and Insurance Clauses 1E Is There Room for Risk Management Inside the M & A Tent? 1F Natural Disasters and Their Impact on Canadians
2:45PM - 3:00PM	Break
3:00PM - 4:00PM	Concurrent Sessions 2A Risk Oversight by the Board of Directors - Anticipating and Monitoring Key Strategic Risk (<i>simultaneous translation available</i>) 2B How a Company's IT System Can be Breached Despite Strict Security Protocols 2C Insuring Risks in the U.S.A. 2D Cyber Liability Claims: Trends and Developments in the U.S. and Canada 2E Building a World Class Captive Insurance Company 2F Navigating Environmental Risk Around the World
4:00PM - 5:30PM	Exhibit Hall Networking Reception

TUESDAY SEPTEMBER 29

- 8:15AM - 9:15AM Breakfast
- 9:15AM - 10:15AM Plenary Session C - *A Broker, An Underwriter and A Risk Manager Walk into a Room*, Rick Roberts, Lynn Oldfield, Robert Dunn, Lance J. Ewing
- 10:15AM - 11:00AM Exhibit Hall Break
- 11:00AM - 12:00PM Concurrent Sessions
3A Risk Management: Helping Maintain Business Continuity
3B How to Mitigate Privacy Exposures with Risk Management (*simultaneous translation available*)
3C Representations & Warranties Insurance: A Valuable Tool to Get the Deal Done
3D Protecting Yourself and Your Assets: Key Strategies to Mitigate Large Losses
3E White Collar Crime
3F Don't Pay for Someone Else's Mess - Understanding and Managing Environmental Claims
- 12:00PM - 2:15PM Awards Luncheon and Keynote Speaker, Maurice Greenberg
- 2:15PM - 3:15PM Concurrent Sessions
4A Risk Resiliency: Is Your Organization Protected?
4B How to Buy Cyber Coverage Intelligently
4C The Anatomy of Directors and Officers («D&O») Liabilities and Insurance Policies (*simultaneous translation available*)
4D Winning at Mediation - How to Effectively Use Mediation to Obtain a Winning Result
4E Insuring Risks in Québec: A Distinct Challenge!
4F Trade Credit & Political Risk Insurance: A Strategic Tool in Times of Economic Instability and Uncertainty
4G Power and Utility Session «Cyber Risk and the Utility Industry» - Part I
- 3:15PM - 3:30PM Break
- 3:30PM - 4:30PM Concurrent Sessions
5A ERM Demystified (*simultaneous translation available*)
5B Live Through Your First Cyber Breach!
5C Risk Management of PPP Projects: Key Lesson Learned by the Public and Private Partners as well as the Risk Manager
5D Executive Liability: Who Decides When Broader is Better?
5E Using New Technologies to Mitigate Risk
5F International Insurance Program Design and Solutions
5G Power and Utility Session «Cyber Risk and the Utility Industry» - Part II
- 5:00PM - 6:30PM Networking Event

WEDNESDAY SEPTEMBER 30

- 8:00AM - 9:30AM Champagne Breakfast
- 9:30AM - 10:30AM Plenary Session D - *Reputational Risk - Are you Effectively Managing it?* Michel Bergeron
- 10:30AM - 10:45AM Break
- 10:45AM - 11:30AM Plenary Session E - *Innovation in Business*, Louis Garneau
- 11:30AM - 11:45AM Closing Ceremony

PLENARY SESSIONS

A MONDAY SEPTEMBER 28TH 10:00AM - 11:00AM

The Challenge of the 21st Century: Setting the Real Bottom Line

Developments in science and technology have resulted in a seismic shift in the way the majority of people live, and we have now undeniably altered the biological, physical and chemical properties of the planet. Traditional people refer to the Earth as their 'Mother' and tell us we are made of the four sacred elements: earth, air, fire and water. Today science is now verifying this ancient wisdom – that we are all biological beings with an absolute dependence on clean air, water, soil and sunlight for our well being. Diversity at the genetic, species, ecosystem and cultural level is critical for long-term resilience and adaptability. How do we ensure this? We need a different set of priorities to become our bottom line for evaluating life in the twenty first century.



David Suzuki

*Co-Founder
David Suzuki Foundation*

B MONDAY SEPTEMBER 28TH 11:00AM - 12:00PM

Climate Change: its impact on the Insurance Industry and How Corporate Responsibility Can Make a Difference

Natural hazards, environmental issues and sustainability are at the forefront of today's news and present a critical concern for every organization. Lou Gritzko will address the impacts of climate change on the insurance industry: including loss trends, risk assessment, new loss prevention options, and catastrophe response.

Tim East will discuss the key role risk management plays in both promoting corporate responsibility and supporting business models that build enduring value. Tim will also provide examples from industry, government and within risk management at The Walt Disney Company.



Tim East

*Director, Corporate Risk Management
The Walt Disney Company*



Louis A. Gritzko

*Vice President and Manager
of Research FM Global*



TUESDAY SEPTEMBER 29TH 9:15AM - 10:15AM

A Broker, An Underwriter, and A Risk Manager Walk Into a Room – Panel Perspective on Risk

The world of insurance carrier, broker and client is mostly harmonious. But what is each one really thinking about the other and even themselves? This session will open up the truths, myths, protocol balancing, misconceptions and communication of the underwriter, the risk manager and the insurance broker. Direct questions with unfiltered answers will provide insight into each of these professions and how they each interact with one another in the world of insurance and risk management.



Robert Dunn
*Chairman & Managing Principal
Integro Canada Ltd.*



Lance Ewing
*Leader, Industry Practice Group for
Hospitality & Leisure and Real
Estate, AIG*



Lynn Oldfield
*President and CEO
AIG Canada*



Rick Roberts
*RIMS 2015 President, Director of
Risk Management & Employee
Benefits, Ensign-Bickford Industries*



WEDNESDAY SEPTEMBER 30TH 9:30AM - 10:30AM

Reputational Risk - Are You Effectively Managing It?

Recent surveys rank reputation as the No. 1 strategic risk concern for CEOs around the world. How do we build strong reputational equity and how do we protect it in today's digital era? How do we deal with a crisis that can damage our organization's reputation and even threaten its survival?



Michel Bergeron
*SVP, Marketing & Public Affairs
Business Development Bank of
Canada*



WEDNESDAY SEPTEMBER 30TH 10:45AM - 11:30AM

Innovation in Business

Find out how Louis Garneau built on his experience as an elite cyclist, his keen business sense, and his artistic training to found and develop one of the biggest manufacturing companies in the sports industry in Quebec and Canada.



Louis Garneau

*President & Founder of
Louis Garneau Sports*

CONCURRENT SESSIONS

1A

ERM MONDAY 1:45PM – 2:45PM

Increasing the Resiliency of an ERM Program

ERM programs need to evolve to ensure management and boards are fully informed on the risk landscape. This session will highlight the top 10 ERM challenges companies are facing today, along with the tools and techniques that Ontario Power Generation has employed to become a more agile and “risk intelligent” company. The speakers will also discuss analytical capabilities such as Key Risk Indicators and Risk Interdependencies as well as best practices and new techniques that you can implement to improve the resiliency of your ERM program.

SPEAKERS:

COLIN THOMSON, SENIOR MANAGER, ENTERPRISE RISK MANAGEMENT, ONTARIO POWER GENERATION
MALISSA LUNDGREN, DIRECTOR, RISK CONSULTING, CONSULTING & DEALS, PRICEWATERHOUSECOOPERS

1B

CYBER MONDAY 1:45PM – 2:45PM

Don't Let Them Eat Your Lunch - The Prevention Method... for Cyber Risk (*simultaneous translation available*)

This session will focus on understanding the nature of the risk as well as the nature of the insurance coverages available. It will also assess the cultural and industry challenges that are dissuading businesses from engaging in cyber risk preparation and analysis, and discouraging them from purchasing appropriate coverage.

SPEAKERS:

KADEY BJ SCHULTZ, PARTNER, SCHULTZ FROST LLP
WINSTON KRONE, MANAGING DIRECTOR, KIVU CONSULTING
EILEEN GREENE, VICE PRESIDENT AND PARTNER, HK HUB INTERNATIONAL
PATRICK BOURK, VICE PRESIDENT RISK MANAGEMENT, INTEGRO (CANADA) LTD.

1C

INSURANCE MONDAY 1:45PM – 2:45PM

Course of Construction Insurance: Demystifying the Defects Exclusion

This session will provide an overview of the Builders All Risks policy with a special focus/emphasis on the defects exclusion language (faulty design, faulty material, and faulty workmanship). The precedent setting case Acciona vs AGCS on standard defects exclusion's application will be discussed from the perspective of the Lawyer, the insurer and the Risk manager.

SPEAKERS:

YVAN HOULE, PARTNER, BORDEN LADNER GERVAIS (BLG)
JONATHAN CLARK, GLOBAL HEAD OF BUSINESS SOLUTIONS CLAIMS, SCOR



CLAIMS MONDAY 1:45PM – 2:45PM

Getting the Most of Other People’s Insurance: Negotiation and Enforcement of Indemnity and Insurance Clauses

Risk transfer is an effective way to manage and reduce both risk and insurance costs, and have a material impact on your company’s financial performance. While insurance and indemnity clauses have become increasingly more common, many parties do not really understand how these provisions work or the common traps and errors that can undermine their effectiveness. This session will examine indemnity, limitations of liability and insurance clauses and how they can interrelate. This will include a discussion of select cases and issues that should be considered when negotiating/drafting these clauses.

SPEAKERS:

LAWRENCE THEALL , PARTNER, THEALL GROUP LLP
JOHN NICHOLL, SENIOR EQUITY PARTNER, CLYDE & CO CANADA LLP
JONATHAN ASHALL, SENIOR VICE PRESIDENT, NATIONAL DIRECTOR BROKING, AON



EXECUTIVE MONDAY 1:45PM – 2:45PM

Is There Room for Risk Management Inside the M & A Tent?

Join us to hear perspectives on how to position Risk Management in the context of your organization’s plans for expansion by merger or acquisition. Our experienced practitioners will present the skills and tools required in order to contribute in a meaningful way to the pre-close strategy, and post-close execution - skills that will help get you on the deal-team!

In addition to the operational risk-based disciplines required, the panel will shine a light on the Human Capital risk file and the regulatory and financial red flags that Risk Management needs to be aware as part of its value package.

SPEAKERS:

JEFF LIVELY, DIRECTOR RISK MANAGEMENT, TELUS CORPORATION
RONNY AOUN, VICE PRESIDENT, AON HEWITT
CHARLES FOGDEN, SENIOR VICE PRESIDENT, AON STRATEGIC ADVISORS AND TRANSACTION SOLUTIONS, M&A SOLUTIONS, AON



ENVIRONMENT MONDAY 1:45PM – 2:45PM

Natural Disasters and Their Impact on Canadians

No region on Earth is immune from natural disasters. Yet individual countries, such as Canada, need to be concerned about a particularly large range of such events. Our discussion will examine extreme natural disasters, particularly multiple events involving cataclysmic interactions. Though the science of natural disasters is complicated, society needs to address the likelihood of increasing numbers of extreme hazards with a systematic strategy of advance planning and effective mitigation strategies. The successful composition of such strategies necessarily involves the collaboration of the scientific community with stakeholders, including city planners, politicians, and journalists.

SPEAKERS:

JOHN GYAKUM, CHAIR, DEPARTMENT OF ATMOSPHERIC AND OCEANIC SCIENCES, MCGILL UNIVERSITY
JOHN STIX, PROFESSOR, DEPARTMENT OF EARTH AND PLANETARY SCIENCES, MCGILL UNIVERSITY

2A**ERM MONDAY 3:00PM – 4:00PM****Risk Oversight by the Board of Directors - Anticipating and Monitoring Key Strategic Risk** (*simultaneous translation available*)

In this session you will be presented with a methodology and a set of tools, culminating with a risk dashboard, that provide boards of directors simple, visual, yet rigorous means to ensure their organizations focus on key strategic risks, anticipate changes in them, monitor their evolution on a quarterly basis and act on them as appropriate. The presentation includes concrete illustrations, including from the passenger and freight rail industries.

SPEAKERSGHISLAIN GIROUX DUFORT, *PRESIDENT BALDWIN RISK STRATEGIES INC.*DENIS LAVOIE, *DIRECTOR OF ENTERPRISE RISK, INSURANCE AND CLAIMS. VIA RAIL CANADA INC.***2B****CYBER MONDAY 3:00PM – 4:00PM****How a Company's IT Systems can be Breached Despite Strict Security Protocols**

The strongest, most secure systems can be breached by hackers who make a living off infiltrating your servers, accounts, and other devices to steal your data. This session will educate attendees about what can really happen to a business and the types of risks and threats for which businesses should be on the lookout. Real-life case studies and images will show attendees how to spot vulnerabilities and what can happen with less-than-secure systems.

SPEAKERBRIAN HUNTLEY, *SENIOR INFORMATION SECURITY ADVISOR, IDT911 CONSULTING, CISO, IDT911***2C****GLOBAL RM MONDAY 3:00PM – 4:00PM****Insuring Risks in the U.S.A.**

This session is designed to provide risk management and insurance professionals with a guide to the key insurance considerations to be addressed when pursuing business activities south of the border. The discussion will touch upon specific insurance questions such as compliance with applicable local insurance regulations: admitted and non-admitted paper and its implication on the settlement of claims. Worker's compensation, employer's liability, and other compulsory insurance coverages to be purchased by business operating in the U.S. will also be addressed.

SPEAKERS:DARIN J. MCMULLEN, *ANDERSON KILL*MIKE WEISS, *SVP, ALTERNATIVE RISK MANAGEMENT, LIBERTY INTERNATIONAL***2D****CLAIMS MONDAY 3:00PM – 4:00PM****Cyber Liability Claims: Trends and Developments in the U.S. and Canada**

The objective of this session will be to talk about what is happening in the U.S. and Canada in this fast developing area and identify new and emerging trends in both countries. Drawing from the U.S. experience, which is ahead of Canada, we will identify the types of claims that are trending and the areas that are developing right now. The state of Canadian claims will also be discussed. The session will identify what risk managers should be concerned about and how they can best help their organizations prepare for what the future holds.

SPEAKERS:CAROLENA GORDON, *SENIOR EQUITY PARTNER, CLYDE & CO CANADA LLP*CHRISTINA TERPLAN, *SENIOR EQUITY PARTNER, CLYDE & CO US LLP*



RISK FINANCING (CAPTIVES) MONDAY 3:00PM – 4:00PM

Building a World Class Captive Insurance Company

Hundreds of Canadian companies have captive insurance subsidiaries and many others either are, or should be considering setting one up. Is this alternative risk financing tool an option for your organization? What makes an insurance captive world class and best in class? This session will explore best practices used to evaluate, operate and continually review captive practices, policies and procedures. It will also offer insight on Canadian captive solutions.

SPEAKERS:

MARK ROBERTON, DIRECTOR, PALM CAPTIVE INSURANCE COMPANY

DEAN COX, VICE PRESIDENT, GLOBAL CORPORATE, ZURICH CANADA

TODD HENDERSON, SENIOR DIRECTOR, RISK ENGINEERING & INSURANCE, SNC-LAVALIN



ENVIRONMENT MONDAY 3:00PM – 4:00PM

Navigating Environmental Risk Around the World

Traditionally, demand for multinational insurance solutions has focused on property and casualty risks. However, as the risk environment grows ever more complex, companies are now seeking more robust solutions for environmental risks. Aimed at risk managers of multinational companies, the session will provide a summary of the international environmental landscape and the potential liabilities for Canadian companies arising from overseas operations and subsidiaries. Panelists will also highlight some of the increasingly complex environmental laws and regulations around the world and outline the insurance solutions that are available.

SPEAKERS:

ROBERT WADE, ASSISTANT VICE PRESIDENT, ENVIRONMENTAL RISK, ACE

GABRIELLE K. KRAMER, PARTNER, BORDEN LADNER GERVAIS



ERM TUESDAY 11:00AM – 12:00PM

Risk Management: Helping Maintain Business Continuity

This presentation will demonstrate how a culture of risk management that includes learning from losses is critical to helping companies maintain business continuity and enhanced organizational performance. Building on the lessons and data from some of the largest, most complex property claims, business continuity will be demystified. Strategies such as risk scenario planning will be discussed to help corporate risk managers drive focus on those events that could most impact business operations, and rally internal support for a formal BCP. The presenters will also look at core processes, training, and sustaining momentum across the enterprise to keep the BCP alive.

SPEAKERS:

CAROL G. BARTON, PRESIDENT, MULTINATIONAL, AMERICAN INTERNATIONAL GROUP

SCOTT J. FRANCIS, PRESIDENT & CEO, SIADVISERS - SUBROGATEWAY

DAVID J. MISTICK, PRESIDENT, CIRCUMSPEX LLC

3B**CYBER TUESDAY 11:00AM – 12:00PM****How to Mitigate Privacy Exposures with Risk Management**
(simultaneous translation available)

Increasingly regulators, shareholders, employees and other stakeholders expect a company to have an effective risk management and loss control program in place to deal with cyber risks. This session will focus on the cyber risk management framework and the tools available to better assess and manage the risks. It will also address best practices with respect to cyber security.

SPEAKERS:

BOBBIE GOLDIE, *VICE PRESIDENT PROFESSIONAL RISK, ACE GROUP*
ALEX CAMERON, *PARTNER, FASKEN MARTINEAU LLP*
GREGORY ESKINS, *SVP, NATIONAL CYBER PRACTICE LEADER, MARSH CANADA*
RENÉ HAMEL, *DIRECTOR FORENSICS AND E-DISCOVERY, TELUS*

3C**INSURANCE TUESDAY 11:00AM – 12:00PM****Representations & Warranties Insurance: A Valuable Tool to Get the Deal Done!**

One of the difficult issues in M&A transaction is the allocation of risk between buyer and seller. While representations and warranties (R&W) insurance has been available for some time, we have seen a significant increase in the use of this product in recent years in the US and now in Canada. With global insurers setting up shop and investing in specialized M&A insurance underwriters for the Canadian marketplace, the use of R&W insurance will continue to accelerate. Our speakers will explore the key aspects of this specialized product and how it can be a valuable tool to both buyers and sellers in today's competitive M&A landscape.

SPEAKERS:

ANDREW STEWART, *SENIOR ASSOCIATE, M&A INSURANCE, IRONSHORE CANADA*
JASON STONE, *VICE PRESIDENT, STRATEGIC ADVISORS & TRANSACTION SOLUTIONS, AON*
NICOLAS LABRECQUE, *PARTNER, NORTON ROSE FULBRIGHT CANADA LLP*

3D**CLAIMS TUESDAY 11:00AM – 12:00PM****Protecting Yourself and Your Assets: Key Strategies to Mitigate Large Losses**

In this session you will learn how to manage your losses and their financial implications as you are guided through claims scenarios and forensic investigation processes. Equip yourself with the tools to minimize your exposure while maximizing your recovery potential by properly determining causation, accurately documenting incidents to protect yourself from legal exposure, and by implementing future loss mitigation strategies.

SPEAKERS:

MAZEN HABASH, *PRESIDENT AND CONSULTING FORENSIC ENGINEER, ORIGIN AND CAUSE*
MARK HALE, *CIP BRANCH MANAGER, CRAWFORD & COMPANY (CANADA) INC.*
ERIC BOULANGER, *EXECUTIVE GENERAL ADJUSTER, CRAWFORD & COMPANY (CANADA)*

3E**ERM TUESDAY 11:00AM – 12:00PM****White Collar Crime**

No company is immune to crime losses. Mergers, acquisitions, downsizing, restructuring, rapid expansion and globalization have increased the challenges of maintaining a strong system of internal controls. Likewise, the expansion of the internet and technology including the introduction of new techniques like social engineering fraud has drastically changed the speed with which fraud can occur. How can you protect your company?»

SPEAKERS:

CHRISTOPHER AREHART, *VICE PRESIDENT AND SENIOR PRODUCT MANAGER, CHUBB INSURANCE COMPANY*
VALERIE MANZO, *VICE PRESIDENT, INTEGRO (CANADA) LTD.*



ENVIRONMENT TUESDAY 11:00AM – 12:00PM

Don't Pay for Someone Else's Mess - Understanding and Managing Environmental Claims

An increase in the number of environmental claims being filed can be attributed to several factors including changing regulatory standards as well the relatively high level of transactional activity associated with insured risks. This presentation will discuss the value of forensic analyses of pollution conditions to allow potential sources to be differentiated. Examples based on actual claims will be used to illustrate how everything from the placement of the policy, to the actions of the insured post placement, can affect how the claims process will proceed and the possible success of cost recovery where applicable.

SPEAKERS:
GEORGE BOIRE, *ENVIRONMENTAL PRACTICE LEADER, MARSH*
MARK SAMIS, *SENIOR ENVIRONMENTAL CONSULTANT, PARIO ENGINEERING & ENVIRONMENTAL SCIENCES*



ERM TUESDAY 2:15PM – 3:15PM

Risk Resiliency: Is Your Organization Protected?

How can risk management tools and concepts such as risk tolerance, business interruption assessment and continuity planning help you identify and address resiliency issues threatening your organization? Speakers will discuss key concepts such as risk assessment (including business interruption quantification and reputational impact), risk tolerance determination against quantified risk exposure, and incident response including crisis management and business continuity planning to help you limit the impact of major risks to below your organization's resiliency threshold.

SPEAKERS:
JULIEN DUCLOY, *ENTERPRISE RISK MANAGEMENT LEADER, MARSH RISK CONSULTING CANADA*
RITA VAN OOSTERHOUT, *BUSINESS CONTINUITY MANAGEMENT LEADER, MARSH RISK CONSULTING CANADA*



CYBER TUESDAY 2:15PM – 3:15PM

How to Buy Cyber Coverage Intelligently

This session is intended for risk management professionals that already have an understanding of the cyber exposures within their organizations and are now ready to recommend the purchase of cyber insurance. It will offer analytic tools that will help you design a well-crafted Cyber policy adapted to your organization's needs and that responds to emerging exposures.

SPEAKERS
BRIAN ROSENBAUM, *SENIOR VICE PRESIDENT, FINANCIAL SERVICES GROUP, AON*
DANIEL STRIGBERGER, *PARTNER, SAMIS & COMPANY*
MATTHEW DAVIES, *DIRECTOR PROFESSIONAL, MEDIA & CYBER LIABILITY, CHUBB INSURANCE COMPANY OF CANADA*



INSURANCE TUESDAY 2:15PM – 3:15PM

The Anatomy of Directors and Officers («D&O») Liabilities and Insurance Policies (*simultaneous translation available*)

Whether you are regularly facing questions regarding D&O liabilities, or whether you are a first timer in this world of governance liability, this session will be of interest to you. Our panelists will address the liabilities that often constitute the basis of legal proceedings taken against directors and officers as well as the various indemnification mechanisms including insurance that can benefit and alleviate the effects of an adverse verdict of liability against them. The D&O Liability insurance policy will also be reviewed in depth to offer a solid understanding of its structure and its application. Concrete examples will be used to illustrate the concepts discussed.

SPEAKERS:

FRANCINE ARMEL, SENIOR VICE PRESIDENT AND CHIEF UNDERWRITING OFFICER, CREECHURCH INTERNATIONAL UNDERWRITERS
CAROLENA GORDON, SENIOR EQUITY PARTNER, CLYDE & CO CANADA LLP



CLAIMS TUESDAY 2:15PM – 3:15PM

Winning at Mediation - How to Effectively Use Mediation to Obtain a Winning Result

Mediation and alternative dispute resolution (“ADR”) play a critical role in our justice system. When used effectively, mediation can reduce legal costs and help the parties achieve a resolution quickly. When used ineffectively it can strengthen the resolve of parties to go to trial and introduce additional conflict to a legal dispute. This session will use specific case examples to demonstrate negotiation strategies, tips and tricks for advancing your case at mediation, and common errors that can derail the ADR process. It will also touch on the underlying psychology of disputes which can be leveraged to obtain an effective outcome at the mediation table - “winning” at mediation.

SPEAKERS

DAN HEAMAN, DIRECTOR, RISK MANAGEMENT AND INSURANCE, CENTRAL 1 CREDIT UNION
JONATHAN MEADOWS, PARTNER, HARPER GREY LLP
WARREN COONEY, SENIOR CLAIMS SPECIALIST, AXIS REINSURANCE COMPANY (CANADIAN BRANCH)



GLOBAL RM TUESDAY 2:15PM – 3:15PM

Insuring Risk in Québec: A Distinct Challenge!

Beyond its great poutine, bagels and wine, Québec is a special place when it comes to insuring risks. Issues arising from Québec’s Civil Code and its class action legislation are unique to Québec. The concept of defence costs outside the limit continues to generate discussion. This session will discuss the law, the leading cases, as well as how the markets approach the issue from both the brokers’ and underwriters’ perspectives. Learn how to structure a program in Québec and what unique policy wording issues need to be addressed. The role of Québec’s regulator, the Autorité des marchés financiers (AMF), will also be discussed along with practical issues such as E&O policy requirements.

SPEAKERS:

MURN MEYRICK, COVERAGE & CLAIMS COUNSEL AND CEO, GREY SWAN ADVISORY PROFESSIONAL CORPORATION
DAVID PRICE, FINANCIAL LINES EXECUTIVE, AIG CANADA
JONATHAN ASHALL, SENIOR VICE PRESIDENT, NATIONAL DIRECTOR BROKING, AON RISK SOLUTIONS
GENEVIÈVE COTNAM, PARTNER, STEIN MONAST LLP



GLOBAL RM TUESDAY 2:15PM – 3:15PM

Trade Credit & Political Risk Insurance: A Strategic Tool in Times of Economic Instability and Uncertainty

Trade Credit & Political Risk Insurance not only provides a vehicle for transferring losses but is also a strategic tool in difficult and uncertain economic times. Increasing sales volume internationally as well as domestically, cash flow protection, obtaining superior financing terms, and access to credit information are only a few of the benefits these lines of coverage afford. Our speakers will address these credit related solutions that offer real and distinct competitive advantages in an economic environment riddled with uncertainty and instability.

SPEAKERS:

ANDREW LEONARD, NATIONAL PRACTICE LEADER, FINANCIAL PRODUCTS, MARSH CANADA LIMITED
DAVID DIENESCH, CEO, EULER HERMES CANADA



POWER & UTILITY INDUSTRY SESSION TUESDAY 2:15PM – 3:15PM

Cyber Risk and the Utility Industry - Part I

The Power and Utility session will focus on the growing cyber exposure faced by the industry. Utilities as part of the critical infrastructure are a prime target for cyber criminals and terrorists, they must manage risk involving their customer records and operational technology/operating systems. The leaking of customer information is a serious concern and involves costly work to restore consumer credit information as well as the potential for fines and penalties. The operating system/ operating technology risk involves management of the power grid and the potential for loss of power and damage to generating equipment. The session will explore the growing cyber insurance market for utility risk, examine the coverages that are available, identify key areas of cover and walk through a cyber-claim scenario.

SPEAKERS:

IMRAM AHMAD, CYBERSECURITY LAWYER, CASSELS BROCK & BLACKWELL LLP
GREG ESKINS, SENIOR VP & NATIONAL PRACTICE LEADER, MARSH CANADA
DAWN SIMMONS, VP UNDERWRITING, AEGIS
HO-TAY MA, UNDERWRITING OFFICER, AEGIS



ERM TUESDAY 3:30PM – 4:30PM

ERM Demystified (*simultaneous translation available*)

Everywhere we look, someone is promoting the concepts of ERM. From rating agencies to regulators, from consultants to accounting firms, risk managers are inundated with different frameworks, theories and methodologies for implementing ERM in their organizations. This session will break through the mystery and provide a practical, proven approach to ERM that can be effectively implemented within any organization.

SPEAKER:

SUSAN MELTZER, VICE PRESIDENT, RISK, AVIVA CANADA



CYBER TUESDAY 3:30PM – 4:30PM

Live Through Your First Cyber Breach!

Come join us for a LIVE network security breach fire drill. This session is designed to walk you through an organization's response to a network security breach incident based on their existing plans, protocols and decision-making process. The simulation will highlight the various stages of such an event and how to manage them.

SPEAKERS:

JACQUELINE DETABLAN, *VICE PRESIDENT, REGIONAL PROFESSIONAL LIABILITY MANAGER, AIG*
GARY SOLWAY, *PARTNER, BENNETT JONES LLP*
KEVVIE FOWLER, *PARTNER, KPMG LLP*



INFRASTRUCTURE RISKS TUESDAY 3:30PM – 4:30PM

Risk Management of PPP Projects: Key Lessons Learned by the Public and Private Partners as well as the Risk Manager

This session will outline and contrast several risk management approaches and realities of the stakeholders in a Public Private Partnership project (PPP) and will provide possible answers to the following key questions:

- a) How to effectively build a risk matrix for an infrastructure project?
- b) How to manage risks from the public and the private partners' perspective?
- c) How to optimize the risk transfer process for all stakeholders through the lifecycle of the project?

SPEAKERS:

GORDON PAUL, *SENIOR VICE PRESIDENT, NATIONAL DIRECTOR, PUBLIC PRIVATE PARTNERSHIPS, AON CANADA*
ERIK DIAZ, *DIRECTOR RISK ENGINEERING & INSURANCE, SNC-LAVALIN*



INSURANCE TUESDAY 3:30PM – 4:30PM

Executive Liability: Who Decides When Broader is Better?

This session will provide an in-depth analysis of various aspects of D&O insurance. Who decides when broader is better? Our speakers will address the potential conflict between the interests of the buyer, and the beneficiary(ies). They will also explore the potential effects of broadening coverage through the definition of insured persons, Side "C" coverage, environmental liability, and Side A DIC coverage. The discussion will include an analysis of the effect that broadening coverage can have on policy limits.

SPEAKERS

JAY A.R. CASSIDY, *MANAGING DIRECTOR, CO-CHAIR FINPRO CLAIMS ADVOCACY PRACTICE MARSH CANADA LIMITED*
MIKE DENSHAM, *VICE PRESIDENT EXECUTIVE AND PROFESSIONAL LINES, BERKSHIRE HATHAWAY SPECIALTY INSURANCE*



EMERGING RISKS TUESDAY 3:30PM – 4:30PM

Using New Technologies to Mitigate Risk (Drones & Telematics)

The use of new and evolving technologies not only continues to shape the way organizations manage risk, but also changes an organization's exposure to risk. This session will focus on two such technologies; Telematics and Drones. The panel will discuss the use of Telematic and Drone technologies in managing and reducing risk, countered with discussions on how the panel identifies and recommends managing the risk posed by such technologies. The panel will include perspectives and insights from a Transportation company, an insurer and a Broker.

SPEAKERS:

URS UHLMANN, *CEO, GLOBAL CORPORATE, ZURICH INSURANCE (CANADA)*
PERRY BOUDREAU, *DIRECTOR HEALTH, SAFETY, SECURITY AND ENVIRONMENT, RBS BULK SYSTEMS*
BELINDA BRYCE, *PARTNER AND AVIATION LEADER, THE MAGNES GROUP INC.*



GLOBAL RM TUESDAY 3:30PM – 4:30PM

International Insurance Program Design and Solutions

Presented by risk managers based in Singapore and Paris as well as an international underwriter, this session is designed for risk management professionals that have foreign exposures. Participants will go through the various components that need to be considered when structuring an international insurance program, such as regulatory, fiscal and local coverage requirements. Examples of international programs will be provided.

SPEAKERS:

FRANCK BARON, *GROUP GENERAL MANAGER RISK MANAGEMENT & INSURANCE - INTERNATIONAL SOS (SINGAPOUR)*
GILBERT CANAMERAS, *RISK MANAGEMENT CONSULTANT (PARIS), FORMER PRESIDENT OF THE FRENCH AM-RAE (ASSOCIATION MANAGEMENT DES RISQUES ET DES ASSURANCES DE L'ENTREPRISE - FRANCE)*
VINKO MARKOVINA, *SVP, GLOBAL PRACTICE LEADER, INTERNATIONAL INSURANCE SOLUTIONS, ALLIANZ GLOBAL CORPORATE & SPECIALTY*



POWER & UTILITY INDUSTRY SESSION TUESDAY 3:30PM – 4:30PM

Cyber Risk and the Utility Industry - Part II

The Power and Utility session will focus on the growing cyber exposure faced by the industry. Utilities as part of the critical infrastructure are a prime target for cyber criminals and terrorists, they must manage risk involving their customer records and operational technology/operating systems. The leaking of customer information is a serious concern and involves costly work to restore consumer credit information as well as the potential for fines and penalties. The operating system/ operating technology risk involves management of the power grid and the potential for loss of power and damage to generating equipment. The session will explore the growing cyber insurance market for utility risk, examine the coverages that are available, identify key areas of cover and walk through a cyber-claim scenario.

SPEAKERS:

IMRAM AHMAD, *CYBERSECURITY LAWYER, CASSELS BROCK & BLACKWELL LLP*
GREG ESKINS, *SENIOR VP & NATIONAL PRACTICE LEADER, MARSH CANADA*
DAWN SIMMONS, *VP UNDERWRITING, AEGIS*
HO-TAY MA, *UNDERWRITING OFFICER, AEGIS*