

4th Annual Operational Risk Canada

Managing Operational Risk in Uncertain Times

**HEAR PRESENTATIONS FROM
LEADING EXPERTS IN THE FIELD**

OFFICE OF THE SUPERINTENDENT OF
FINANCIAL INSTITUTIONS CANADA

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October 6 and 7, 2009

**Optional Workshop: October 8, 2009
TORONTO, ONTARIO**

Strengthen Your Operational Risk Management Practices to Protect Your Organization

- Hear from OSFI about its views on emerging operational risks
- Learn how to accurately measure operational risk
- Find out about the operational risk underpinnings of the credit crisis and where we go from here
- Understand how convergence works in the real world
- Assess your ORM framework to determine what strategies and tools must be included to maximize its value
- Effectively integrate scenario analysis into your operational risk program
- Understand what has and has not changed in operational risk in the past 18 months
- Learn about risk governance and operational risk
- Hear case studies from TD Bank, Canadian Western Bank, CIBC, Scotiabank, and Enterprise Castle Hall Alternatives
- Learn about operational risk in the hedge fund industry
- Hear a case study on the Basel II advanced measurement approach

Register Today!

Call 1.800.474.4829

Fax 1.800.558.6520

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4th Annual **OPERATIONAL RISK CANADA**
OCTOBER 6 AND 7, 2009 • WORKSHOP: OCTOBER 8, 2009 • TORONTO, ONTARIO

YOUR INVITATION TO ATTEND

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67 Richmond Street West, 7th Floor, Toronto, Ontario M5H 1Z5
Telephone: 1.800.474.4829 Fax: 1.800.558.6520 www.infonex.ca

Dear Colleague,

In today's financial climate, operational risk management is taking on increasing importance. As a risk professional, it's more important than ever for you to ensure that your organization is up to date on the latest and most effective techniques and regulatory developments affecting operational risk.

INFONEX's fourth annual *Operational Risk Canada* will help you strengthen your organization's operational risk management and improve your own working knowledge of operational risk in practice. Whether you are focusing on day-to-day details or the big strategic picture, INFONEX's esteemed faculty, including keynote speaker Penny Cagan—one of "The Top 50 Faces of Operational Risk"—will provide the tools to identify and manage the operational risks that have the potential to stop you from achieving your objectives.

Learn how to effectively integrate scenario analysis into your operational risk program and accurately measure operational risk. Assess your ORM framework to determine what strategies and tools must be included to maximize its value, and take advantage of detailed case studies to take home lessons learned from major financial institutions.

Operational Risk Canada will give you the practical advice on processes and tools you need to avoid operational failures, successfully manage the next waves of the financial crisis, and ensure the success of your ORM efforts. Register today!

Sincerely,



Chris Graham
Vice-President, Conferences
INFONEX Inc.

P.S. Don't miss the special workshop on IT aspects of operational risk!

4th Annual OPERATIONAL RISK CANADA

OCTOBER 6 AND 7, 2009 • WORKSHOP: OCTOBER 8, 2009 • TORONTO, ONTARIO

Day 1

PROGRAM AGENDA: TUESDAY, OCTOBER 6, 2009

8:00 – 8:50 Registration and Continental Breakfast

8:50 – 9:00

Welcome and Opening Remarks from the Chair

Kathleen MacDonald, MBA, CCSA, Operational Risk Consultant

9:00 – 10:00

Operational Risk Update from OSFI

Narindar Bhavnani, Director, Operational Risk and Capital Assessment Services, Office of the Superintendent of Financial Institutions Canada

- Current and emerging operational risks: a regulatory perspective
- Upcoming priorities
- Recent developments and concerns

10:00 – 10:10 Networking Break



10:10 – 11:10

KEYNOTE SESSION

Understanding the Operational Risk Underpinnings of the Credit Crisis and Where We Go from Here

Penny Cagan, Managing Director, Credit and Operational Risk Content, Algorithmics; Member of the Fitch Group Inc.; named as one of "The Top 50 Faces of Operational Risk" by OpRisk & Compliance

We are now experiencing the next wave of the credit crisis, the largest number of failed banks since the savings and loan crisis.

- What are the underlying issues that have led to the current increase in loan defaults?
- What role has operational risk played in the credit crisis?
- What are the key operational risk control failings that have contributed to the current crisis?
- How can implementing best practices for operational risk lead to better credit cultures?

11:10 – 12:00

Convergence and Integration of ORM with Other Governance, Risk, and Compliance (GRC) Initiatives

Hubert Huang, Associate Director, Protiviti

- Value proposition and imperative for integrating ORM with other GRC initiatives
- Challenges to integrating GRC initiatives
- Role of systems in GRC integration
- Practical ideas for integrating GRC
- Leveraging enterprise risk management to sustain GRC integration
- Integrating performance management and risk management

12:00 – 1:00

Luncheon

1:00 – 2:00

CASE STUDY

Pandemic Planning: What, How, and Experiences to Date

Lou Santamaria, Director, Business Continuity Management, Scotiabank

- What are the key considerations to be included in a corporate pandemic plan framework?
- What should an organization have currently in place?
- Lessons learned from H1N1 experiences in Mexico

2:00 – 2:50

CASE STUDY

ORM Convergence at Canadian Western Bank

Blair Himmelreich, Acting Vice-President of Finance, Canadian Western Bank

- Convergence of operational risk and certification at Canadian Western Bank
- The operational risk management framework in action at Canadian Western Bank
- Discussion: does one size fit all?

2:50 – 3:00

Networking Break



3:00 – 4:00

Risk Governance and Operational Risk

Carole Carpentier, MBA, CFA, See. See Beyond..... Creativity. Consulting. Inc.; formerly responsible for group operational risk at RBC

- Operational risk as part of enterprise risk management
- Role of the board of directors and senior management
- Risk governance infrastructure: risk committees, risk appetite, risk policy, and risk reporting

4:00 – 5:00

CASE STUDY

Operational Risk Management Framework: An Evolutionary Journey

Earl Merrimen, Associate Vice-President, TD Bank Financial Group

This case study explores TD's approach to the implementation of an enterprise-wide approach to proactively managing operational risk.

- Differentiating between ERM and ORM
- Major elements of the framework
- Implementation challenges
- Identifying and measuring success
- What the future may hold

5:00

End of Day One

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4th Annual OPERATIONAL RISK CANADA

OCTOBER 6 AND 7, 2009 • WORKSHOP: OCTOBER 8, 2009 • TORONTO, ONTARIO

Day 2

PROGRAM AGENDA: WEDNESDAY, OCTOBER 7, 2009

8:00 – 8:50

Continental Breakfast

8:50 – 9:00

Opening Remarks from the Chair

Tara McLenaghan, Executive Director, North America, RiskBusiness International

9:00 – 10:00

CASE STUDY

Basel II: Moving to the Advanced Measurement Approach

Dan Cacic, Head of Operational Risk, CIBC

- Fundamentals of operational risk and the advanced measurement approach (AMA)
- Troubleshooting when complying with AMA requirements
- Surprises when implementing AMA

10:00 – 10:10

Networking Break



10:10 – 11:00

Structured Causal Analysis: A Foundation for Getting Real Value from Operational Risk Management

Tara McLenaghan, Executive Director, North America, RiskBusiness International

- Fundamental requirements for causal analytics
- Developing a “stage one” causal model
- A vision of “stage two” predictive modelling: pre-empting risk events

11:00 – 12:00

Operational Risk Management and Quantitative Scenario Analysis

Kabir Dutta, Senior Consultant, CRA International; former Senior Economist, Supervision, Regulation and Credit Department, Federal Reserve Bank of Boston

- Why do we need scenario analysis?
- What is involved in the scenario analysis process?
- How should we use scenario analysis in the quantitative framework?
- When does scenario analysis makes sense?

12:00 – 1:00

Luncheon

SPONSORSHIP AND EXHIBITION OPPORTUNITIES

If you would like to increase your visibility with senior risk management executives from across the country, you need to be at the *Operational Risk Canada*. A limited number of sponsorship options are available.

For more information and to check availability, contact our sponsorship department by telephone at 416.971.4177, ext. 244, or send an e-mail message to: sponsorship@infonex.ca.

1:00 – 2:00

CASE STUDY

Scenario Analysis in Support of Operational Risk Quantification

Tara McLenaghan, Executive Director, North America, RiskBusiness International

- Case study background: the opportunity and challenges
- Developing scenarios and running workshops
- Results and feedback

2:00 – 3:00

CASE STUDY

ORM through the Financial Crisis: A Sampling of Companies, Their Risk Response, and Lessons Learned

Kathleen MacDonald, MBA, CCSA, Operational Risk Consultant

- Did the reputation of risk management barely survive, or did it actually thrive in the recent economic crisis?
- Identifying risks in a fast-changing environment means breaking down the walls of the organizational information labyrinth: who are the key players in getting information up and down the chain of decision, and what are the dynamics of thriving organizations?

3:00 – 3:10

Networking Break



3:10 – 4:00

CASE STUDY

Operational Risk in the Hedge Fund Industry

Christopher Addy, CA, CFA, President and CEO, Enterprise Castle Hall Alternatives Inc.

- Why should hedge fund investors worry about operational risk?
- From Manhattan to Madoff: some of the lessons from hedge fund operational failures
- Building a framework to evaluate hedge fund operational risk
- Best practices in operational due diligence: balancing objectivity and subjectivity

4:00 – 5:00

How to Accurately Measure Operational Risk

John Lark, Risk Practice Manager, Stratos Inc.; member of the CSA Technical Committee on Risk Management

- Confirming the independence of the risk management function
- Where does documentation start and end?
- Ensuring that auditors and supervisory authorities can validate your results
- How ISO standards can help you ensure accurate and consistent results

5:00

End of Day Two

PLUS! Take advantage of our  optional post-conference workshop

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4th Annual OPERATIONAL RISK CANADA

OCTOBER 6 AND 7, 2009 • WORKSHOP: OCTOBER 8, 2009 • TORONTO, ONTARIO

OPTIONAL WORKSHOP: THURSDAY, OCTOBER 8, 2009

FULL-DAY WORKSHOP: 9:00 – 4:00 (LUNCHEON BREAK INCLUDED)

The Future Is Here: The Convergence of Operational Risk and IT/SI

Kathleen MacDonald, MBA, CCSA, Operational Risk Consultant

The orbits of OR and IT/SI, previously separate, are now overlapping. Critical assets are at stake that require collaboration, understanding, and mutual support.

Risk management provides assurance to an organization that it is aware of the risks to which it is exposed. Strategic and tactical management decisions are made in consideration of these risks and the impact they have on the organization. Operational risk management aims to determine the risks inherent in the operations of the organization, their associated causes, and the appropriate strategies to respond.

This workshop is designed to clarify the risk responsibilities of each manager and his or her respective team to ensure that appropriate measures are put in place to mitigate the risks to which the organization is exposed. IT managers have a strategic and tactical role in ORM, and this workshop will provide vision and tools to ensure they can contribute to sustainable organizational performance through robust risk management. This workshop is intended for all professionals interested in better understanding operational risk management and in implementing a sustainable operational risk management program. Using a case study and open discussions.

- Learn how to identify and mitigate operational risks, particularly those related to IT activities in an organization
- Understand how long term profitability of a company is dependent on good risk management
- Every manager is a risk manager: what are your roles and responsibilities?
- Changes, challenges, and the evolution of ORM
- ORM: cultural or structural approach?
- How to identify, measure, mitigate, and report risks
- Risk indicators
- Management chart: what does the board need and want to know?
- Evaluating the maturity of your operational risk management program

BUILDING ON A TRADITION OF SUCCESS!

Delegates at our previous operational risk management conferences rave about their experiences. Here's what they have to say:

“Great op risk conference! The best in Toronto ever! Congratulations.”

— Principal, CRA INTERNATIONAL

“Very interesting. Most of the subjects will be very useful to me!”

— Risk Auditor, DESJARDINS GROUP

“Informative on current issues.”

— Assistant Manager, Operational Risk, TD CANADA TRUST

“Thank you for arranging the event. I think you put together the strongest group of speakers that Toronto has had in a long time. It was a pleasure to participate.”

— Director of Operational Risk, BMO

WHO SHOULD ATTEND

- Vice-Presidents of Operational Risk Management
- Executive Directors and Global Heads of Risk
- Compliance Officers
- Directors and Managers of Risk
- Consultants and Analysts
- In-house Counsel
- Chief Executive Officers and Chief Financial Officers
- Directors and Managers of Assurance

Organizations that have already benefited from attending our previous risk and control events include:

AIG Life Insurance Company of Canada
• Bank of America • Bank of Montreal • BMO Nesbitt Burns • Credit Union Deposit Guarantee Corporation • Dominion Bond Rating Service • Fedelity Investments • HSBC Bank of Canada • National Bank of Canada • Royal Bank of Canada • Sobey's Inc. • Standard Life Canada • State Street Corporation • Sun Life Financial • Visa International Service Association

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4th Annual Operational Risk Canada

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TORONTO, ONTARIO

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LOCATION: *Operational Risk Canada* will be held at a convenient location in Toronto, ON. Detailed venue information will be provided with your registration confirmation.

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

GROUP DISCOUNT — SEND YOUR TEAM!

Send your team: Second delegate gets 30% off. Groups of four get 20% off per person. For groups of five or more, please contact us. All discounts will be applied against the full conference fee. You cannot combine multiple discounts — only one discount can be used per registration.

MAILING LIST UPDATE/REMOVAL: To add, update or remove your information from the Infonex mailing list, please call 1-800-474-4829, and select Option 3, or complete the online form at www.infonex.ca. Please note: Infonex prepares mailings several weeks in advance; it may take such time for the updates to come into effect.

FOUR KEY BENEFITS OF ATTENDING THIS EVENT

- 1) Hear case studies from leading Canadian financial institutions
- 2) Hear directly from the OSFI
- 3) Compare your current challenges with those other firms are facing
- 4) Gain key insights into new and innovative approaches to operational risk management

REGISTER BY PHONE, ON-LINE, OR IN THESE 3 EASY STEPS!

1 PRINT YOUR NAME AND CONTACT INFORMATION

Yes! Register me for *Operational Risk Canada*

Mr./Ms./Mrs. _____ Title _____

Organization _____

Name of Approving Manager _____ Title _____

Address _____

City _____ Province _____ Postal Code _____

Telephone () _____ Ext _____ Fax () _____

E-mail address _____

Company's main line of business _____ Number of Employees: _____

2 SELECT YOUR OPTION(S) AND METHOD OF PAYMENT

2nd Delegate Gets 30% Off!

REGISTRATION FEES:	Register by AUGUST 7	Register by SEPTEMBER 4	FULL PRICE
Conference Only	\$1,799 + GST	\$1,999 + GST	\$2,299 + GST
Conference and Workshop	\$2,599 + GST	\$2,899 + GST	\$3,299 + GST

SELECT YOUR OPTION(S): Conference Optional Full-Day Workshop

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3 SEND US YOUR REGISTRATION

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 **TELEPHONE:** 1.800.474.4829

 **WEBSITE:** www.infonex.ca

 **MAIL:** INFONEX INC.
67 Richmond St. W., 7th Floor
Toronto, Ontario M5H 1Z5

CANCELLATION POLICY:

Substitutions may be made at any time. If you are unable to attend, please make cancellations in writing and fax to 1-800-558-6520 **no later than September 22, 2009**. 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. If you prefer, you may request a refund of fees paid, less a 15% administration fee. Registrants who cancel after **September 22, 2009**, will not be eligible to receive any credits or refunds and are liable for the entire registration fee.

Confirmed registrants who do not cancel **by September 22, 2009**, and fail to attend will be liable for the entire registration fee.