

6th Annual Event with All-New Content!

Operational Risk Canada 2011

Achieve the Next Level of Risk Competence

HEAR FROM EXPERTS INCLUDING:



CONFERENCE CHAIR:
Tim J. Leech
Managing Director, Global Services
RISK OVERSIGHT



Karen E. Dunk-Green
VP Operational Risk, **TD BANK FINANCIAL GROUP**; Past President, Toronto Chapter, **THE RISK MANAGEMENT ASSOCIATION**



Anthony "Tony" Peccia
Managing Director, Chief Risk Officer
CITIBANK CANADA



Christina Dowhaniuk
Director, Operational Risk Management
SUN LIFE FINANCIAL



Anthony Brown
Operational Risk Leader, Group Risk Management-Insurance
ROYAL BANK OF CANADA



Frank Tsiribis
VP and Senior Operational Risk Officer, Enterprise Risk and Portfolio Management
BMO FINANCIAL GROUP



Christopher A. Chen
National Director, Executive Compensation
HAY GROUP



Hubert Huang
Director, Enterprise Risk Management
BROOKFIELD ASSET MANAGEMENT



Azer Hann
Senior Manager, Enterprise Risk Services
DELOITTE



Hank Prybylski
Partner, Financial Services
ERNST & YOUNG LLP

October 4 and 5, 2011
Optional Workshops: **October 6, 2011**
TORONTO, ONTARIO

Understand the Latest Regulatory Developments and How They Will Impact OpRisk at Your Organization

- Align risk strategies with regulatory demands
- Gain insights into supervisory expectations for 2012 and beyond
- Learn practical steps for developing your operational risk appetite policy statement
- Hear the new expectations for the board and how to ensure holistic oversight
- Recognize links between operational risk and credit and capital risks
- Participate in a panel discussion on strengthening frameworks for operational risk
- Learn to identify which operational risks are most likely to affect your company's financial performance and what you can do about it

PLUS! Take advantage of optional half-day workshops!

- *Optimizing Operational Risk Event Information: Putting It to Good Use*
- *Operational Risk and Resolving Advanced Measurement Approach Implementation Challenges*

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DAY ONE PROGRAM AGENDA: TUESDAY, OCTOBER 4, 2011

8:00 – 9:00 Registration and Continental Breakfast

9:00 – 9:10

Welcome and Opening Remarks from the Chair

Tim J. Leech, Managing Director, Global Services, Risk Oversight

9:10 – 10:00

Making Operational Risk a Strategic Priority

Anthony "Tony" Peccia, Managing Director, Chief Risk Officer, Citibank Canada

- How firms are taking a more strategic view of regulation
- What this means for their risk strategies
- Increased importance of operational risk
- Key concerns for boards around risk management
- Making risk management a competitive advantage



Tony is responsible for the development and implementation of operational risk policy and manages the global advanced measurement approach plan at Citibank Canada. Before joining Citi, he worked for Algorithmics, where he overhauled the firm's oprisk software functionality, and for RiskBusiness, where he was an oprisk consultant. He made his name as a pioneer in operational risk at Bank of Montreal and CIBC.

10:00 – 10:20

Networking Break



10:20 – 11:20

Evaluating Enterprise Risk Appetite and Tolerance with Operational Risk Considerations

Karen E. Dunk-Green, Vice-President Operational Risk Management, TD Bank Financial Group

- Why a different approach is needed for "operational" risk appetite
- Why should an organization define its appetite limit
- Risk appetite concepts
- Dimensions of risk appetite for operational risk
- Should operations take risks to realize a gain



Karen provides leadership to the team that works with businesses to design and implement sound operational risk management practices, particularly risk and control assessment, and ensuring senior management and the Board have ongoing line of sight to the bank's risk profile. Karen was CIO for TD Canada Trust, then CIO for the enterprise corporate functions.

11:20 – 12:20

CASE STUDY

Identifying and Assessing Operational Risk

Frank Tziribis, Vice-President and Senior Operational Risk Officer, Enterprise Risk and Portfolio Management, BMO Financial Group

- Understanding the global evolution of operational risk
- Overview of BMO's Operational Risk Management Framework (ORMF)
- Approaches BMO uses to identify operational risk
- How to prioritize identified risks for reporting and mitigation
- Incorporating operational risk into integrated risk oversight



Frank is accountable for Enterprise Operational Risk Management, Business Continuity Management, and Corporate Insurance. Prior to joining BMO, Frank was at Cap Gemini Ernst & Young where he worked as Global Industry Assessment Leader for Operational Risk Management. In this capacity, he serviced a variety of international financial institutions, insurance and energy clients in Enterprise Risk Management and Operational Risk.

12:20 – 1:30

Luncheon

1:30 – 2:10

Assessing Regulatory Treatments of Operational Risks

Azer Hyat Hann, Senior Manager, Enterprise Risk, Deloitte

- What are financial institutions responsible for?
- Newly released paper: Interagency Guidance on the Advanced Measurement Approach
- Principles for the sound management of operational risk

- Overall supervisory process and expectations
- CAN and US issuances
- Basel 2 and 3 insights for operational risk



Azer is active in Deloitte's Global Financial Services Industry (GFSI) Practice, particularly as it relates to Risk and Capital Management. He has several years of experience in servicing the financial services sector in Canada, the United States, Europe and Australia. Azer has advised clients on enterprise risk management, risk assessment, Basel II planning and implementation programs, credit and operational risk measurement and quantification as well as related methodology development and training.

2:10 – 3:00

Effective ERM: Operational Risk Considerations

Hubert Huang, Director, Enterprise Risk Management, Brookfield Asset Management

- How operational risk is a key component within ERM
- Operational risk impacts on other organizational risk areas
- Integrating operational risk into the ERM strategy
- Increasing the efficiency/effectiveness of oprisk management through better integration with business and other risk management processes
- Evaluating and reporting on operational risks as part of an ERM program
- Risk measures and key risk indicators (KRIs)



Hubert specializes in governance, risk and compliance, performance management, and internal audit. He has broad experience in consulting and internal audit and has helped companies realize business value through strategy development, process improvement, and technology implementation, in relation to risk and performance management.

3:00 – 3:20

Networking Break



3:20 – 4:10

What Risk Professionals Need to Know about Emerging Board Risk Oversight Expectations and Requirements

Tim J. Leech, Managing Director, Global Services, Risk Oversight

- New proxy disclosure requirements by SEC
- CSA's expectations related to board oversight of risk
- CICA's board risk oversight guidance
- Steps to meeting the new requirements



Tim has over 20 years of experience working with senior executives, boards of directors, work units, regulators, internal and external legal advisors, and auditors to improve risk and assurance management practices and business results. Through his advice and high-impact presentations to boards and senior executives, conference presentations, and published articles Tim has actively promoted the business case for adopting more effective integrated enterprise-wide risk management practices.

4:10 – 5:00

Linking Insurance and Operational Risk: What You Need to Know

Jack Mazakian, Executive Vice-President, Leader, Regional Financial Institutions Practice, Willis Canada Inc.

Paul Search, Executive Director, Risk and Analytics, FINEX Global, Willis Limited

- Financial exposure to operational risk
- Insurance and Basel capital allocation requirements
- Protecting existing capital
- Managing your portfolio
- Reinsurance options



With over 24 years of experience in the insurance industry, Jack has served in key positions with several leading firms. He began his career with AIG then moved to the brokerage side of the insurance business in the Financial Institutions Executive Risk Division of a major Canadian brokerage and attained various senior roles while responsible for large Canadian and global clients.

Dr. Paul Search has led a variety of financial institution engagement throughout his career ranging from the design and implementation of enterprise-wide risk management programs to various operational risk (Basel II) advisory services including framework design, gap analysis, risk financing and transfer optimization, and capital allocation.

DAY TWO PROGRAM AGENDA: WEDNESDAY, OCTOBER 5, 2011

8:00 – 9:00 Continental Breakfast

9:00 – 9:10

Opening Remarks from the Chair

Tim J. Leech, Managing Director, Global Services, Risk Oversight

9:10 – 10:10

Managing Oversight between Credit, Capital and Operational Risk Linkages

Hank Prybylski, Advisory Leader, Americas Financial Services Office; Leader, Global Financial Services Risk Management Practice, Ernst & Young LLP

- Defining boundaries between credit, capital and operational risk
- Identifying and mitigating risks associated with overlap
- Case studies and examples of mitigating boundary risks in practice
- Broader trends in risk management governance



Hank advises boards of directors and C-level executives with reviews of enterprise risk functions, specializing in market risk, credit risk, operational risk and regulatory compliance frameworks and developing action plans to breakdown silo functions and embed a robust risk culture throughout an organization. In 2009, he was named to OpRisk & Compliance's list of "The Top Faces of Operational Risk."

10:10 – 10:25

Networking Break



10:25 – 11:45

Strengthening Operational Frameworks

MODERATOR: Gaurav Kapoor, COO, MetricStream Inc.

Christina Dowhaniuk, Director Operational Risk Management, Sun Life Financial

Anthony Brown, Operational Risk Leader, Group Risk Management-Insurance, Royal Bank of Canada

- Strengthening the key risk indicator (KRI) component of an oprisk framework
 - definition and benefits of effective KRIs; developing effective KRIs
 - assessing quality and effectiveness of KRIs
 - monitoring and utilizing trends
 - illustrative examples
- Business operational risk assessments: enterprise (high) level assessments and business-specific ("deep dive") assessments
- Operational risk universe (heat map), key risk identification, control assessment and risk mitigation



Christina is a Fellow of the Canadian Institute of Actuaries, a Fellow of the Society of Actuaries and a Member of the American Academy of Actuaries. She has held non-traditional actuarial roles including her current role as Director of Operational Risk Management and a leadership role in Corporate Internal Audit, working across Sun Life to build the actuarial audit practice.



Tony is responsible for overseeing operational risk management within all of the multi-line RBC Insurance businesses. This includes executing all components of the RBC enterprise-wide operational risk framework and keeping abreast of the evolving operational risk profile in an environment of transformational change, new product launches, and systems initiatives.

11:45 – 12:30

Managing Operational Risk During Change: Expansion, Mergers, New Products, Etc.

Benjamin Ellis, Partner, McKinsey and Company

Wendy Franks, Consultant, McKinsey and Company

- What are the risks during expansion, mergers, and new products?
- Performing operational risk due diligence
- What does this look like?
- Examples from the finance and insurance sector

12:30 – 1:30

Luncheon

1:30 – 2:30

Developing the Operational Risk Appetite Policy Statement

William Popp, CEO, POPP risk GROUP

- What specifically makes the risk appetite policy statement valuable?
- How does the operational risk appetite policy statement fit into the risk appetite framework and larger risk management picture?
- Getting started: agreeing on common risk appetite terminology at all levels, assuring group-wide risk governance clarity, providing all of the necessary policy elements, deciding which specific quantitative and qualitative operational risk measures are best for each level of the organization
- Understanding what risk appetite reporting is necessary and appropriate at each of the business, group, and board risk committee levels
- Making it work: providing the larger risk-aware business level foundation, driving active continuous collaboration, other important elements



Bill provides risk management consulting and execution to large financial institutions world-wide. Prior to the inception of POPP, Bill was Group EVP of SunGard Trading and Risk Systems where spent his time acquiring new trading and risk management companies, providing business oversight, and actively engaging with financial services and energy executives worldwide.

2:30 – 3:15

Evolving Risks and Opportunities of Climate Change and Sustainability

Douglas Kube, Senior Environment, Health and Safety Consultant, Stantec Consulting Ltd.

- Emerging risks related to the effects of climate change and sustainability
- Understanding potential operational, regulatory and reputational impacts
- Internal processes and systems necessary to manage sustainability risks
- Mitigation and adaptation strategies for controlling climate change risks
- Assurance of environment, health, safety and sustainability reporting



Doug's principal area of practice is in strategy, risk assessment/management, auditing, and assurance. He has held director level positions at Air Canada and Purolator Courier and worked in the healthcare, pharmaceutical and chemical industries. Mr. Kube is also a Fellow with the New York based organization Leadership for Environment and Development International.

3:15 – 3:30

Networking Break



3:30 – 4:15

Impact of Compensation Arrangements on Risk

Christopher A. Chen, National Director, Executive Compensation, Hay Group

- Linking remuneration with risk
- Systemic risks for incentives
- How oprisk executives can become party to compensation discussions
- Is this a concern for Canadian institutions?
- Putting Canada in context with the rest of the world



Christopher advises clients on supporting stakeholder value through effectively aligning organizational strategy to executive compensation. He has worked extensively in the areas of corporate governance, compensation strategy, competitive benchmarking and incentive design. He is a member of the Law Society of Upper Canada and has completed the CICA In-depth Tax Course.

4:15 – 5:00

Operational Risk Impact of Derivatives Transformation

Samuel Ely, Managing Principal, Capco

- Operational risk impacts of derivative reforms
- Where will the risks arise in the new processes?
- What are the new process options for organizations?
- How significant will the impacts be?
- What questions should be asked?
- Potential hotspots in the new processes



Samuel represents Capco in the capital markets practice, focusing on leading derivatives CCP initiatives. He has worked within derivatives for a variety of leading institutions covering both OTC, exchange traded derivatives and now CCP, covering front through back with all participant types and product classes.

OPTIONAL WORKSHOP AGENDAS: THURSDAY, OCTOBER 6, 2011

WORKSHOP ONE: 9:00 – 12:00

Optimizing Operational Risk Event Information: Putting It to Good Use

Gaurav Kapoor, COO, MetricStream Inc.

By attending this workshop, you will learn how to implement an operational risk experience in your firm.

- Understanding your firm's operational risk experience
- Ground your data strategy in risk management flow that is tailored to financial and insurance companies
- Collecting usable data
- Strategies for interpretations
- Adopting an integrated approach
- Define quality assurance testing
- Preparing periodical reporting



Gaurav Kapoor has overall responsibility for Sales, Marketing, Customer Advocacy and the Partner Ecosystem at MetricStream. Until 2010, he served as the CFO of the company and the General Manager of GRC. He has been instrumental in shaping key strategic initiatives that have helped MetricStream become a global leader in Governance, Risk and Compliance (GRC). He founded ComplianceOnline.com that has grown to become a leading online GRC community and content property.

WORKSHOP TWO: 1:00 – 4:00

Operational Risk and Resolving Advanced Measurement Approach (AMA) Implementation Challenges

Ed Grau, Partner, Risk Practice, Capco

- Introduction: regulatory landscape
- Basel II and Basel III
- Scenario analysis and the AMA
- Quantifying operational risk
- Meeting the qualifying criteria
- Common challenges in implementation
- Approaches to overcoming challenges in implementation
- Implementations and challenges for operational risk reporting
- Comprehensive reporting



Edward has over 18 years of risk management expertise in Capital Markets and Banking. He has helped clients create enterprise risk operating models, architectures and legacy infrastructure integration to support risk analytics and compliance mandates. Edward has helped global investment banks improve risk analytics, finance, and compliance processes for trading, portfolio, hedge fund, prime brokerage, and custodial operations with assets up to \$6 trillion. He has worked with banks to formulate risk and compliance strategy to address modern regulatory reforms including the development of industry risk consortiums and utilities. He has also helped design some of the world's largest AML and fraud initiatives in banking.

BUILDING ON A TRADITION OF SUCCESS

Celebrating almost two decades of high-calibre events

Here's what delegates have to say about previous events:

“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

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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.

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WHO SHOULD ATTEND

- Chief Risk Officers
- Vice-President, Directors, Managers of Operational Risk
- Governance and Compliance Officers
- Risk Professionals
- Operational Risk Advisors
- In-house Counsel
- Corporate-Level Operational Risk Managers
- Business-Line Operational Risk Managers
- Governance Professionals
- Controls Professionals

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

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• 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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Operational Risk Canada 2011

October 4 – 5, 2011 • Workshops: October 6, 2011
TORONTO, ONTARIO

THREE KEY BENEFITS OF ATTENDING THIS EVENT

- 1) Address your unique challenges with advice geared exclusively to Canada's operational risk professionals
- 2) Learn how to leverage risk management for competitive advantage
- 3) Get strategies for improving your operational frameworks

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

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Conference for Groups of 2	\$2,099 each	\$1,799 each
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YOUR REGISTRATION INCLUDES: Registration fees include all course materials, continental breakfast, lunch, and refreshments. **Parking and accommodation are not included.**

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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 20, 2011**. 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 20, 2011**, 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 20, 2011**, and fail to attend will be liable for the entire registration fee.