



The
MEARIE
Conference
2018

Conference Program

BE
BOLD

*Embracing Change through
**Risk Management
& Leadership***

June 20-22, 2018

JW Marriott, The Rosseau Muskoka
mearie.ca/mearie-conference



Managing risk
together



Sustainable solutions for your benefit program to meet
your organizational needs today and in the future



To learn more about The MEARIE Group's Employee Benefit Program, please contact
Diana O'Reilly at doreilly@compben.com or David Ainslie at dainslie@mearie.ca



The MEARIE Conference 2018

Welcome to The MEARIE Conference!



It is our great pleasure to have you join us at our annual event in spectacular Muskoka.

The MEARIE Conference continues to lead the discussion on leadership trends, emerging risk issues and leading HR trends – all sparked by the sector's need to plan for the fast-approaching future. And this year's theme, "Be Bold," should be an inspiration to all of us as we continue to face challenges and uncover opportunities.

This event is a long-standing tradition, going back to the early beginnings of the Reciprocal. The MEARIE Conference is an excellent forum to get in touch with colleagues from across the sector and to gain industry-based knowledge on the most relevant risks.

May you absorb some educational and memorable experiences as you connect, learn and engage at The MEARIE Conference.

Thank you for joining us – we look forward to our time with you.

Sincerely

*C.C. (Charlie) Macaluso
President and Chief Executive Officer*





Pre-Conference Workshop

1:30 PM – 5:30 PM

Wednesday, June 20

Location: Rosseau Ballroom, Salon 1/2

Unlocking the Solutions to Managing Cyber Incidents

This workshop will be of interest to employees from all company departments and the Board and will help to inform your incident response planning.

Scenario: An employee in your organization receives an email stating the company's server has been hacked and is on lockdown. A ransom of \$1 million has been set, payable within 48 hours or the hacker will start shutting down vital customer infrastructure. The ransom will increase by \$500,000 every 24 hours coupled with rolling shutdowns countrywide. **WHAT DO YOU DO?**

A cyber-related incident could be a dramatic situation, fraught with uncertainty and spawning panic. Even though your company may have developed your incident response plan, there aren't always opportunities to discuss potential scenarios to know what to do if something were to happen. This session will include interactive leadership exercises based on real data and plausible situations to generate active participation and facilitate dialogue, to help you gain more confidence with this topic.

Learn through scenarios how a variety of people may need to be engaged in the face of a cyber incident:

- Outline the response to a cyber threat and think through repercussions for your organization
- Role play an executive cyber crisis management exercise
- Learn more about your options to include in your organization's incident response plan

This workshop features speakers from different areas of expertise – insurance, forensics and crisis communications – all of whom would have a role to play in the response to a cyber incident.



**Neal Jardine, Senior General Adjuster Cyber Practice Leader,
Crawford & Company (Canada) Inc.**

Neal is a seasoned senior general adjuster with over ten years of experience adjusting property and casualty claims, domestically and internationally. Neal has focused on commercial and industrial losses with areas of expertise in complex, large, commercial industrial property, builder's risk and wrap-up liability claims.



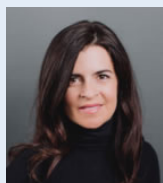
**Steven Saarimaki, General Adjuster,
Crawford & Company (Canada) Inc.**

Steven has more than 24 years of experience in the claims industry. Following the emerging risk of cyber-attacks facing his clients, Steven has built on his extensive claims experience and furthered his expertise to assist in managing a growing number of cyber risk events and claims for commercial clients and insurers.



**Sandy Boucher, Senior Investigator,
Grant Thornton LLP**

Sandy is a seasoned investigator with 34 years of experience in the public and private sectors. He heads the national investigative research, and anti-corruption practices. Sandy has been managing the firm's cybersecurity breach response and investigations team, assisting clients with managing and investigating cyber and data breaches.



**Leslie Walsh, Senior Vice President,
FleishmanHillard Highroad**

Leslie specializes in crisis communications, working with clients across a wide range of sectors, including healthcare, real estate development, transportation, financial services and the public sector. She is a certified crisis counsellor and works closely with organizations to prepare for, respond to and recover from negative events.

3:30 PM – 3:45 PM



Networking Break

Location: Rosseau Ballroom, Salons 1/2



Marjorie Richards & Associates Ltd.

Welcome to The MEARIE Conference!

Wednesday, June 20

3:30 PM – 7:30 PM	Delegate Registration Opens Location: Concierge Desk Hotel Lobby	
7:30 PM – 12:00 AM	Conference Kick-off Evening Location: The Living Room/Library Terrace <ul style="list-style-type: none"> Featuring multiple food stations and scotch tasting Live DJ for your dancing entertainment Mix, mingle and reconnect with your peers 	 

Thursday, June 21

7:00 AM – 8:45 AM	Breakfast Location: Cottages Restaurant		
8:45 AM – 9:30 AM	Stream A – Rosseau Ballroom, Salons 3-5 Topic: Climate Change & Board Governance Speaker: Sarah Keyes, Chartered Professional Accountants of Canada	Stream B – Rosseau Ballroom, Salons 1/2 Topic: 5 New Big Ideas in Drug Plan Management for 2018 Speaker: Barb Martinez, The Great-West Life Assurance Company	
9:30 AM – 10:15 AM	Topic: Disaster Recovery Pre-Planning to Protect your Buildings & Business Speaker: Matt Johnson, Commercial Loss Experts	Topic: The Intelligence Evolution: Bridging the Gap between Human & Artificial Intelligence in HR Speaker: Kathryn Christie, Self Management Group	
10:15 AM – 10:30 AM	Networking Break Location: Rosseau Ballroom Foyer		
10:30 AM – 11:15 AM	Topic: Cyber Risk: Risk Management Progress So Far Panel: Wendy Young, Oakville Enterprises Corporation Delia Campbell, Festival Hydro Inc. Kim Grosskurth, AESI	Topic: Group Benefits Fraud & the Latest Trends Speaker: Suzanne Cook, The Great-West Life Assurance Company	
11:15 AM – 12:00 PM	Topic: Top Trends in Directors & Officers Liability Speakers: Tom Donnelly, Thomas Gold Pettingill LLP Ian Gold, Thomas Gold Pettingill LLP	Topic: LDC Case Study – Implementing a Cloud Based HR Management System Speaker: Lyne Parent-Garvey, Hydro Ottawa Holdings Inc.	



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The MEARIE Conference Program Schedule

Thursday, June 21

12:00 PM – 5:30 PM

Golf Tournament at The Rock

- Boxed Lunch available in Convention Foyer
- Meet in front of the hotel
- **Departure for the Golf Course is 12:45 PM sharp**



Annual Golf Tournament at The Rock

The golf tournament will be a Shotgun Start with the Best Ball format. Highlights of the tournament include:

- 12th hole – MEARIE Hospitality stop – enjoy some refreshments and snacks
- 8th hole – ladies ‘closest to the pin’
- 11th hole – men’s ‘closest to the pin’
- 9th hole – mens and ladies ‘longest drive’

The golf foursomes will be posted near the registration area on Thursday morning. Boxed lunches will be available at 12:15 pm.



For your convenience, please bring your golf clubs to the hotel registration and check them in with the concierge.

On Thursday morning, the golf club staff will place your clubs on your designated cart, to be ready for the tournament.

12:30 PM – 1:45 PM

Wellness Lunch & Workshop (for all Non-golfers/Guests)

Location: Port Carling Room (*lower level*)
Lunch: 12:30 PM – 1:30 PM
Workshop: 1:00 PM – 1:45 PM – *Wellness Workshop*
Instructor: Tara Kinden, The Soul Flow™



2:00 PM

Pre-registered Wellness Afternoon Activities

Wellness & Water Afternoon: Guided kayak tour of Lake Rosseau – pre-registered participants are picked up by tour guide

Wellness & Spa Afternoon: Pre-registered participants depart for their scheduled spa appointments

Wellness Afternoon

An afternoon to network (for all non-golfers and guests). The afternoon starts with a healthy lunch buffet followed by a Speaker session on fulfillment and wellness.

From there you move on to a variety of pre-registered activities including a one hour, group guided paddle in kayaks or pre-registered spa treatments.



6:00 PM – 8:00 PM

Cocktail Reception & Lakeside BBQ Dinner

Location: Rooftop Terrace

- An exciting evening of food, fun and entertainment
- BBQ dinner overlooking the lake
- Golf prizes announced after dinner



8:00 PM – 8:15 PM

Golf Tournament Results & Prize Announcements

8:15 PM – 11:00 PM

Entertainment: Live band – *Arden and the Tourists*





Networking @ The MEARIE Conference

Conference Kick-off Evening

The conference launches with a very special opening evening reception on June 20th with multiple food stations, scotch tasting and a DJ so can you get your groove on! Mix and mingle with fellow delegates in a relaxed atmosphere and reconnect with your peers.

Lakeside Reception & Dinner

Always an exciting evening of delicious food, a beautiful setting and fun, this year's BBQ dinner on June 21st will be a highlight. Ensure to take in the ambiance of Lake Rosseau during this spectacular evening.

Networking Breakfasts & Lunches

Informal breakfasts and lunches provide time to chat with fellow delegates and exchange ideas with speakers and conference sponsors.



The MEARIE Conference Program Schedule

Friday, June 22		
7:00 AM – 8:45 AM	Breakfast Location: Cottages Restaurant	
8:45 AM – 9:45 AM	Plenary Sessions – Rosseau Ballroom, Salon 3-5 Keynote Address Topic: The Age of Voter Rage Speaker: Nik Nanos, Renowned Pollster, Demographer and Current Affairs Expert	
9:45 AM – 10:45 AM	Topic: Canada's New Breach Reporting Law Speaker: Karl Schober, Dentons Canada LLP	
10:45 AM – 11:00 AM	Networking Break Location: Rosseau Ballroom Foyer	
11:00 AM – 12:00 PM	Topic: How Being Human Can Prevent You From Being A Great Leader & What You Can Do About It Speaker: Sandro Iannicca, SI Consulting Group	
12:00 PM – 12:15 PM	Closing Remarks & Draws	
12:15 PM	Boxed Lunch & Departure Boxed lunch available in Convention Foyer	



Keeping your best interests in mind

Desjardins Insurance refers to Desjardins Financial Security Life Assurance Company.

We believe personal health and financial wellness go hand in hand. Our group benefits and group retirement savings solutions ensure your employees have a holistic and seamless experience. We're committed to helping your employees achieve their overall wellness goals, so they can live the lives they really want to live.

Talk to us today to find out how your employees can make the most of a Desjardins group plan.

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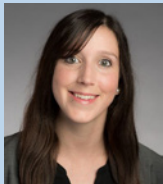


Speaker & Session Abstracts in order of appearance

8:45 AM – 9:30 AM – STREAM A

Climate Change & Board Governance

Climate change is a pressing global issue affecting all companies, public and private, with wide-ranging implications for shareholder value, strategy, risk management and financial performance. Executives are assessing the strategic and risk management implications of climate change issues, and directors are acting in a heightened oversight role.



Sarah Keyes, Principal Research, Guidance & Support, Chartered Professional Accountants of Canada

Sarah develops research and thought leadership on climate change issues and the implications for business decision-making, reporting and corporate governance. Prior to CPA Canada, Sarah worked as a Senior Auditor in the mining and extractives sector at PricewaterhouseCoopers and as a Senior Energy Consultant at MNP.

8:45 AM – 9:30 AM – STREAM B

5 New Big Ideas in Drug Plan Management for 2018

With drug spending on the rise, five new areas for drug plan management will need to be considered in 2018. Understand these five new, big ideas and how they can impact your drug plan: Pharmacoeconomics; Data Mining; Biosimilar drugs; Pharmacogenetics; and Medical Cannabis.



Barb Martinez, National Practice Leader, Drug Benefits Solutions, The Great-West Life Assurance Company

Barbara provides support to Great-West Life Group Sales Offices across Canada on prescription drug management initiatives. Barbara has in-depth knowledge of the prescription drug, regulatory and drug approval process in Canada from both a government and private drug plan perspective.

9:30 AM – 10:15 AM – STREAM A

Disaster Recovery Pre-Planning to Protect your Buildings and Business

Business continuity planning is critical to every business but do pre-planning principles get applied when developing an emergency response plan for your building? A major fire or flood could be devastating to your commercial building; and the recovery process is as complex as the building infrastructure itself. We will highlight the key components of an Emergency Service Plan for your building and the benefits of this being an integral part of your Risk Management/Business Continuity Plan. We will also demonstrate how mobile technology can enable you to effectively implement the Emergency Service Plan with your service providers.



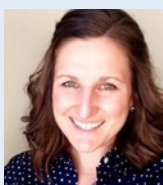
Matt Johnson, President, Commercial Loss Experts

Matt's background includes ten years in Information Technology management and 25 years in the restoration industry. In 2015 Matt founded Commercial Loss Experts (CLE), a network of commercial-grade contractors with knowledge and expertise in providing recovery and restoration services for commercial buildings under a structured service delivery model.

9:30 AM – 10:15 AM – STREAM B

The Intelligence Evolution: Bridging the Gap between Human & Artificial Intelligence in HR

The field of Artificial Intelligence is rapidly evolving. It's easy to get lost in the hype without understanding what really are the benefits and limitations of AI. Understand how Artificial Intelligence + Objective Data + Human Intelligence combines to optimize the blend of process maximization with an increase in predictability. Learn how one LDC applied AI to improve its recruitment process to better select and retain candidates.



Kathryn Christie, Director, Talent & Strategy, Self Management Group

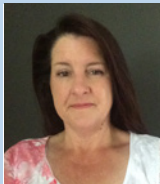
Kathryn is an Organizational Behaviour expert who specializes in Talent Management Strategy. She works with key clients to develop strategies to improve their ability to select, develop, and retain top performers. Kathryn holds a Master's degree in Organizational Behaviour from Queen's University and is a Certified Professional in Learning and Performance.

Speaker & Session Abstracts in order of appearance

10:30 AM – 11:15 AM – STREAM A

Cyber Risk: Risk Management Progress So Far

As the OEB's cybersecurity framework is imminently becoming reality, LDCs are in varying stages of planning and preparedness. Some companies were early adopters of standards and approaches to protect their networks. Others are just beginning their journey to invest in the regimented hardening of their systems. This session will hear from a panel of LDCs on their views on this risk management effort.



Moderator: Kim Grosskurth, Senior Consultant, Regulatory Compliance, AESI

Kim has extensive experience in Regulatory Compliance and Legislation Enforcement, both in public and private sectors, including Hydro One and the IESO. She has been in cybersecurity for ten years and has helped support the implementation of Ontario's Cybersecurity Framework in conjunction with Utilities Standards Forum (USF) through training activities as well as contracted assessments with LDCs.



Wendy Young, Director, Information Technology, Oakville Enterprises Corporation

Wendy brings over 25 years' experience in Information Technology in Automotive, Finance, Transportation and Utilities Industries. She is a member of the Cybersecurity Advisory Committee, an industry-led committee tasked with the continual improvement the Ontario Cybersecurity Framework developed by the OEB and industry partners.



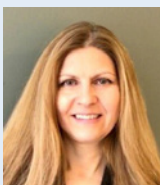
Delia Campbell, Vice President of Information Technology, Festival Hydro Inc.

Delia is a strategically focused IT Professional with a successful track record driving transformational change through visioning, conceptualizing, planning and leading technical projects and IT service operations. Delia joined Festival Hydro in June 2017 to assume responsibility for IT platforms and to develop the IT strategy to support operations and growth.

10:30 AM – 11:15 AM – STREAM B

Group Benefits Fraud & the Latest Trends

Group Benefits fraud can have a significant impact on an organization – both financially and to its reputation. Systemic group benefits fraud encountered by the Toronto Transit Commission is just one example of how this issue touched the lives of hundreds of employees. Learn from an industry expert how insurance carriers combat group benefits fraud.



Suzanne Cook, Manager, Fraud Management, The Great-West Life Assurance Company

Suzanne is an insurance professional with over 27 years in the insurance industry. She currently leads the Group Customer Fraud Management area at Great-West Life. Suzanne started her career as a group underwriter and has previously held leadership roles in a number of strategic areas, including Underwriting and Claims, in the Individual, Group, Special Risk and Creditor insurance markets.



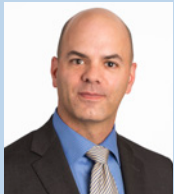


Speaker & Session Abstracts in order of appearance

11:15 AM – 12:00PM – STREAM A

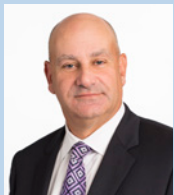
Top Trends in Directors & Officers Liability

The world of directors' and officers' liability is always dynamic. Recent developments have significant implications for what may lie ahead in 2018 – and possibly for years to come. This session will provide new perspectives on sexual harassment claims and risk management in the age of #metoo. We will also consider recent developments giving rise to gender pay gap issues and overtime class actions.



Tom Donnelly, Founding Partner, Thomas Gold Pettingill LLP

Tom litigates insurance coverage matters on behalf of policyholders and insurers. He has appeared in coverage cases before the Supreme Court of Canada, the Ontario Court of Appeal, the Ontario Superior Court of Justice, and in private arbitrations and mediations.



Ian Gold, Founding Partner, Thomas Gold Pettingill LLP

Ian is a skillful civil and commercial litigator having extensive trial experience with judges and juries. His practice spans all fields, but emphasizes complex insurance litigation. Ian is also counsel to a number of insurance companies, including some of Canada's largest insurers.

11:15 AM – 12:00PM – STREAM B

LDC Case Study – Implementing a Cloud Based HR Management System

Hydro Ottawa is leveraging the rapid pace of technological change and shifting demographics by moving away from a traditional ERP to a highly effective human resources cloud based-solution with self-service capability. This business case will show how simplifying and automating processes for time and leave management, pay, recruitment and staffing, work orders, etc. and providing easy access to information, anytime, anywhere and on any device, better aligns responsibilities and accountabilities and better empowers people leaders and employees to work more effectively and make quicker decisions.



Lyne Parent-Garvey, Chief Human Resources Officer, Hydro Ottawa Holdings Inc.

Lyne is responsible for leading the development of strategic human resources programs and initiatives at Hydro Ottawa. She has over 25 years of experience in human resources, health and safety, and labour relations, where she has held various management positions in the municipal, health care and not-for-profit sectors.

1:00 PM – 1:45 PM – Wellness Workshop

The Soul Flow™ Program

The Soul Flow™ Program is designed specifically to bring optimal fulfillment in both life and work. This presentation is geared to the holistic wellbeing of the body, mind + spirit, bringing you into deeper alignment with your passions and purpose.



Tara Kinden, Founder & CEO, The Soul Flow™ and Muskoka Yoga Studio

Tara is a lifestyle and leadership mentor, speaker and author. She is passionate about health and wellness, and has studied yogini skills in the areas of pre-natal, restorative, PTSD & SUP Yoga. She is also a leader in the Stand Up Paddle industry facilitating teacher trainings, workshops & experiential retreats.

Speaker & Session Abstracts in order of appearance

8:45 AM – 9:45 AM – PLENARY – KEYNOTE ADDRESS

The Age of Voter Rage

Nik Nanos looks at politics in Canada, the US, the U.K. and France and unpacks how the political margins and the marginalized are rewiring democracy. His eye opening talk covers the rise of antiestablishment fervor, computational propaganda, fake news and the remaking of democratic dialogue. From Trump to Trudeau through to Macron and Corbyn, Nanos charts their unlikely political paths and how they shattered the popular wisdom.



Nik Nanos, Renowned Pollster, Demographer & Current Affairs Expert

A trusted researcher and strategic advisor, Nik is regularly called upon by senior executives to provide counsel on a wide range of issues including corporate mergers, public advocacy campaigns, reputation management and regulatory issues. He is the Chairman of Nanos Research, a Global Fellow at the Woodrow Wilson International Center for Scholars in Washington DC, and a research associate professor at the State University of New York at Buffalo. Nik is also featured in a weekly segment on CTV's PowerPlay, Nanos on the Numbers, which focuses on the latest political, business and social trends.

9:45 AM – 10:45 AM – PLENARY

Canada's New Privacy Breach Reporting Laws

Canada's new breach reporting and notification requirements under the Personal Information Protection and Electronic Documents Act (PIPEDA) come into force November 1, 2018. This session will go over some of the key aspects of these new requirements, and discuss why organizations, whether subject to PIPEDA or not, need a breach response plan in place in order to be in the best position to respond to a breach and mitigate risk.



Karl Schober, Senior Associate, Dentons Canada LLP

Karl's practice focuses on privacy and cybersecurity, marketing and advertising, and general consumer protection laws and regulations. He provides advice to clients in a wide range of industry sectors on issues such as privacy and data governance compliance including data breaches and anti-spam and telemarketing compliance under Canada's Anti-Spam Legislation (CASL).

11:00AM – 12:00 PM – PLENARY

How Being Human Can Prevent You From Being A Great Leader – And What You Can Do About It

Leading and motivating others has evolved considerably in the last few decades. While the business environment increases in complexity, leading diverse teams seems to have even more so. Yet we continue to manage, subconsciously or not, by our "rules of thumb", our attraction to the negative, and to biases that can lead us astray. Learn the ROI of leadership, what truly motivates today's employee, and pragmatic approaches to becoming a great leader. This session is geared to C-Suite and SVPs.



Sandro Iannicca, Founder, SI Consulting Group

Sandro is the founder of SI Consulting Group (SICG), a management consulting firm that focuses in the human capital arena, and is a faculty member of the Directors College where he teaches *Module 2 Board Leadership & Strategy*. Sandro has extensive experience in the areas of leadership assessment and development, Board effectiveness, high performance team design and development, executive coaching, performance management, succession planning, human resources strategy development and execution and organization design. He has managed large consulting practices in the United States and Canada. Sandro holds a Ph.D. in Industrial and Organizational Psychology.

Planned for October 2018, The MEARIE Group is offering the **Chartered Director (C.Dir.)** Program and Designation. **Customized to the unique requirements of the energy sector**, this recognized university accredited designation provides skills, perspectives and tactics allowing graduates to **drive value as effective and successful board members**. The Chartered Director program consists of five modules, and provides candidates with a unique learning experience. Sandro Iannicca, Founder, SI Consulting Group (above) is a contributing instructor of this program.



30th Anniversary Memories @ The MEARIE Conference





MEARIE Presents Customized Energy Sector Programs!

Coming this Summer...

Equipment Breakdown Risk Management Webinar

*Understanding **Equipment Breakdown Insurance***

In partnership with



How well do you understand Equipment Breakdown Insurance? Do you know the **leading causes of power transformers failure**? MEARIE, in partnership with HSB BI&I, will present an introductory webinar to **help your equipment last longer, reduce losses and save capital expenditures**.

Coming this Fall...

Chartered Director Program (C.Dir.) – Energy Sector

*A Key Step in Achieving **Peak Board Performance***

In partnership with



The Directors College

This industry-recognized, university-accredited director certification program provides the **knowledge and insight necessary to drive value as an effective board member**. Partnering with The Directors College, this program has been **customized to the unique requirements of the energy sector**.

Visit www.mearie.ca for details on these upcoming sessions!

Managing risk
together



The MEARIE Group gratefully acknowledges our Sponsors!

The MEARIE Conference 2018

Diamond



Lakeside Reception & Dinner

Titanium



Golf Tournament

Gold



Conference Kick-Off Evening

Gold



Featured Keynote Speaker

Silver



Golf Travelling Lunch, June 21
Delegate Prize, June 22

Ruby



Delegate Breakfast, June 21

Ruby



Delegate Breakfast, June 22

Ruby



Delegate Badge Lanyard

Opal



Traveling Lunch, June 22

Quartz



Evening Entertainment, June 20

Quartz



Evening Entertainment, June 21

Quartz



Delegate Pen

Quartz



Branded Mints

Emerald



Wellness Afternoon & Lunch

Emerald



Branded Hotel Keys

Pearl



Networking Break, June 20

Pearl



Networking Break, June 21

Pearl



Networking Break, June 22