



The
MEARIE
Conference
2019

Roadmap to Resiliency

Conference Program

June 19-21, 2019

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 2019

Welcome to The MEARIE Conference!



It is our distinct pleasure to see you at our annual event in magnificent Muskoka.

Disruption in the electricity industry continues to introduce many new challenges, risks and opportunities. Risk management and business continuity planning helps to keep your business functioning through adversity or in the case of a major incident; it also ensures your company is in the best position to leverage opportunities as they arise.

Resiliency is the long-term goal of effective risk management practices, to ensure your organization can stay productive, sustainable and thriving in the face of disruption and change. This year the “Roadmap to Resiliency” will be the guide to our discussion as we look at emerging risk issues and leadership trends. The ability to gather together to learn more and discuss these important topics is such a valuable experience.

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*

Connect + Learn + Engage





Pre-Conference Workshops

1:30 PM – 5:00 PM

Wednesday, June 19

Directors & Officers – Risk Exposures & Insurance

Location: Rosseau Ballroom, Salon 4

The prominence and criticality of the electricity sector has forced a spotlight onto corporate governance in recent years. An ever changing industry has placed a greater significance on the potential failure to oversight and the importance of directors' and officers' insurance. This seminar will explore the complex area of responsibility and liability and the need for directors' and officers' insurance. The workshop will include an overview of the duties of Directors and Officers, the exposures facing them, the nature and scope of the coverage afforded by a directors' and officers' liability policy and other related issues.



Melanie Needham, FCIP, CRM, President, MRD Training & Consulting Inc.

Melanie's career started as a Commercial and Specialty Lines underwriter and transformed into a highly respected educator. She has completed her FCIP, CRM and Adult Education certification. Melanie has been the recipient of the Instructor of the Year award multiple times as well as one of the first recipients of the prestigious Emerging Leader award with the Insurance Institute of Canada.

1:30 PM – 5:00 PM

Developing Resilience in Organizations

Location: Rosseau Ballroom, Salon 5

Resilience, the ability to handle high levels of disruptive change while remaining productive, is a key criteria for personal and organizational success. Learn how to lead and manage for resilience, which will help your employees, teams and the organization develop a collective resilience.



David Donaldson, CMP, CTD, PMP, MCATD, Program Director, TidalShift

David is an experienced facilitator, trainer, courseware developer, and consultant with over 25 years of experience building and delivering solutions for clients across North America. David is often praised for breathing life into the subject matter he teaches and giving his students a unique, holistic experience.

3:00 PM – 3:15 PM

Networking Break

Location: Rosseau Ballroom, Salons 4/5 - Foyer

Marjorie Richards & Associates Ltd.





The MEARIE Conference Program Schedule

Wednesday, June 19

3:00 PM – 8:00 PM	Delegate Registration Opens Location: Concierge Desk Hotel Lobby
Conference Kick-off Evening – The Living Room/Library Terrace & Muskoka Room	
7:30 PM – 12:00 AM	<ul style="list-style-type: none"> Featuring multiple food stations and a live DJ Mix, mingle and reconnect with your peers Craft Beer Tasting Station Bonfire and marshmallows on the patio



Thursday, June 20

7:00 AM – 8:30 AM	Breakfast Location: Cottages Restaurant	PHILLIPS, HAGER & NORTH <small>Investment Management® gestion de placements®</small>
8:45 AM – 9:45 AM	Kick-off Plenary Keynote – Rosseau Ballroom, Salons 1-3 Leading for Growth: 4 Key Behaviors to Master David Priemer, Cerebral Selling	
9:45 AM – 10:30 AM	Stream A – Rosseau Ballroom, Salons 1-3 Leveraging Energy Storage for Resiliency & Efficiency Oscar Araujo, Convergent Energy + Power	Stream B – Rosseau Ballroom, Salons 4/5 Workplace Trends to Watch Anne Gallop, Norton Rose Fulbright Canada
	Networking Break Location: Rosseau Ballroom Foyer	
10:30 AM – 10:45 AM	 DION STRATEGIC <small>Consultants and Actuaries</small>	
10:45 AM – 11:30 AM	IESO's Cybersecurity Forum Ben Blakely, IESO	The Evolution of Data: Why People Analytics Matters Today – A Case Study Warren Collier, Self Management Group
11:30 AM – 12:00 PM	MEARIE Claims Corner Alan Mark, Goodmans	How Human Capital Fits Into Enterprise Risk Hugh Secord, Oakbridges Consulting
Dagmar Financial Group Delegate Prize Draw 		Sartor & Associates Delegate Prize Draw 



Insurance solutions as unique as your business.

Your risk management challenges are unique. Your solutions need to be too. That's what you'll get with Travelers Canada. Our experience delivering custom solutions, combined with our expertise in risk management, makes us the only choice when it comes to your business.



travelerscanada.ca

© 2018 The Dominion of Canada General Insurance Company, St. Paul Fire and Marine Insurance Company (Canada Branch) and/or Travelers Insurance Company of Canada. All rights reserved. Travelers and the Travelers Umbrella logo are registered trademarks of The Travelers Indemnity Company in the U.S. and other countries.

The Dominion of Canada General Insurance Company, St. Paul Fire and Marine Insurance Company (Canada Branch) and Travelers Insurance Company of Canada are the Canadian licensed insurers known as Travelers Canada. M-17970 Rev. 5-18



The MEARIE Conference Program Schedule

Thursday, June 20

12:00 PM – 5:30 PM

Golf Tournament – The Rock Golf Club

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

TRAVELERS 

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.



12:45 PM – 1:45 PM

Wellness Afternoon – Lunch, Workshop & Activities

Rosseau 4/5

Lunch & Workshop: 12:45 PM – 1:45 PM

Introduction to Mindfulness: Amber McAuley, Morneau Shepell

MORNEAU SHEPELL 

2:00 PM – 3:00 PM

Pre-registered Wellness Afternoon Activities

Alcohol Ink Tiles Art Workshop - registered delegates and guests participate in a one-hour creative art workshop. Participants will meet the instructor in the hotel lobby.

2:00 PM – 5:00 PM

Spa Appointments

Pre-registered participants depart for their scheduled spa appointments.

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

COMPREHENSIVE
BENEFIT SOLUTIONS LIMITED



8:00 PM – 8:15 PM

Golf Tournament Results & Prize Announcements

8:15 PM – 11:00 PM

Entertainment: *Great Canadian Dueling Pianos*

 **KORN FERRY**®



Networking @ The MEARIE Conference

Conference Kick-off Evening

The conference launches with a very special opening evening reception on June 19th with multiple food stations, live DJ and new for this year – a craft beer tasting station! 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 20th 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 21

7:00 AM – 8:45 AM	Breakfast Location: Cottages Restaurant	Goodmans^{LLP}
8:45 AM – 9:30 AM	Stream Session – Rosseau Ballroom, Salon 1-3 Contemporary Cyber Risks/Threats & Prevention Strategies for the Energy Sector Dave Chatfield, NetDiligence	Stream Session – Rosseau Ballroom, Salon 4/5 The Board, Human Resources, Culture and Change David Kunsch, The Directors College
9:30 AM – 10:30 AM	Plenary Sessions – Rosseau Ballroom, Salon 1-3 From “ERM” to “Integrated Risk Management” Katherine MacPherson, E&Y	
10:30 AM – 10:50 AM	Networking Break Location: Rosseau Ballroom Foyer	CHUBB[®]
10:50 AM – 11:50 PM	Plenary Sessions – Rosseau Ballroom, Salon 1-3 Executive Panel - Corporate Culture & Change Risk Management Moderator, Ingrid Holbik, Grant Thornton LLP Robert Mace, Synergy North Corporation Barb Gray, Alectra Utilities Corporation Scott Mudie, Oakville Hydro Electricity Distribution Inc.	
11:50 PM – 12:00 PM	Closing Remarks & Draws	
12:00 PM	Boxed Lunch & Departure Boxed lunch available in Convention Foyer	WILL DAVIDSON^{LLP}

Keeping your best interests in mind



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.

desjardinslifeinsurance.com/businesses

 **Desjardins**
Insurance
Life • Health • Retirement

Desjardins Insurance refers to Desjardins Financial Security Life Assurance Company
200, rue des Commandeurs, Lévis (QC) G6V 6R2 / 1-866-647-5013

Speaker & Session Abstracts in order of appearance

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

Leading for Growth: 4 Key Behaviors to Master

From governmental initiatives to incredible advances in technology, navigating this industry sea of change is both more important and challenging than ever. As leaders responsible for delivering critical services in this modern economy, a key focus must be driving the engagement, performance, and skill development of our people. Central to these tasks are key leadership behaviors and cultural forces that will have a massive impact on our ability to grow and scale our businesses. David will outline how to create a culture of coaching, transparency, accountability, and empowerment in your organization as we look to enter this exciting era in our industry.



David Priemer, Founder & Chief Sales Scientist, Cerebral Selling

David is widely recognized as a thought leader in the area of sales and sales leadership and has been published in the Harvard Business Review, MIT Sloan Management Review as well as Forbes, Entrepreneur, and Inc. magazines. David helps organizations drive revenue growth, people development, and winning cultures by infusing the core principles of science, empathy, and execution into their sales operations.

9:45 AM – 10:30 AM – STREAM A

Leveraging Energy Storage for Resiliency & Efficiency

Based on recent technological advancements, energy storage has come into its own as a viable solution to address grid efficiency and resiliency. This session will discuss how the business case can be made for energy storage as a valuable resource for utilities, particularly based on the variety of different services it can deliver to the grid. Oscar will also address common risk mitigation tactics through project development.



Oscar Araujo, Senior Vice President, Strategic Projects, Convergent Energy + Power

Oscar is responsible for the commercial engagement, design, and business development of energy storage solutions for utility-scale market segments. Oscar has extensive knowledge of the U.S., Canadian and Latin American markets, where he has been involved in award-winning utility-scale energy storage and solar projects accounting for more than 500MWs.

9:45 AM – 10:30 AM – STREAM B

Workplace Trends to Watch

There are a variety of issues shaping the workplace landscape today. This session will feature an overview of a number of recent legislative changes impacting HR policy and practices; occupational safety; and other LDC workplace/operational topics.



Anne Gallop, Partner, Norton Rose Fulbright Canada

Anne practises in all areas of employment and labour law, including wrongful dismissal, human rights and disability management. She routinely advises on all aspects of employment policies, ensuring compliance with the various legislative regimes and has significant experience in corporate reorganizations and corporate mergers and acquisitions.

10:45 AM – 11:30 AM – STREAM A

IESO's Cybersecurity Forum

Last year, the IESO's licence was amended to reflect the organization's expanded accountability for providing cybersecurity-related services to the broader electricity sector - services that now include cybersecurity situational awareness, broader collaboration efforts and more robust information exchange. In support of its new mandate, the IESO has established partnerships with the Canadian Centre for Cyber Security; in this session, Ben will discuss the Cybersecurity Forum, the standing forum to allow for information-sharing on emerging cybersecurity issues.



Ben Blakely, Senior Manager, Information Security, IESO

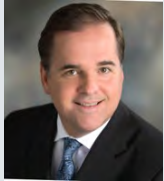
Ben is a leader in cybersecurity within the Canadian electricity sector. With 15 years in the cybersecurity space, he works at one of Canada's largest system operators, the Ontario Independent Electricity System Operator (IESO). At the IESO, he is responsible for strategy, execution and operations of the enterprise security program and the IESO's electricity sector cybersecurity services.

Speaker & Session Abstracts in order of appearance

10:45 AM – 11:30 AM – STREAM B

The Evolution of Data: Why People Analytics Matters Today – A Case Study

Learn how one large LDC uses psychometric data and talent analytics in their recruitment, retention, and other people oriented processes - by predicting the probability of an outcome and complementing the human decision making process - to improve results and enhance their overall people strategy as a competitive advantage.



Warren Collier, Director, HR Strategy and Talent Attraction Solutions, Self Management Group

Warren has 25 years of leadership experience in human resources and Talent Management with emphasis in strategy, recruitment, and organization design in the Banking, Telecom, and Outsourcing sectors. He is responsible for building and delivering SMG's talent management and people analytics practice to our Fortune 500 clients globally.

11:30 AM – 12:00 PM – STREAM A

MEARIE Claims Corner

There are always new and exciting issues and challenges arising from the area of liability claims. Alan will talk about recent trends in the law related to areas of potential liability for the utility sector. Alan will also discuss the implications of the Ontario government's recent announcement that it may significantly revise the tort liability regime in this province by changing the rules regarding joint and several liability.



Alan Mark, Partner, Goodmans

Alan specializes in corporate-commercial litigation, class actions and electricity law and regulation. His practice encompasses all manner of business disputes with a focus on corporate governance, corporate finance, securities, financial services, and restructuring and insolvency. Alan's class action practice includes securities, product liability and environmental claims.

11:30 AM – 12:00 PM – STREAM B

How Human Capital Fits Into Enterprise Risk

More than simply labour relations, developing and integrating Industrial Relations with the business' goals and objectives is key to having a successful business strategy.



Hugh Secord, Chief Strategist, Oakbridges Industrial Relations Strategists

Hugh has over 35 years of experience in virtually every industrial sector, has acted as chief spokesman in over 150 collective agreements, and has been involved in resolving hundreds of grievances and labour disputes. A proponent of alternative dispute resolution methods, he led one of the first evergreen ("no-strike") contracts in the private sector.

12:45 PM – 1:45 PM – WELLNESS WORKSHOP

Introduction to Mindfulness

Presented by Morneau Shepell, this seminar will provide an introduction to mindfulness and will highlight the following:

1. What mindfulness really is and why it's growing
2. Myths and facts: what it is and what it's not
3. The neuroscience and benefits
4. Simple practices you can use immediately



Amber McAuley, CYW, YTT

Amber is a successful mental health and wellness professional with experience teaching, developing workshops, and client counselling. She has extensive training in mindfulness, is a published author and has a passion for running fund-raising events for child and youth mental health.

Speaker & Session Abstracts in order of appearance

8:45 AM – 9:30 AM – STREAM A

Contemporary Cyber Risks/Threats & Prevention Strategies for the Energy Sector

With connected touch points to production systems via SCADA inputs, sensors, or control dashboards, LDCs face enhanced threats to their facilities, with accidental/malicious service disruptions as a potential consequence of insufficient cyber protections. This conversation is intended to help identify and prioritize the key risks and offer suggestions for company management to prevent and/or mitigate these threats.



Dave Chatfield, Vice President & COO, NetDiligence

Dave is responsible for managing and conducting assessments of applicant IT environments in an effort to confer strategic loss-avoidance advantages to client underwriters participating in the cyber liability insurance industry. He is also responsible for managing NetDiligence's QuietAudit® system, a cost-efficient, applicant screening mechanism used to supplement remote and on-site assessment tasks.

8:45 AM – 9:30 AM – STREAM B

The Board, Human Resources, Culture and Change

Leading and engaging others in an increasingly complex environment is crucial to the success of an organization, and the Board plays an important role in the oversight of the HR strategy. From succession planning to talent management, learn how the Board works with senior management to ensure the organization has the appropriate resources and culture in place for the organization to achieve its goals.



Dr. David Kunsch, Associate Professor, The Directors College

Dr. Kunsch researches, teaches and consults in corporate governance. He has experience as an electrical engineer, a trial and commercial lawyer, senior counsel to a natural gas utility and a DOW 30 manufacturing firm. He received his PhD in Management from the Richard Ivey School of Business researching executive deviance.

9:30 AM – 10:30 AM – PLENARY

From "ERM" to "Integrated Risk Management"

During this session, Katherine will discuss lessons learned from the financial services industry since the global financial crisis and identify culture and corporate governance as the "ultimate root-causes" of most preventable failures. She will also impart strategic insights on how others are attempting to measure, monitor, and proactively respond to potential culture issues to obtain "evidence-based" assurance and leading practices on how to derive value beyond compliance from your organization's risk management programs.



Katherine MacPherson, Senior Manager & Operational Risk National Leader, Financial Services Advisory, E&Y

Katherine specializes in ERM, corporate governance, regulatory affairs, regulatory compliance management, conduct and operational risk management. She has assisted clients with large risk management transformations and advised senior executive and board members on a wide range of topics, including risk appetite, regulatory remediation, and foundational elements of effective risk management programs.

Speaker & Session Abstracts in order of appearance

10:50 AM – 11:50 PM – PLENARY

Executive Panel - Corporate Culture & Change Risk Management

Whether your company has successfully completed a merger/acquisition, or is undergoing growth through the development of new business lines and affiliates, the promotion of a cohesive and seamless culture is a challenge. Clearly, there is more than one pathway to success on this front. This panel session will address concepts around corporate culture, risk management culture and change management, through this discussion with senior executives currently dealing with these issues.



Moderator: Ingrid Holbik, Director, Grant Thornton LLP

Ingrid is a business professional working with clients in transactions, specifically helping clients integrate and separate. She enjoys helping clients grow and capitalize on mergers and acquisitions to realize value, including the energy sector. She spent a few years with Ontario Power Generation and has worked with LDCs in various capacities.



Barb Gray, Senior Vice President, People & Safety, Alectra Utilities Corporation

Barb brings over 25+ years of corporate executive, operational and human resource experience to her current role. She is responsible for all human resources' related matters for more than 1,500 employees at Alectra and is accountable in helping to build and shape their safety culture.



Robert Mace, President and CEO, Synergy North Corporation

Robert is the President and CEO of Synergy North Corporation as well as Thunder Bay Hydro Corporation, and its two other subsidiary companies. He currently sits as the Northwestern Ontario representative for the Electricity Distributors Association Board (former Chair), and the MEARIE Board (former Chair). Additionally, Robert sits on the Board of the Electrical Safety Association, and also participates as a member of the OEB Chair's Advisory Committee.



Scott Mudie, P.Eng., MBA, Chief Operating Officer, Oakville Hydro

Scott is responsible for overall customer service plus a 'leading edge' Engineering and Operations organization focused on overall power system planning, design and capacity management. Corporately, Scott has leadership accountability for Strategy, Health, Safety and Environment and Risk Management.

Roadmap to Resiliency



2018 Memories @ The MEARIE Conference





Managing risk
together

A New Place to Turn for Cybersecurity Tools!

New Cyber Risk Tools & Resources for MEARIE Members

Log on to the NetDiligence® eRiskHub today!

NetDiligence® | eRiskHub®



The MEARIE Group has partnered with NetDiligence® to provide cyber-specific risk management tools and training resources (free to MEARIE Members). NetDiligence® is a privately-held cyber risk assessment and data breach services company. **The eRiskHub portal can be accessed through the mearie.ca website – for MEARIE Members exclusively.**



The MEARIE Group gratefully acknowledges our Sponsors!

The MEARIE Conference 2019

Diamond



Lakeside Reception & Dinner

Titanium



Golf Tournament

Gold



Conference Kick-Off Evening

Gold



Featured Keynote Speaker

Silver



Golf Travelling Lunch, June 20
Delegate Prize

Ruby



Delegate Breakfast, June 21

Ruby



Delegate Badge Lanyard

Ruby



Delegate Breakfast, June 20

Opal



Traveling Lunch, June 21

Quartz



Evening Entertainment, June 20

Quartz



Delegate Pen

Quartz



Branded Mints

Emerald



Craft Beer Tasting Station

Emerald



Conference Wifi

Emerald



Wellness Lunch, June 20

Pearl



Networking Break, June 21

Pearl



Networking Break, June 20

Pearl



Networking Break, June 19

Pearl



Delegate Prize

General



General Sponsor