

# ADVANCE PROGRAM



35TH ANNUAL  **IRIMS CANADA** CONFERENCE

ST. JOHN'S, NEWFOUNDLAND AND LABRADOR  
SEPTEMBER 13 - 16, 2009

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**Captain Level:**  
FM Global  
Zurich



**Commander Level:**  
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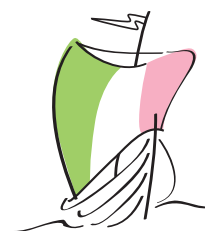
Special thanks to our Industry Partners for the events they host in conjunction with the conference

**Aon Risk Services**  
Welcome Brunch

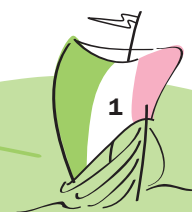
**FM Global**  
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5km Fun Run/Walk

**GCAN Insurance Company**  
Casino Night

**Willis Canada**  
Chocolate Decadence

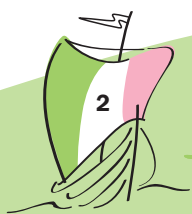


**CHARTING THE COURSE**  
*Navigating Your Risk*



## Table of Contents

3	<b>Welcome</b>
	<b>Official Greetings</b>
4	<b>RIMS President</b>
5	<b>RIMS Canada Council Chair</b>
6	<b>Premier of Newfoundland and Labrador</b>
7	<b>Mayor of City of St. John's</b>
8	<b>Conference Agenda</b>
	<b>Plenary Sessions</b>
10	<b>Plenary Session A</b>
11	<b>Plenary Session B</b>
12	<b>Plenary Session C</b>
13	<b>Plenary Session D</b>
16	<b>General Information</b>
17	<b>Conference Policies</b>
20	<b>Sessions at a Glance</b>
25	<b>Guest Program</b>
26	<b>Conference at a Glance</b>
	<b>Concurrent Sessions</b>
30	<b>Concurrent Sessions A</b>
31	<b>Concurrent Sessions B</b>
32	<b>Concurrent Sessions C</b>
34	<b>Concurrent Sessions D</b>
36	<b>Concurrent Sessions E</b>
38	<b>Gala Tickets</b>
39	<b>Travel &amp; Accommodations</b>
40	<b>Downtown Map</b>





## Don't Miss the Boat

Charting the Course - Navigating Your Risk

On behalf of the Newfoundland and Labrador Chapter of RIMS and our outstanding team of committee volunteers, we are honored and delighted to be hosting the 35th Annual RIMS Canada Conference in our beautiful historic City of St. John's, Newfoundland and Labrador.

Our goal is to provide superb educational programs, unique networking opportunities and to take you on a cultural and culinary journey of maritime history.

Although the main goal of our conference is to provide exceptional educational opportunities for attendees through exceptional concurrent and plenary sessions, we will also provide the opportunity to network with risk management professionals from various fields, as well as access to experts from the insurance industry and other professional backgrounds.

As the most easterly point in North America, St. John's, Newfoundland and Labrador provides a unique environment to chart your course and navigate your risk.

We are pleased to offer you the fabulous opportunity of sailing with us to explore the wide variety of offerings both the conference and our beautiful charming city have in store for you. We look forward to welcoming you on board this unforgettable journey to our island.

## Ne manquez pas le bateau!

Maintenir le cap, gouverner vos risques

Au nom du chapitre de Terre-Neuve-et-Labrador de la RIMS, ainsi qu'en celui de notre équipe extraordinaire de bénévoles, nous sommes fiers et heureux d'accueillir ici, dans notre belle ville historique de St-John's, Terre-Neuve-et-Labrador, la 35ème conférence annuelle canadienne de la RIMS.

Notre objectif est de vous offrir des programmes éducatifs de qualité ainsi que la possibilité de rencontrer d'autres professionnels tout en vous faisant voguer à travers les flots culturels et culinaires de notre histoire maritime.

En effet, même si le but principal de la conférence est d'offrir aux participants, grâce à nos séances concomitantes et nos séances plénières, la possibilité de vivre une expérience éducative exceptionnelle, nous vous offrirons aussi des occasions de rencontres avec des professionnels en gestion de risques de différentes industries. De plus, vous aurez accès à des experts en assurances ainsi qu'en d'autres domaines.

St-John's, Terre-Neuve-et-Labrador, est située au point le plus à l'est de l'Amérique du Nord. C'est l'environnement idéal pour maintenir le cap et gouverner vos risques.

Nous sommes heureux de vous offrir cette occasion magnifique de venir explorer notre charmante ville et de voguer à travers les divers avantages que nous avons à vous offrir. Au plaisir de vous accueillir à bord pour ce voyage inoubliable au coeur de notre île.

## Welcome, Bienvenue

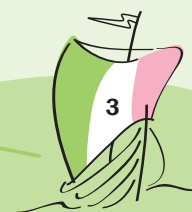
**Marilyn Leonard**

Co-Chair



**Betty Clarke**

Co-Chair



### Official Greeting

#### Joseph A. Restoule, CIP, CRM

President, Risk and Insurance  
Management Society, Inc. (RIMS)



I feel privileged to provide my thoughts on the annual RIMS Canada Conference.

This year's theme, "Charting the Course, Navigating Your Risk," is very timely and appropriate given that the current economic climate continues to pose challenges for the risk management community, here and around the globe. One specific challenge is emerging risk and the ability for risk practitioners to be, on the one hand, nimble and quick to respond, but on the other hand, be more strategic in dealing with the risk. Another challenge is to reinforce the value of ERM, which for some may mean stepping out of their comfort zones in order to convince their C-suite of the importance of incorporating ERM into the corporate culture.

So how can YOU best prepare to overcome these challenges? Register for the RIMS Canada Conference, September 13 -16, in St. John's, Newfoundland, where more than 600 Canadian risk practitioners will gather to learn about a variety of topics including global security, climate change, ERM, safety audit and risk assessment, risk management technology and much more. The conference will provide attendees with valuable perspective and insight to these challenges, as well as issues that are of particular interest and importance to RIMS members in Canada. So seize the opportunity to challenge your risk I.Q!



On behalf of the RIMS Canada Council (RCC) and its subcommittees, Communications & External Affairs (CEA), National Conference (NCC) and National Education (NEC), we look forward to welcoming you to the 2009 RIMS Canada Conference. Our hosts, the Newfoundland & Labrador chapter and their local organizing committee, have organized an amazing blend of education and entertainment. Of course, the event would not be successful without registrants. We invite you to attend and experience the true hospitality of our most eastern chapter.

RIMS Canada Council is a standing committee of RIMS. Each Canadian chapter has a representative on the Council. Our mandate is to serve RIMS' Canadian membership. This is achieved through our three subcommittees. It is our volunteers that achieve the goals and objectives of the Council.

2009 is my second year as Chair of the RCC. A two year term is the norm for members of the RCC Executive. It has been a challenging and rewarding opportunity. In addition to pursuing the RCC's ambitious Strategic Plan, my personal goal is to offer tangible deliverables to our Canadian members.

As always, I would welcome hearing your views and comments. Let's arrange to meet at the 2009 RIMS Canada Conference in beautiful St. John's.

## Official Greeting

**Kim Hunton**

Chair, RIMS Canada Council



### Official Greeting

**Danny Williams, Q.C.**

Premier, Newfoundland and Labrador



On behalf of the people and Province of Newfoundland and Labrador, it is a great pleasure to welcome all participants to the 2009 Risk and Insurance Management Society (RIMS) Canada Conference here in historic St. John's.

This conference is an excellent opportunity for those involved in the management of risk to come together to discuss experiences and best practices in an effort to advance the industry and to reduce risk for individuals and organizations.

During your stay, I hope you will take the time to explore our historic capital city and to venture to other parts of our beautiful province to experience the hospitality, culture and heritage of Canada's youngest and coolest province.

I hope your conference is productive and enjoyable.

Sincerely,

Danny Williams, Q.C.

Premier of Newfoundland and Labrador





As Mayor of our Capital City, I am delighted on behalf of council and its citizens to extend greetings and best wishes to all delegates attending the 2009 RIMS (Risk & Insurance Management Society) Canada Conference.

We are glad St. John's was chosen to host this year's conference. Our city offers an exciting blend of old world charm and modern amenities, not to mention the Newfoundland Hospitality for which we are famous. The many festivals and events held throughout the year showcase our rich culture, history and heritage. During your stay, we hope you will make our city your home and you will take the time to visit some of the City's historical and natural landmarks and points of interest and enjoy the city's night life with its great entertainment and fine cuisine.

We wish you well in your discussions as you meet to exchange ideas and knowledge to help you deal with the challenges facing your organization today. We hope your conference will be a rewarding and unforgettable experience and you have an enjoyable stay in our city.



Dennis O'Keefe  
Mayor

## Official Greeting

**Dennis O'Keefe**

Mayor, St. John's



## Agenda

### Saturday, September 12

10:00 am – 6:00 pm	<b>Exhibitor Move-In</b> Convention Centre
12:00 pm – 5:00 pm	<b>Registration Open</b> Delegates at Delta Main Floor Exhibitors at St. John's Convention Centre Main Entrance
	Conference Clothing sponsored by <b>Zurich</b>
	Delegate Bag sponsored by <b>ACE INA Insurance</b>
	Conference Binoculars sponsored by <b>RIMS Canada Council</b>
8:00 pm – 1:00 am	<b>Casino Night</b> Courtesy of <b>GCAN Insurance Company</b> Geo Centre

### Sunday, September 13

7:30 am	<b>William H McGannon Fun Run/Walk</b> Courtesy of <b>FM Global</b>
9:00 am – 5:00 pm	<b>Registration Open</b> Delegates at Delta Main Floor Exhibitors at St. John's Convention Centre Main Entrance
9:00 am – 12:00 pm	<b>Welcome Brunch</b> Courtesy of <b>Aon Risk Services</b> Avalon Ballroom - Delta
11:00 am – 5:00 pm	<b>Exhibit Hall Open</b> Internet Café sponsored by <b>Allianz Global Corporate &amp; Specialty and Integro Insurance Brokers</b> St. John's Convention Centre

5:00 pm – 7:00 pm	<b>Welcome Reception</b> Sponsored by: <b>Allianz Global Corporate &amp; Specialty and Integro Insurance Brokers</b> Avalon Ballroom – Delta
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10:00 pm – 1:00 am	<b>Chocolate Decadence</b> Courtesy of <b>Willis Canada</b> Sheraton Hotel
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### Monday, September 14

7:00 am – 4:30 pm	<b>Registration Open</b> Delta – Main Floor
7:00 am – 8:00 am	<b>Breakfast</b> Sponsored by <b>Jardine Lloyd Thompson Canada Inc.</b> Avalon Ballroom – Delta
8:00 am – 9:00 am	<b>Opening Ceremonies</b> Avalon Ballroom – Delta
9:00 am – 6:00 pm	<b>Exhibit Hall Open</b> Internet Café sponsored by <b>Allianz Global Corporate &amp; Specialty and Integro Insurance Brokers</b> St. John's Convention Centre
9:00 am – 10:30 am	<b>Plenary A: Gen. Rick Hillier</b> Avalon Ballroom – Delta
10:30 am – 10:45 am	<b>Coffee Break</b>
10:45 am – 12:00 pm	<b>Plenary B: Dr. Richard Leblanc</b> Avalon Ballroom – Delta
12:00 pm – 1:00 pm	<b>Buffet Lunch - Exhibit Hall</b>
1:00 pm – 2:30 pm	<b>Concurrent Sessions A</b>
2:30 pm – 3:00 pm	<b>Coffee Break</b>
3:00 pm – 4:30 pm	<b>Concurrent Sessions B</b>



5:00 pm – 6:00 pm **Exhibitor Reception**  
St. John's Convention  
Centre

## Tuesday, September 15

7:30 am – 1:00 pm **Registration Open**  
Delta – Main Floor

8:00 am – 9:00 am **Breakfast**  
Sponsored by **HKMB Hub  
International**  
Avalon Ballroom – Delta

9:00 am – 12:00 pm **Exhibit Hall Open**  
Internet Café sponsored by  
**Allianz Global Corporate &  
Specialty** and **Integro  
Insurance Brokers**  
St. John's Convention Centre

9:00 am – 10:30 am **Plenary C: Gwynne Dyer**  
Avalon Ballroom – Delta

10:30 am – 11:00 am **Coffee Break**  
Sponsored by **Lloyd's**

11:00 am – 12:30 pm **Concurrent Sessions C**

12:30 pm – 2:00 pm **Awards Lunch**  
Avalon Ballroom – Delta

2:00 pm – 3:15 pm **Concurrent Sessions D**

3:15 pm – 3:30 pm **Coffee Break**  
Sponsored by **Lloyd's**

3:30 pm – 5:00 pm **Concurrent Sessions E**

6:30 pm **Gala**  
Mile One Centre

6:30 pm – 7:30 pm **Reception**

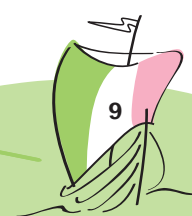
7:30 pm **Gala Dinner**  
Gala photos sponsored by  
**SCM Adjusters Canada Ltd.**

## Wednesday, September 16

8:00 am – 9:00 am **Breakfast**  
Avalon Ballroom – Delta

9:00 am – 10:30 am **Plenary D: Rex Murphy**  
Avalon Ballroom – Delta

10:30 am – 11:30 am **Closing Ceremonies**  
Avalon Ballroom – Delta



### Plenary A:

#### General R. J. Hillier (Retired)

Monday, September 14, 2009

9:00 am - 10:30 am

#### Corporate and Military Risk Management Strategies



Born in Newfoundland and Labrador, General Rick Hillier joined the Canadian Forces as soon as he could. Having enrolled in the Canadian Forces in 1973 through the Regular Officer Training Plan program, he graduated from Memorial University of Newfoundland in 1975 with a Bachelor of Science Degree. After completing his armour officer classification training, he joined his first regiment, the 8th Canadian Hussars (Princess Louise's) in Petawawa, Ontario. Subsequently, he served with, and later commanded, the Royal Canadian Dragoons in Canada and Germany.

Throughout his career, General Hillier has had the privilege and pleasure of commanding troops from the platoon to multi-national formation level within Canada, Europe, Asia and the United States. He has worked as a staff officer in several headquarters, first at the Army level in Montreal and later at the strategic level in Ottawa.

In 1998 General Hillier was appointed as the first Canadian Deputy Commanding General of III Corps, US Army in Fort Hood, Texas. In 2000 he took command of NATO's Stabilization Force's (SFOR) Multinational Division (Southwest) in Bosnia-Herzegovina.

In May 2003 General Hillier was appointed as Commander of the Army and subsequently, in October 2003, he was selected as the Commander of the NATO-led International Security Assistance Force (ISAF) in Kabul, Afghanistan.

General Hillier was promoted to his present rank and assumed duties as the Chief of the Defence Staff on 4 February 2005.

He retired from the Canadian Forces in July 2008.

In 2008, Hillier joined Gowlings law firm, offering leadership training, governance and public-policy advice. He also accepted positions as Chancellor of Memorial University, and Chairman of the Board for the TELUS Atlantic Canada Community Board, to develop a charitable giving and community program in Atlantic Canada.

General Hillier and his wife have two sons, a daughter-in-law, and a new grandson. General Hillier enjoys most recreational pursuits but, in particular, runs slowly, plays hockey poorly and golfs not well at all.



Professor Leblanc is an award-winning teacher and researcher, consultant, lawyer and specialist on boards of directors. He is also a former recipient of Canada's Top 40 Under 40™ award. The award recognizes individuals from across Canada based on accomplishments demonstrating vision, leadership, innovation and achievement.

Professor Leblanc's research expertise is in corporate governance, specifically in the effectiveness of boards of directors. The recruitment, education and assessment of individual directors, including their skills, competencies and behaviors, are a feature of Dr. Leblanc's research expertise. Governments, regulators, industry and shareholder associations both in Canada and internationally, including Industry Canada, the Office of the Superintendent of Financial Institutions, Ontario Securities Commission, Toronto Stock Exchange, Financial Services Corporation of Ontario, Crown Investment Corporation, Ontario Teachers' Pension Plan, the International Network of Government Ownership Agencies and commonwealth directors' associations, have sought Professor Leblanc's expertise.

Professor Leblanc has served as an external advisor to boards that have won national awards and peer endorsement from institutional shareholders for their corporate governance practices and has also acted as a corporate governance expert witness in recent years. He has conducted over two hundred director interviews and has studied, advised and/or assessed dozens of boards in action. This work has spanned audit, compensation, nominating and governance committees, chairs of boards, chairs of board committees and CEOs.

## **Plenary B:**

**Dr. Richard Leblanc**

Monday, September 14, 2009

10:45 am - 12:00 pm

### **Enabling and Empowering the Risk Manager**





### Plenary C:

#### Gwynne Dyer

Tuesday, September 15, 2009

9:00 am - 10:30 am

#### Global Events Affecting Canadian Business



Gwynne Dyer was born in Newfoundland in 1943. After studying at universities in Canada, the United States and the United Kingdom, he received his PhD in military and Middle Eastern history from the University of London.

Dyer served in the Canadian, American and British navies. He taught military history and war studies for two years at the Canadian Forces College in Toronto and for four years at the Royal Military Academy in Sandhurst.

Since he left teaching in 1973, Dyer has worked as a freelance journalist, broadcaster and lecturer. His syndicated columns on international affairs appear in a dozen languages in nearly 200 newspapers published in more than 40 countries around the world.

In 1980, Gwynne Dyer and Tina Viljoen collaborated on a seven-part television series for the National Film Board of Canada (NFB): *War*, first telecast in Canada in 1983. Eventually, *War* was shown in 45 countries and one episode, "The Profession of Arms," was nominated for an Academy Award. With Viljoen, Dyer wrote a book based on the series: *War*, published in 1985. For the NFB and the Canadian Broadcasting Corporation (CBC), Dyer and Viljoen again collaborated on *Defence of Canada*, a three-part series aired in 1986. Their book *The Defence of Canada: In the Arms of the Empire* was published in 1990. In 1994 Dyer completed a four-part series, *The Human Race*, which looked at the roots, nature and future of human politics. In 1995, his three-part series on peacekeeping in Bosnia, *Protection Force*, first aired.

Dyer has also made several radio documentaries, including a seven-hour series, *The Gorbachev Revolution*, and a six-hour series entitled *Millennium*, which aired on the CBC in the spring of 1996.

Gwynne Dyer is frequent lecturer. His reflections on Globalization and the Nation-State were published in 1996 by the Canadian Institute of International Affairs in its series *Behind the Headlines*.



Rex Murphy was born and raised in Newfoundland, where he graduated from Memorial University. A Rhodes scholar, he attended Oxford University (along with U.S. President Bill Clinton). When he returned to Newfoundland he was soon established as a quick-witted and accomplished writer, broadcaster and teacher.

Murphy's primary interest is in language and English literature, but he also has a strong link with politics. Murphy gained an insider's view of the political world when he worked as executive assistant to the Newfoundland Liberal Party leader. To get an even closer taste of politics, Murphy ran twice as a Liberal candidate in the provincial elections.

Murphy contributes extensively to CBC on many current affairs issues. He contributes a regular televised essay to CBC's The National Magazine, dealing with topics as diverse as the Royal Family, smoking, and Quebec politics. He has also created a number of documentaries from Newfoundland, including the highly acclaimed "Unpeopled Shores," about the collapse of the Newfoundland fisheries. Additional documentary work has included pieces on the Second World War, scientist Hubert Reeves, business tycoon Conrad Black, and William Shakespeare.

Rex Murphy writes a weekly column for the Globe and Mail and is the author of the book, Points of View, a collection of his columns and commentaries.

Murphy also hosts Canada's only national open-line radio program, CBC Radio's Cross Country Checkup, with close to half-a-million listeners tuning in every Sunday afternoon. The program is broadcast live across Canada on CBC Radio One, on Sirius satellite radio, and around the world on the Internet.

Rex Murphy has won several national and provincial broadcasting awards and has been awarded honorary doctorates in letters by Memorial University, St. Thomas University, and Nipissing University.

Much in demand as a speaker, his oratory -- a volatile mix of insight, humour and biting political commentary, powered by an extraordinary vocabulary -- brings audiences to their feet at events from coast to coast.

## Plenary D:

### Rex Murphy

Wednesday, September 16, 2009

9:00 am - 10:30 am

## Politics, Business and the Media: Communicating in an Age of Clamour





# WELCOME RECEPTION

sunday, september thirteenth...

five to seven pm...

at the Delta Avalon Ballroom.

club  
LIQUID

[illegible]

The Johnson GEO Centre  
175 Signal Hill Rd, St. John's, NL

A photograph of a row of colorful, multi-story houses in a residential neighborhood. The houses are painted in vibrant colors like red, green, and yellow, with white trim around the windows and doors. The houses are built on a slight incline, and a street with parked cars is visible in the foreground. The sky is clear and blue.

## General Information

### Dress Code

Dress code is business casual throughout the conference. The dress code for Tuesday night's gala is "cruise wear".

### Weather

St. John's temperature for mid September ranges from a high of 16°c and a low of 8°c (average temperature of 12°c). The weather can be unpredictable this time of year so don't forget to bring a sweater and rain gear.

### Conference Location

The Delta Hotel and Conference Centre and the St. John's Convention Centre will be the sites for the 2009 RIMS Canada Conference. Both facilities will be used for program sessions and are accessible via pedways. The conference trade show will be held at the St. John's Convention Centre. Tuesday night's gala will be hosted at the Mile One Centre, which is also accessible via pedways.

#### St. John's Convention Centre

101 New Gower Street  
St. John's NL A1C 1J5  
Phone: (709) 739-6404

#### Delta St. John's Hotel & Conference Centre

120 New Gower Street  
St. John's NL A1C 6K4  
Phone: (709) 739-6404

#### Mile One Centre

50 New Gower Street  
St. John's NL A1C 1J3  
Phone: (709) 758-1111

### Registration Desk

The Registration Desk will be located on the main level of the Delta St. John's Hotel and Conference Centre. Please see Conference Policies for days and hours of operation.

### 2009 RIMS Canada Conference

For general information, updates and to register on-line for the conference, please visit the conference web site at <http://conference.rimscanada.org>.

### Revisions to Education and Social Programs

The 2009 RIMS Canada Conference reserves the right to adjust or revise the education and/or social programs as necessary.

### Professional Development Credit

Continuing professional development credit for risk managers has been pre-approved by the RIMS Canada Council. A form is included in your registration materials and should be taken to each session to be signed by the moderator in order to receive credit. For other professionals, session moderators will provide a signature to indicate attendance but approval of credit will have to be obtained independently by the appropriate association.

### Scent Free Policy

In consideration of attendees who have allergic or chemical sensitivities, we request that conference participants avoid using scented products at the conference site. Thank you for your co-operation.





## Conference Policies

### Registration Policy

Only Paid RIMS members will be entitled to the member rate. End dates for early and late registration will be strictly adhered to. Early Registration ends July 24, 2009 and Late Registration ends August 28, 2009 at which time onsite registration fees apply.

### Cancellation Policy

Hotel Cancellation Policy:

Changes or cancellation to the room reservations from 60 business days (June 19) to 30 business days (July 31) of the event is subject to a handling fee of \$50.00 per change. Cancellation charges of one night's accommodation per room will be applied if room reservations are cancelled or changed within 30 business days of the event.

### Registration Cancellation Policy:

Requests for refunds or cancellation must be in writing and received by MyTravel Sinfonia via fax, e-mail or mail post-marked on or before August 28, 2009, please allow sixty (60) days after the conference for refunds. Registration Cancellations received prior to August 28 2009 - \$75.00 Administration Fee.

Cancellations received on or after August 28, 2009 - Fully Non Refundable. Please note these fees will be strictly adhered to. Cancellation insurance is available to protect you from these fees in event of a medical reason. Must be purchased at time of registration.

Refund request (registration fee, guest program, or gala ticket) received after August 28, 2009 will not be honoured.

### On-site Registration

On-site registration at the Delta Hotel begins Saturday, September 12, 2009. Delegates must register in person. Registration packages will be released only to the individual whose name appears on the badge. Substitution for pre-registered attendees require written authorization on corporate letterhead. Business cards will not be accepted as authorization. Registered delegates, guests, exhibitors, and speakers must wear their conference badges for access to all conference functions.

### On-line Registration

To register on-line go to <http://conference.rimscanada.org>

### Registration Hours

Saturday, September 12	12:00 pm to 5:00 pm	Monday, September 14	7:00 am to 4:30 pm
Sunday, September 13	9:00 am to 5:00 pm	Tuesday, September 15	7:30 am to 1:00 pm

### Cancellation Insurance

Above cancellation policies will be strictly adhered to without exception. We recommend that all participants purchase cancellation insurance to protect themselves from the non-refundable penalties, in the event of a medical reason to themselves or immediate family members. MyTravel Sinfonia will issue written confirmation up to September 4, 2009. This confirmation is your receipt. If you register by mail after September 4, 2009 and have not received written confirmation, please bring a copy of your registration form with you.

Make cheques payable to: 2009 RIMS Canada Conference  
Mail or fax your registration form to:

**Marlea Whitley – Conference Co-ordinator**  
c/o MyTravel Sinfonia  
402 21st Street E. Saskatoon, SK S7K 0C3

TEL: 306 934 2279 or 1 800 667 9220  
FAX: 306 652 0990  
E-mail: [RIMS@mytravel.ca](mailto:RIMS@mytravel.ca)





2009

# *gala*

## Discover the Eastern Edge

Jump aboard for a fabulous evening of food, fun & entertainment, as we take you on a journey through pristine waters and majestic shorelines to discover our province and our people.

You won't want to miss this boat!

Tuesday, September 15th  
Mile One Centre

Reception: 6:30 pm  
Gala Dinner: 7:30 pm

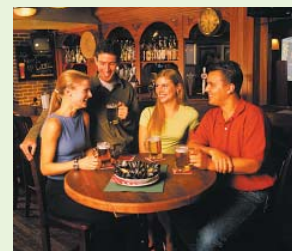
Casual Cruise Wear  
(Hawaiian Shirts Optional)

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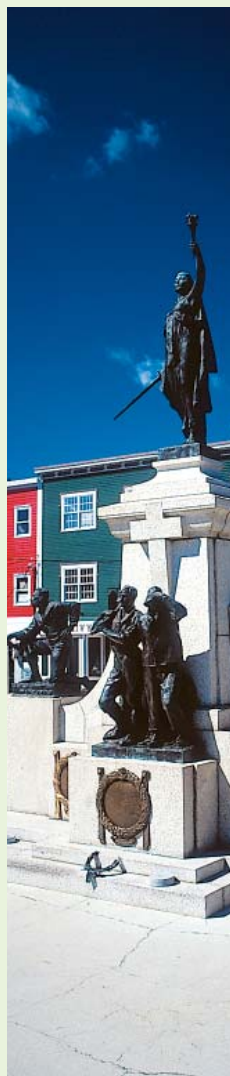


## Sessions at a Glance

Monday, September 14			
9:00 am - 10:30 am	10:45 am - 12:00 pm	1:00 pm - 2:30 pm	3:00 pm - 4:30 pm
<b>General R. J. Hillier (Retired)</b>  Corporate and Military Risk Management Strategies	<b>Dr. Richard Leblanc</b>  Enabling and Empowering the Risk Manager	<b>Session A - 1</b>  Ten Things That Keep a Risk Manager Up At Night  Robert Patzelt	<b>Session B - 1</b>  Climate Change: From Adaptation to Risk Transfer  Mary Lou O'Reilly Deborah Harford Lindene Patton
		<b>Session A - 2</b>  Credit Risk: Risk Management Implications on Managing Financial Volatility, Corporate Governance and Counter Party Exposure  Joe Giannini Christopher Short Daniel Galvao	<b>Session B - 2</b>  Never Mind the Other Guy; Move Your Own Needle  Kenneth T. Sipiora Cary L. Mamer Craig K. Burkart
		<b>Session A - 3</b>  Directors and Officer Liability Insurance – Maintaining Coverage and Mitigating Costs in Challenging Markets  Jennifer Hill Jonathan Ashall Peter A. Duthie Barry J. Reiter	<b>Session B - 3</b>  Insurer Insolvency  Brian McAskill
		<b>Session A - 4</b>  Threat: The Future Landscape  Royston Colbourne	<b>Session B - 4</b>  360° of Oil and Gas Risk Management  Roberto Benzan Neil McIntyre
		<b>Session A - 5</b>  Property Loss Control – Critical to Maintain Efficient Operations or Additional Work for Unforeseen Gain  David Thompson	<b>Session A - 5</b>  Boiling in the Broth – Hazardous Materials in the Work Place  Bruce Langille



Tuesday, September 15				Wednesday, September 16
9:00 am - 10:30 am	11:00 am - 12:30 pm	2:00 pm - 3:15 pm	3:30 pm - 5:00 pm	9:00 am - 10:30 am
<b>Gwynne Dyer</b> Global Events Affecting Canadian Business	<b>Session C - 1</b> International Trade Risk Management and the Economy – “The Perfect Storm” Jerry Giroux Dan Countemanche Matt Yeshin	<b>Session D - 1</b> Total Cost of Risk: Strategic Risk Management Approaches In The Face of Challenging Economic Times Erin Magilton-Morneau Catherine Dowdall	<b>Session E - 1</b> Public Sector Liability and Risk Management Issues and Trends Peter Makinson David Boghosian	<b>Rex Murphy</b> Politics, Business and the Media: Communicating in an Age of Clamour
	<b>Session C - 2</b> Employer's Dream: Insurer's Nightmare! Employer's Liability: The Need for a Canadian Model Geneviève Cotnam Jorge P. Segovia Elizabeth J. Forster Monika M.L. Zauhar	<b>Session D - 2</b> What Risk Managers Need to know About Ethics – Ethical Dilemmas are a Reality in Today's Risk Management Profession. Gary McDonnell	<b>Session E - 2</b> Mitigating Loss Costs through Improved Claims Handling Processes James T. Giffen	
	<b>Session C - 3</b> Effective Safety Audits/ Risk Assessments: What You don't know Can Hurt You Paul A. Esposito	<b>Session D - 3</b> What Risk Managers Should Know – Managing Electronic Documents in Canada and the US Tim Buckley Thomas Tobin	<b>Session E - 3</b> Economic Uncertainty: Protecting Yourself from Fraud and Violence in the Workplace Scott Crowley	
	<b>Session C - 4</b> Cross Border Commerce and Global Business – How Risk Managers can “think global” but “act local” Robert Stanley John Chippendale David Hokanson	<b>Session D - 4</b> Finding the Charts: Knowing Your ERM Options James Kallman	<b>Session E - 4</b> Developing Trends in the Forensic Industry – What Every Risk Manager Needs to Know Chris Giffin	
	<b>Session C - 5</b> This Hour has 22 Minutes Joseph Restoule Craig K. Burkart Cary L. Mamer	<b>Session D - 5</b> Meeting Expectations: Shifting Maintenance Standards in the Law of Occupiers' Liability Gaynor Yeung		





*6th Annual McGannon Foundation*

# 5km Fun Run / Walk

Open to All Industry Walking and Running Enthusiasts

**When:**

Sunday, September 13th, '09

**Time:**

Registration starts at 7:30 am  
Race starts at 8:00 am

**Location:**

To be announced, St. John's

**Registration Fee:**

\$30

FM Global and the RIMS Canada Council are proud to sponsor the 6th Annual McGannon Foundation 5km Fun Run/Walk.

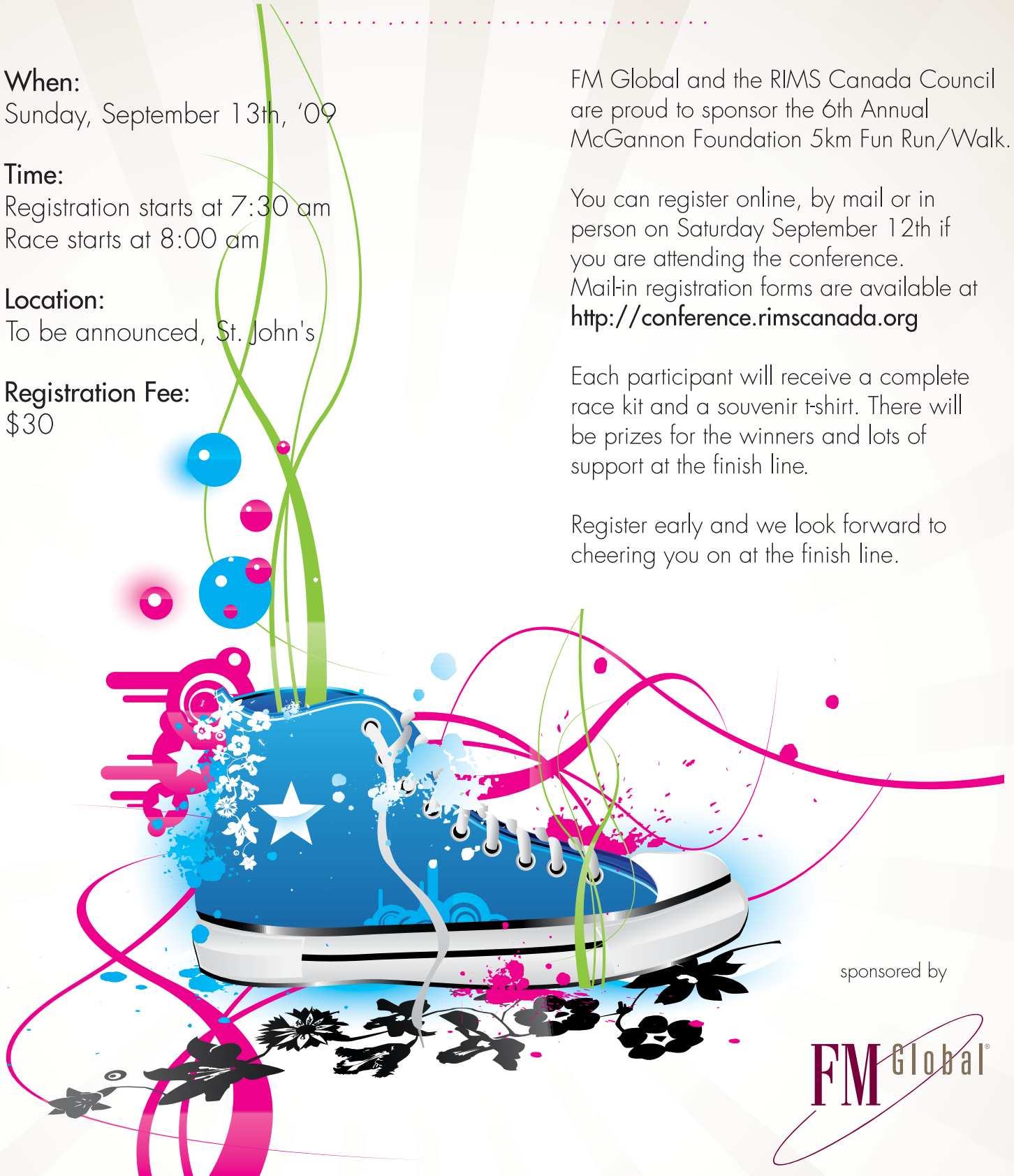
You can register online, by mail or in person on Saturday September 12th if you are attending the conference. Mail-in registration forms are available at <http://conference.rimscanada.org>

Each participant will receive a complete race kit and a souvenir t-shirt. There will be prizes for the winners and lots of support at the finish line.

Register early and we look forward to cheering you on at the finish line.

sponsored by

**FM** Global®



# Registration Form

First Name \_\_\_\_\_ Last Name \_\_\_\_\_  
Job Title \_\_\_\_\_ Company Name \_\_\_\_\_  
Address \_\_\_\_\_ City \_\_\_\_\_  
Province / State \_\_\_\_\_ Postal / Zip Code \_\_\_\_\_ Country \_\_\_\_\_  
Telephone ( ) \_\_\_\_\_ Fax ( ) \_\_\_\_\_ E-mail \_\_\_\_\_  
First name to appear on badge if different from above \_\_\_\_\_  
Company Name to appear on badge if different from above \_\_\_\_\_  
RIMS Member (Chapter Name) \_\_\_\_\_ Rims Company ID Number \_\_\_\_\_ ☐ Non-member  
Employment Category (Risk Manager, Broker, Insurer) \_\_\_\_\_  
Is this your first time attending this conference? ☐ Yes ☐ No Years in Risk Management / Insurance \_\_\_\_\_  
Emergency Contact \_\_\_\_\_ Telephone ( ) \_\_\_\_\_  
Guest Name (if attending Guest Program) \_\_\_\_\_  
Special requirements for yourself or your guest (Dietary, physical, etc.) \_\_\_\_\_  
May we include your name on any distribution lists? ☐ Yes ☐ No  
Please indicate if you will be attending the following meal functions:  
☐ Sunday Brunch ☐ Monday Breakfast ☐ Tuesday Breakfast ☐ Tuesday Gala Dinner  
☐ Sunday Welcome Reception ☐ Monday Lunch ☐ Tuesday Lunch ☐ Wednesday Breakfast

Registration fees include all conference sessions and all meal functions including the Gala during the conference (unless indicated otherwise) **however, you MUST indicate on the above checklist that you will attend the Gala to be assigned a ticket.**

All fees include 13% HST. To qualify as a 'member' you must be a paid RIMS member and have your RIMS Company ID Number.

Early Registration	Member	\$595 per person \$ _____
(Ends July 24, 2009)	Non-Member	\$795 per person \$ _____

Late Registration	Member	\$645 per person \$ _____
(Ends August 28, 2009)	Non-Member	\$845 per person \$ _____

On-site Registration	Member	\$695 per person \$ _____
	Non-Member	\$895 per person \$ _____

One day (Check Day)	Member	\$350 per person \$ _____
<input type="checkbox"/> Monday Non-Member		\$400 per person \$ _____
<input type="checkbox"/> Tuesday <b>Excludes Gala Ticket</b>		

Additional Gala Ticket	\$135 per person \$ _____
Guest Program (includes Gala Ticket)	\$250 per person \$ _____
Cancellation Insurance premium	\$ 65 per person \$ _____
Total \$	_____

## Payment Information

Credit Card: ☐ MasterCard ☐ Visa ☐ American Express ☐ Diners

Number: \_\_\_\_\_ Expiry Date: \_\_\_\_\_

☐ Cheque: ☐ Cash:

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Please submit  
all payments to:

**2009**  
**RIMS Canada Conference**  
c/o MyTravel Sinfonia  
402 21st Str. E.  
Saskatoon, Sask. S7K 0C3  
Phone: 1-800-667-9220  
Fax: 1-306-652-0990  
E-mail: RIMS@mytravel.ca

# Session Selection

Please indicate if you will be attending the following Plenary Sessions:

- ☐ Plenary A - General R. J. Hillier (Retired) Corporate and Military Risk Management Strategies
- ☐ Plenary B - Dr. Richard Leblanc Enabling and Empowering the Risk Manager
- ☐ Plenary C - Gwynne Dyer Global Events Affecting Canadian Business
- ☐ Plenary D - Rex Murphy Politics, Business and the Media: Communicating in an Age of Clamour

## Categories:

**RM** = Risk Management

**INS** = Insurance

**CM** = Claims Management

**O** = Other

**RC** = Risk Control

**RF** = Risk Financing

### Concurrent Session A - Monday, September 14, 2009 – 1:00 pm to 2:30 pm

- \_\_\_\_\_ **RM - Fundamental** Ten Things That Keep a Risk Manager Up At Night
- \_\_\_\_\_ **RF - Advanced** Credit Risk: Risk Management Implications on Managing Financial Volatility, Corporate Governance and Counter Party Exposure
- \_\_\_\_\_ **INS - Intermediate** Directors and Officer Liability Insurance – Maintaining Coverage and Mitigating Costs in Challenging Markets
- \_\_\_\_\_ **RM - Advanced** Threat: The Future Landscape
- \_\_\_\_\_ **RC - Fundamental** Property Loss Control – Critical to Maintain Efficient Operations or Additional Work for Unforeseen Gain

### Concurrent Session B - Monday, September 14, 2009 – 3:00 pm to 4:30 pm

- \_\_\_\_\_ **RM - Intermediate** Climate Change: From Adaptation to Risk Transfer
- \_\_\_\_\_ **RM - Fundamental** Never Mind the Other Guy; Move Your Own Needle
- \_\_\_\_\_ **RF - Advanced** Insurer Insolvency
- \_\_\_\_\_ **RM - Intermediate** 360° of Oil and Gas Risk Management
- \_\_\_\_\_ **RC - Fundamental** Boiling in the Broth – Hazardous Materials in the Work Place

### Concurrent Session C - Tuesday, September 15, 2009 – 11:00 am to 12:30 pm

- \_\_\_\_\_ **RM - Advanced** International Trade Risk Management and the Economy – “The Perfect Storm”
- \_\_\_\_\_ **INS - Intermediate** Employer’s Dream: Insurer’s Nightmare! Employer’s Liability: The Need for a Canadian Model
- \_\_\_\_\_ **RC - Advanced** Effective Safety Audits/Risk Assessments: What You don’t know Can Hurt You
- \_\_\_\_\_ **RM - Intermediate** Cross Border Commerce and Global Business – How Risk Managers can “think global” but “act local”
- \_\_\_\_\_ **O - Intermediate** This Hour has 22 Minutes

### Concurrent Session D - Tuesday, September 15, 2009 – 2:00 pm to 3:15 pm

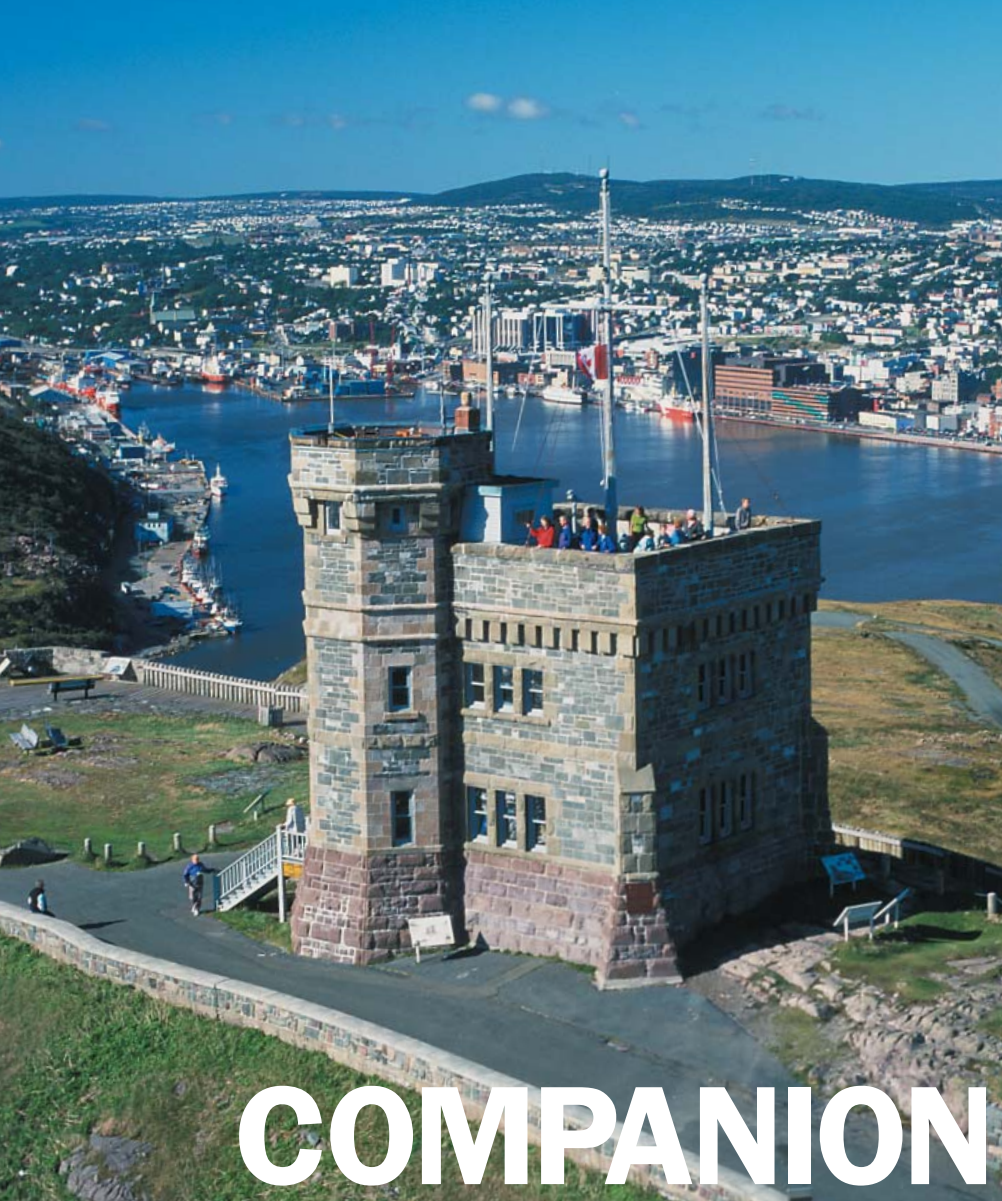
- \_\_\_\_\_ **RM - Advanced** Total Cost of Risk: Strategic Risk Management Approaches In The Face of Challenging Economic Times
- \_\_\_\_\_ **INS - Intermediate** What Risk Managers Need to know About Ethics – Ethical Dilemmas are a Reality in Today’s Risk Management Profession
- \_\_\_\_\_ **RC - Advanced** What Risk Managers Should Know – Managing Electronic Documents in Canada and the US
- \_\_\_\_\_ **RM - Intermediate** Finding the Charts: Knowing Your ERM Options
- \_\_\_\_\_ **O - Intermediate** Meeting Expectations: Shifting Maintenance Standards in the Law of Occupiers’ Liability

### Concurrent Session E - Tuesday, September 15, 2009 – 3:30 pm to 5:00 pm

- \_\_\_\_\_ **RM - Intermediate** Public Sector Liability and Risk Management Issues and Trends
- \_\_\_\_\_ **CM - Fundamental** Mitigating Loss Costs through Improved Claims Handling Processes
- \_\_\_\_\_ **RM - Advanced** Economic Uncertainty: Protecting Yourself from Fraud and Violence in the Workplace
- \_\_\_\_\_ **CM - Intermediate** Developing Trends in the Forensic Industry – What Every Risk Manager Needs to Know

Session choices will only be confirmed once payment of registration fee is received. All sessions are filled on a first come - first served basis. Seats are limited; please reserve early for best choice of sessions. The Committee reserves the right to cancel any session if the minimum number of registrants is not met.





# COMPANION TOUR

## Day 1

Monday, September 14th  
9 am to 2 pm

### Far East of the Western World

First off today we will visit the National Park at Cape Spear, the most easterly point of land in North America. Here the lighthouse has been restored to circa 1836. Explore the bunkers built by Canadian soldiers in the side of the cliffs here during the Second World War. From Cape Spear we tour old St. John's with plenty of time to see such National historic sights as Cabot Tower and Signal Hill. Hear the legends of Deadman's Pond, and Government House and the history surrounding the Colonial Building.

This tour will orient you and give you a feel for the history, legend and lore of St. John's, the oldest city in North America.

After the city tour, lunch will be served at a local restaurant ... yet to be announced.



## program

## Day 2

Tuesday, September 15th  
- (time yet to be decided)

### Harbour Charter Tour

Welcome Aboard! Today we will sail around St. John's Harbour, one of the most easterly ports of call in North America. This was the first stop along the way for most ships heading to the New World. We will go through the entrance of the harbour known as "the Narrows" with three hundred foot hills towering on one-side and four hundred foot cliffs on the other and marvel at how the early explorers ever found this almost enclosed harbour in the first place. Experience the feel of the Atlantic Ocean beneath the keel as we look for whales along the rugged coastline between St. John's and Cape Spear, the most easterly point of land in North America.

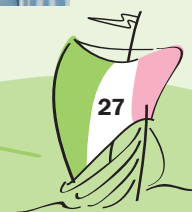
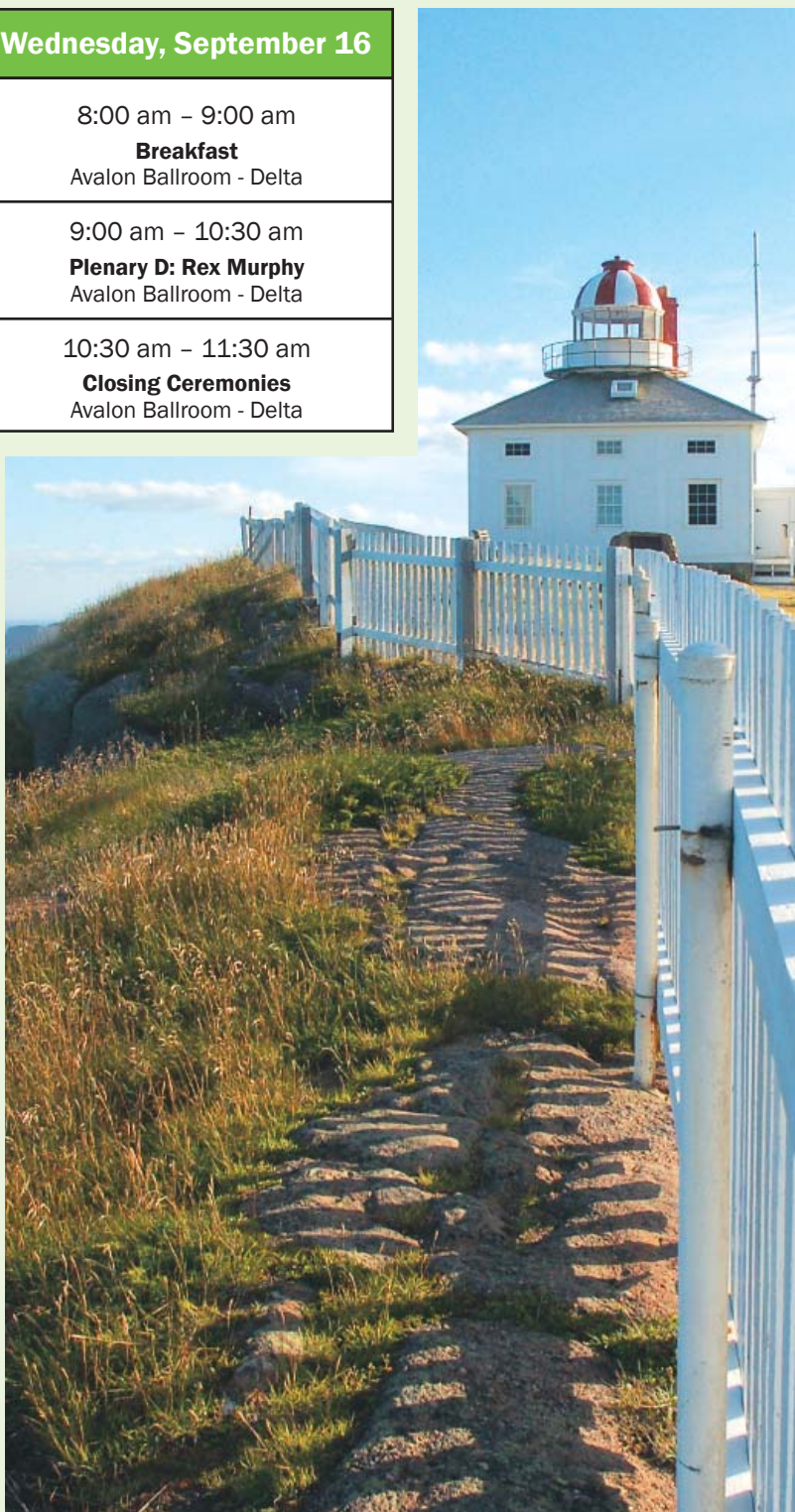


## Conference at a Glance

Saturday, September 12	Sunday, September 13	Monday, September 14
10:00 am – 6:00 pm <b>Exhibitor Move-In</b> Convention Centre	7:30 am <b>William H McGannon Fun Run/Walk</b> Courtesy of <b>FM Global</b>	7:00 am – 4:30 pm <b>Registration Open</b> Delta – Main Floor
12:00 pm – 5:00 pm <b>Registration Open</b> Delegates at Delta Main Floor Exhibitors at St. John's Convention Centre Main Entrance	9:00 am – 5:00 pm <b>Registration Open</b> Delegates at Delta Main Floor Exhibitors at St. John's Convention Centre – Main Entrance	7:00 am – 8:00 am <b>Breakfast</b> Sponsored by <b>Jardine Lloyd Thompson Canada Inc.</b> Avalon Ballroom - Delta
8:00 pm – 1:00 am <b>Casino Night</b> Courtesy of <b>GCAN Insurance Company</b> Geo Centre	9:00 am – 12:00 pm <b>Welcome Brunch</b> Courtesy of <b>Aon Risk Services</b> Avalon Ballroom - Delta	8:00 am – 9:00 am <b>Opening Ceremonies</b> Avalon Ballroom - Delta
<b>Conference Clothing</b> sponsored by <b>Zurich</b>  <b>Delegate Bag</b> sponsored by <b>ACE INA Insurance</b>  <b>Conference Binoculars</b> sponsored by <b>RIMS Canada Council</b>	11:00 am – 5:00 pm <b>Exhibit Hall Open</b> Internet Café sponsored by <b>Allianz Global Corporate &amp; Specialty</b> and <b>Integro Insurance Brokers</b> St. John's Convention Centre	9:00 am – 6:00 pm <b>Exhibit Hall Open</b> Internet Café sponsored by <b>Allianz Global Corporate &amp; Specialty</b> and <b>Integro Insurance Brokers</b> St. John's Convention Centre
	5:00 pm – 7:00 pm <b>Welcome Reception</b> Sponsored by: <b>Allianz Global Corporate &amp; Specialty</b> and <b>Integro Insurance Brokers</b> Avalon Ballroom - Delta	9:00 am – 10:30 am <b>Plenary A: Gen. Rick Hillier</b> Avalon Ballroom - Delta
	10:00 pm – 1:00 am <b>Chocolate Decadence</b> Courtesy of <b>Willis Canada</b> Sheraton Hotel	10:30 am – 10:45 am <b>Coffee Break</b>
		10:45 am – 12:00 pm <b>Plenary B: Dr. Richard Leblanc</b> Avalon Ballroom - Delta
		12:00 pm – 1:00 pm <b>Buffet Lunch - Exhibit Hall</b>
		1:00 pm – 2:30 pm <b>Concurrent Sessions A</b>
		2:30 pm – 3:00 pm <b>Coffee Break</b>
		3:00 pm – 4:30 pm <b>Concurrent Sessions B</b>
		5:00 pm – 6:00 pm <b>Exhibitor Reception</b> St. John's Convention Centre



Tuesday, September 15	Wednesday, September 16
7:30 am – 1:00 pm <b>Registration Open</b> Delta – Main Floor	8:00 am – 9:00 am <b>Breakfast</b> Avalon Ballroom - Delta
8:00 am – 9:00 am <b>Breakfast</b> Sponsored by <b>HKMB Hub International</b> Avalon Ballroom - Delta	9:00 am – 10:30 am <b>Plenary D: Rex Murphy</b> Avalon Ballroom - Delta
9:00 am – 12:00 pm <b>Exhibit Hall Open</b> Internet Café sponsored by <b>Allianz Global Corporate &amp; Specialty</b> and <b>Integro Insurance Brokers</b> St. John's Convention Centre	10:30 am – 11:30 am <b>Closing Ceremonies</b> Avalon Ballroom - Delta
9:00 am – 10:30 am <b>Plenary C: Gwynne Dyer</b> Avalon Ballroom - Delta	
10:30 am – 11:00 am <b>Coffee Break</b> sponsored by <b>Lloyd's</b>	
11:00 am – 12:30 pm <b>Concurrent Sessions C</b>	
12:30 pm – 2:00 pm <b>Awards Lunch</b> Avalon Ballroom - Delta	
2:00 pm – 3:15 pm <b>Concurrent Sessions D</b>	
3:15 pm – 3:30 pm <b>Coffee Break</b> sponsored by <b>Lloyd's</b>	
3:30 pm – 5:00 pm <b>Concurrent Sessions E</b>	
6:30 pm – 7:30 pm <b>Gala Reception</b> Mile One Centre	
7:30 pm <b>Gala Dinner</b> Gala photos sponsored by <b>SCM Adjusters Canada Ltd.</b>	









Notes:

# CHOCOLATE DECADENCE

**SUNDAY  
SEPTEMBER 13, 2009  
10 PM - 1 AM**

**SHERATON HOTEL  
NEWFOUNDLAND  
115 CAVENDISH SQUARE  
MAIN FLOOR  
AVALON BATTERY  
COURT GARDEN**

Willis



# Concurrent Sessions A

Monday, September 14, 2009 – 1:00 pm to 2:30 pm

## 1 Ten Things That Keep a Risk Manager Up At Night (RM)

Speaker: **Robert Patzelt**, Q.C. - Vice-President, Risk Management and General Counsel - Scotia Investments Ltd.

Robert Patzelt, an award winning speaker and one of Canada's leading risk managers and in-house corporate counsel will provide a corporate executive's view and analysis of the leading challenges facing organizations today. This session will cover everything from reputational risk, supply chain, the green agenda and much, much more.

## 2 Credit Risk: Risk Management Implications on Managing Financial Volatility, Corporate Governance and Counter Party Exposure (RF)

Panel: **Joe Giannini** – Director, Risk Management - Future Electronics (Montreal)

**Christopher Short** – Sr. Vice President, Country Manager - Coface Canada (Toronto)

**Daniel Galvao** – Sr. Vice President, Financial Products - Marsh Canada Ltd. (Toronto)

The panel will discuss the impact of credit risk in the corporate risk management scope: What are the implications of aggregate credit risk to suppliers and clients? How can risk professionals integrate credit risk in their corporate risk map? What is the impact of the credit crisis on Canadian credit risk management? By combining the experience of a risk professional, an underwriter and a specialist credit risk advisor, this panel session aims to address questions beyond the simple financial benefits of managing credit risk and topics such as cross contamination between credit and operational risks, counter-party exposure to financial institutions and insurance groups, and how to optimize credit risk transfer and retention.

## 3 Directors and Officer Liability Insurance – Maintaining Coverage and Mitigating Costs in Challenging Markets (INS)

Panel: **Jennifer Hill** – Vice President, Regional Executive Liability, Manager - Public Companies, Aon Risk Services

**Jonathan Ashall** – Sr. Vice President, Corporate Development, Executive Risk Insurance Services

**Peter A. Duthie** – Director, Risk Transfer & Insurance - Encana Corporation

**Barry J. Reiter** – Partner, Corporate, Bennet Jones LLP

In today's economic environment, Risk Managers will be expected to walk the fine line between achieving lower insurance premiums and maintaining appropriate levels and breadth of insurance. No where will this be more prevalent than on a company's D&O policy where CFO's will question costs while directors wish to maintain coverage. This panel will highlight the key areas of the coverage which should be maintained, analyze alternatives for reducing cost, identify some pitfalls in risk exposure analysis and provide tips to better position your company with underwriters.



## 4 Threat: The Future Landscape (RM)

Speaker: **Royston Colbourne**, Senior Risk Consultant – CANPRO

From the economy to environmental terrorist actions, a look at how threats will evolve to social and economical change. Develop skills to identify and establish systems that will reduce physical threats, and develop command, control, and contingency plans for major events and incidents. Mr. Colbourne is a world recognized consultant in security, risk and counter-terrorism for governments, airports, seaports, and major corporations.

## 5 Property Loss Control – Critical to Maintain Efficient Operations or Additional Work for Unforeseen Gain (RC)

Panel: **David Thompson**, Vice President - Toronto Operations Manager, FM Global

Risk Manager - TBA

An overview of the fundamentals of property loss prevention with strategies for “right sizing” your property loss control programs. Session will discuss how to build support for loss prevention strategies and programs from the c-suite to the factory floor. This session will be presented from the perspective of an Insurer and a Risk Manager.

## Concurrent Sessions B

Monday, September 14, 2009 – 3:00 pm to 4:30 pm

### 1 Climate Change: From Adaptation to Risk Transfer (RM)

Panel: **Mary Lou O'Reilly**, Vice President, Public Affairs and Marketing Insurance Bureau of Canada

**Deborah Harford**, Executive Director, ACT (Adaptation to Climate Change Team)

**Lindene Patton**, Chief Climate Product Officer - Zurich Financial Services

Panel will discuss the impact of climate change on the insurance industry; the latest research relating to extreme weather and climate change; and new products and services which address the evolving risks associated with climate change.

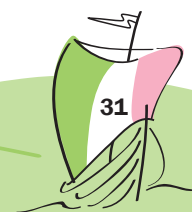
### 2 Never Mind the Other Guy; Move Your Own Needle (RM)

Panel: **Kenneth T. Sipiara**, CPCU, Director – Actuarial & Insurance Solutions, Deloitte Consulting LLP

**Cary L. Mamer**, CA, CBV, Partner – Financial Advisory Services, Deloitte & Touche LLP

**Craig K. Burkart**, CA-IFA, CIP, Associate Partner, Financial Advisory Services, Deloitte & Touche LLP

In today's challenging environment risk managers must constantly be looking to improve the function of their risk management practice and drive tangible results for their organizations. This session will focus on the attributes of high performing risk managers and how they can make an incremental impact on their organizations and careers. The participants will come away with new understandings of how to evaluate their risk management practice and focus on results that matter.





### 3 Insurer Insolvency (RF)

Panel: **Brian McAskill**, Managing Director – Marsh Canada Ltd. (Toronto)

Risk Manager – TBA

Rating Agency – TBA

Panel will identify and discuss issues related to companies with perceived financial problems or in receivership/liquidation. Presentation will include information on how a rating agency reviews insurers and assigns ratings and the difference between financial strength and credit ratings. Topics will include managing insurers in turbulent times from a risk manager's perspective.

### 4 360° of Oil and Gas Risk Management (RM)

Panel: **Roberto Benzan**, Manager of Risk Management – Husky Energy (Calgary)

**Neil McIntyre**, Senior Vice President – AON Risk Services (Calgary)

This presentation will provide an overview of Risk Management in the Oil and Gas arena from the perspective of a project through all stages of its life cycle. Explore how risks are identified, avoided, managed and transferred during the exploration, development, operational and abandonment phases of a project, with emphasis on the need for effective communication with multiple stakeholders.

### 5 Boiling in the Broth – Hazardous Materials in the Work Place (RC)

Speaker: **Bruce Langille**, Risk Manager – Province of Nova Scotia

Whether the hazardous material is domestic in nature or a toxic industrial chemical or introduced to your home or business as an act of terrorism, planning for such an event is critical. This informative and interactive session will follow actual events which have occurred in the Maritimes since 9/11. Bruce Langille, in his capacity as Risk Manager for the Province of Nova Scotia, acts as special advisor to the office of the Fire Marshall for Hazardous Materials – Response and forms part of the response group for chemical, biological, radiation and nuclear crisis. Understand the potential for danger and have a plan before tragedy strikes.

## Concurrent Sessions C

Tuesday, September 15, 2009 – 11:00 am to 12:30 pm

### 1 International Trade Risk Management and the Economy – “The Perfect Storm” (RM)

Panel: **Jerry Giroux**, President – Subro Gateway Inc.

**Dan Countemanche**, CEO – GCAN Ins.

**Matt Yeshin**, Marsh Inc.

Your raw materials, stock and finished product are the “life blood” of your organization!



Jerry Giroux, Author, Noted Speaker and Insurance Leader will moderate a panel of illustrious experts and practitioners to help you navigate your trade risks through the current menacing economic conditions. Our panel of leading representatives from the Insurance Broking, Legal, Actuarial and Underwriting Communities will provide insight to the pitfalls and opportunities that you are facing in the risk management of your "life blood".

## 2 **Employer's Dream: Insurer's Nightmare! Employer's Liability: The Need for a Canadian Model (INS)**

Panel: **Geneviève Cotnam**, Partner – Stein Monast LLP

**Jorge P. Segovia**, Partner – Cox and Palmer

**Elizabeth J. Forster**, Partner – Blaney McMurtry LLP

**Monika M.L. Zauhar**, Partner – Cox and Palmer

A panel of insurance and employment lawyers will review the many areas of exposure to liability experienced by employers in Canada including common law and statutory liability. The panel will discuss the current insurance options available for employers and the difference between Commercial General Liability (CGL) and Employment Practices Liability (EPL) policies. The panel will identify the deficiencies in the current coverage options for employers and the need for policy language to address the specific needs of Canadian employers.

## 3 **Effective Safety Audits/Risk Assessments: What You don't know Can Hurt You (RC)**

Speaker: **Paul A. Esposito**, CIH, CSP, CPEA, Vice President – ESIS Global Risk Control Services

Safety audits and assessments are essential elements of good risk management. The ability to identify program strengths and weaknesses, and rate an organization's total safety and health program is an important key to success. This means not only identifying opportunities for improvement, but also creating processes and procedures to mitigate future risks and losses. To that end, risk managers not only need to better understand their risks and loss history but need to evaluate their program's liabilities and controls. Using a real-world case study, the speaker will discuss the methodology and process for conducting an effective risk assessment survey and how risk managers can manage their risks from not only a claims and insurance stand-point, but from a prevention perspective.

## 4 **Cross Border Commerce and Global Business – How Risk Managers can "think global" but "act local". (RM)**

Panel: **Robert Stanley**, Vice President and Treasurer, Samuel Manu – Tech. Inc.

**John Chippendale**, Vice Chairman – HKMB Hub International

**David Hokanson**, President and CEO, Worldwide Broker Network

There is a new order in terms of what is happening from a regulatory standpoint and corporations need to understand the requirements involved in being legal and compliant in the United States as well as overseas jurisdictions, and the repercussions of not. Let's dive into the concept of "think global" and "act local" as more Risk Managers try to keep pace with the risk management and insurance needs of expanding international operations. We'll discuss cross border commerce and global business as it relates to risk management and insurance requirements.



### 5 This Hour has 22 Minutes (0)

Panel: **Joseph Restoule**, AIC, CRM, Leader Risk Management, NOVA Chemicals Corp. / President of the Risk and Insurance Management Society (RIMS)

**Craig K. Burkart**, CA-IFA, CIP, Associate Partner, Financial Advisory Services, Deloitte & Touche LLP

**Cary L. Mamer**, CA, CBV, Partner – Financial Advisory Services, Deloitte & Touche LLP

Brief vignettes of the most critical issues and emerging topics facing the Industry in 2009/2010.

- Expectations on payments in recessionary times.
- Bankruptcy – What are the risks and the impact of bankruptcy on risk management?
- Madoff Trial – What happened? What are the damages and potential coverage's?
- Fiduciary claims – the convergence of pension underfunding and risk management.

## Concurrent Sessions D

Tuesday, September 15, 2009 – 2:00 pm to 3:15 pm

### 1 Total Cost of Risk: Strategic Risk Management Approaches In The Face of Challenging Economic Times (RM)

Panel: **Erin Magilton-Morneau**, CRM, Vice President, Marsh Canada Limited

**Catherine Dowdall**, Risk & Insurance Manager - OLG (to be confirmed)

3rd Panelist to be confirmed

Insurance premiums only form one component of a company's total cost of risk. Retained losses, whether recognized or not, loss prevention expenses, broker compensation, and administrative costs are the others. This panel will examine strategies that you can use to manage these costs collectively to reduce your Total Cost of Risk. The discussion will outline risk management tools you need to know to help reduce your businesses liability risks and to help prevent excessive negligence claims against your organization.

### 2 What Risk Managers Need to know About Ethics – Ethical Dilemmas are a Reality in Today's Risk Management Profession. (INS)

Speaker: **Gary McDonnell**, National Director – Aon Global Risk Consulting

Whether you hold the title of risk manager formally or informally, it is important to recognize that you will likely, at some point in your career, face a personal ethical conflict. That reality requires some personal preparation and the awareness that risk managers and other insurance professionals often face the choice between two separate and distinct kinds of "right" answer. In this session, we will discuss how ethical issues develop and some steps you can take now to position yourself and your organization to make tough ethical choices.



### 3 What Risk Managers Should Know – Managing Electronic Documents in Canada and the US (RC)

Panel: **Tim Buckley**, Partner - Borden Ladner Gervais LLP

**Thomas Tobin**, Partner – Wilson Elser Moskowitz Edelman and Dicker LLP

Risk managers need to be aware of relatively new procedural rules in Canada and the US that clarify events and trigger obligations to save electronic documents of all sorts as well as the scope of obligations to retrieve, preserve, review and produce those documents in response to requests in governmental investigations and litigation. The goal of this session is to provide risk managers with an outline of current email and electronic document management obligations and then provide a concise cross-border update on how the rules have been interpreted and applied.

### 4 Finding the Charts: Knowing Your ERM Options (RM)

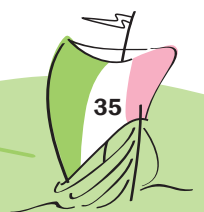
Speaker: **James Kallman**, Ph.D - ARM

It is essential to have the latest, leading edge, best of class ERM solution charts. This session overviews how industry leaders have merged their ERM knowledge, tools, policies and templates in one location. This new concept reduces ERM research time and costs. Navigating through traditional search engines for ERM yields thousands or millions of hits; most of which provide little practical guidance. In this session, risk managers will learn how to improve their efficiency and productivity through participation in an industry specific database and using technology to network with other risk managers.

### 5 Meeting Expectations: Shifting Maintenance Standards in the Law of Occupiers' Liability (O)

Speaker: **Gaynor Yeung**, Director – Whitelaw Twining Law Corporation.

This session will be an in-depth discussion of the differing maintenance standards which attach to various categories of occupiers. Learn about the legislation and leading case law which dictate the standards demanded of your industry or risk.



## Concurrent Sessions E

Tuesday, September 15, 2009 – 3:30 pm to 5:00 pm

### 1 Public Sector Liability and Risk Management Issues and Trends (RM)

Panel: **Peter Makinson**, AVP Specialty Underwriting – Travelers Insurance

**David Boghosian**, Principal – Boghosian and Associates

Risk Manager, TBA

This panel representing three very different points of view, an insurer, a risk manager and a lawyer will highlight recent developments in public sector risk as well as the emerging best practices to manage these risks. The session will include an overview of recent case law as well as claims trends. The panel will provide practical advice on how best to mitigate the impact of these emerging risks on public sector organizations.

### 2 Mitigating Loss Costs through Improved Claims Handling Processes (CM)

Speaker: **James T. Giffen**, Executive General Adjuster, Branch Manager – Global Technical Services  
Crawford & Company (Canada) Inc.

This session uses case studies to illustrate real examples of things to do that can reduce the cost of claims, and mistakes that are commonly made that contribute to claims costs. From investigation to subrogation the way that a claim is handled can significantly impact on its ultimate cost. Why make the mistakes yourself when you can learn from the experience of seasoned claims professionals using real examples of what to do right and what can happen when things go wrong.

### 3 Economic Uncertainty: Protecting Yourself from Fraud and Violence in the Workplace. (RM)

Speaker: **Scott Crowley**, MBA, FRM, CPP, CBCP CMC, Partner – Enterprise Risk Services

For risk professionals, tight economic times is something of a dichotomy – their departments typically get hit with budget restrictions, if not outright cuts, while layoffs and financial struggles tend to increase in the problems risk management is charged with combating. That new reality is borne out by the 2009 ASIS survey Impacts of the Current Economic Environment on Security.

For those who head up a risk department, what's the best way to navigate these rough waters? Come listen to risk and security professional discuss ways in which risk management departments can effectively manage the potential rise in crime in their organizations, as a result of the economic downturn.

### 4 Developing Trends in the Forensic Industry – What Every Risk Manager Needs to Know (CM)

Speaker: **Chris Giffin**, BA Sc, P. Eng., President – Giffin Koerth Smart Forensics

This session will provide Risk Managers with the tools to prevent small incidents from escalating into total losses. Actual case studies will be reviewed and attendees will learn valuable lessons from mistakes made in the past. The session presenter is President one of the most respected forensic engineering firms in Canada.







## Join us in St. John's! Enterprise Risk Management for the Advanced Practitioner

September 17-18, 2009  
following the RIMS Canada Conference

If ERM is to succeed in your organization, it must be aligned with your organizations overall strategic business objectives.

The workshop goes beyond risk identification, quantification and mapping to examine various value drivers and suggests ways that **ERM can be utilized to create new measurable value**. The workshop also presents Brand Impairment from an ERM perspective which serves as a **model approach** for other **non-traditional operational and strategic risks** within your organization.

### Instructor

Joanna Makomaski, P.Eng., CRM, is a senior specialist and thought leader in risk management methods and implementation. She currently delivers workshops and seminars on risk management practices and is an international presenter and keynote speaker. Currently working with V3 Advisory Group, a company that delivers Enterprise Risk Management (ERM) implementation plans, education and powerful risk intelligence capabilities.

Prior to V3, Joanna was a practicing senior risk manager at Enbridge Inc. Along with claims She co-authored ERM for Dummies®, an easy-to-read reference guide intended to dispel fears and inspire confidence when implementing Enterprise Risk Management.

She was chosen by Treasury and Risk Magazine as one of its "100 most influential people in finance" in June 2007 recognized for "elevating risk management to rocket science".

Joanna is one of the founding members of the RIMS ERM Development Committee, a licensed engineer and a risk management professional..



**A RIMS Fellow Workshop**

For detailed information and to register today, visit: [www.RIMS.org/Education](http://www.RIMS.org/Education)

Professional Development Department, Risk and Insurance Management Society, phone: (212) 655-6212, email: [pd@RIMS.org](mailto:pd@RIMS.org)



### Gala Tickets

Registrants will receive a Gala ticket as part of their Registration package. As well, Exhibitors will receive one (1) Gala ticket for each single booth. These are your tickets to join the celebration on Tuesday evening, September 15th

Dress code for the Gala is "cruise wear"

### Additional Gala Tickets

Each full registration includes one ticket to the Gala. Each Guest registration also includes one ticket. A limited number of additional tickets are available and will be sold on a first-come, first-served basis while supplies last. If you are planning to purchase additional tickets please contact:

Marlea Whitley: 1-800-667-9220 or email [RIMS@mytravel.ca](mailto:RIMS@mytravel.ca)

After September 4th, 2009, please contact the onsite Registration Desk by Monday, September 14th at 4:00 pm.

The cancellation policy will apply to any refund requests. No refund will be available for tickets that have been purchased after September 4th, 2009.

### Reserved Seating

Attendees have the option of reserving tables for the Tuesday night gala. Details regarding on-line booking will be distributed shortly.

Please note that the deadline for reserved seating is 4:00 pm on Monday, September 14th, 2009.

A number of unreserved tables will be available with open seating on a first-come, first-served basis.



## Travel & Accommodations

### Designated 2009 RIMS Canada Conference Hotels

The 2009 RIMS Canada Conference Committee has designated the following hotels in order to provide a choice of quality and price range. All hotels are in the downtown core and are located within 15 walking minutes of the Delta Hotel & Conference Centre and the St. John's Convention Centre. Staying within the RIMS Canada Conference room block will help the Committee meet its obligations to hotels, avoid penalties and keep registration prices down.

*Note: all conference block hotels reservations must be made through the Conference Coordinator, Marlea Whitley at MyTravel Sinfonia. Their phone number and email address are listed at the bottom of this page.*

**Delta Hotel & Conference Centre**  
120 New Gower Street

**Quality Hotel**  
2 Hill O'Chips

**The Murray Premises**  
5 Beck's Cove

**Extended Stay Hotel**  
222 LeMarchant Road

**Sheraton Hotel**  
115 Cavendish Square

**Courtyard by Marriott**  
131 Duckworth Street

**Homotel on Signal Hill**  
(The Brownstones)  
10 St. Joseph's Lane

### Airlines

The 2009 RIMS Canada Conference committee has secured a special discount agreement with Air Canada for the Conference in St. John's, Newfoundland. To take advantage of this 10% discount off most fares with Air Canada enter the code ZP38J931 under Promotion Code, while searching for flights on their website. We have also arranged a discount with WestJet. The discount number is QC6022.

*Note: you must call WestJet directly to reserve your flight to receive the discount. Rick Lee at MyTravel Sinfonia can also assist with bookings for either airline at the contact information listed below.*

### Local Transportation

The St. John's International Airport is less than 10 km from the downtown core. The airport is served by City Wide Taxi. Taxi rates to hotels in the local area are charged according to zones. At present, a taxi to any of the conference hotels is usually less than \$25.00. Numerous vehicle rental agencies are also available.

### Shuttle Service

For your convenience, the 2009 RIMS Canada Conference Committee has arranged for a shuttle service to take attendees from the conference hotels to the Delta Hotel and Conference Centre as well as the St. John's Convention Centre. There will be two (2) buses which will rotate to all conference hotels beginning 8:00 am Sunday, September 13th and ending Wednesday, September 16th at 12 noon.

### Conference Coordinator – Reservations

For hotel reservations, airline tickets, conference registration or general information, please call:

**Marlea Whitley and Rick Lee at MyTravel Sinfonia Conference Division**  
Phone: 1-800-667-9220  
Email: RIMS@mytravel.ca



### Local Hotels / Facilities

- 1 The Sheraton Hotel Newfoundland**  
115 Cavendish Square
- 2 The Delta St. John's Hotel & Conference Centre**  
120 New Gower Street
- 3 St. John's Convention Centre**  
101 New Gower Street
- 4 Mile One Centre**  
50 New Gower Street
- 5 Murray Premises Hotel**  
5 Beck's Cove
- 6 Courtyard by Marriott**  
131 Duckworth Street
- 7 Quality Hotel-Harbourview**  
2 Hill O'Chips
- 8 Homotel on Signal Hill**  
(The Brownstones) 10 St. Joseph's Lane
- 9 Extended Stay Hotel**  
222 LeMarchant Road

### Unique Venues

- a Johnson GEO CENTRE**  
Signal Hill Road
- b The Rooms**  
9 Bonaventure Ave.
- c Fluvarium**  
5 Nagle's Place
- d Memorial University Botanical Garden**  
Mt. Scio Road



### Downtown





2010 RIMS Canada Conference - Edmonton | September 26<sup>th</sup> - 29<sup>th</sup>

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