

CatIQTM Feb. 3-5 **CONNECT 2020**

Metro Toronto Convention Centre



Canada's Premier Catastrophe Conference!

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The conference is brought to you by
MSA Research in partnership with CatIQ

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(416) 368-0777 x 30 or laura.twidle@catiq.com



About CatIQ Connect

Real Disasters. Real Stories. Real Solutions.

The frequency and severity of natural and man-made catastrophes are certainly on the rise, as annual losses in Canada of over \$1 billion are becoming the norm. These catastrophic events, which directly impact the Canadian public, require industry, academia and all levels of government to work together before, during and afterwards. With such a great need to build collaboration and resilience, MSA Research and Catastrophe Indices and Quantification Inc. (CatIQ) have worked together to organize a conference to address Canadian Catastrophes.



Register 3 or more and save an additional **\$100 each**

REGISTER ONLINE AT [CONNECT.CATIQ.COM](https://connect.catiq.com)

NOTICE: Speakers and agenda are subject to change without notice due to circumstances beyond our control.

2020 Steering Committee

Jim Abraham

President, ClimAction Services

William Belzile

Geographic Information System
Advisor, Desjardins General
Insurance Group

Alister Campbell

CEO, PACICC

Claudette Cantin

SVP, Chief Actuary & CRO,
Munich Re Canada

Paul Cutbush

SVP, CAT Management, Aon

Esaie Djossou

AVP of Reinsurance, CAT &
International Underwriting,
Data & Insight Functions
Aviva Canada

David Etkin

Professor, Disaster &
Emergency Management,
York University

Blair Feltmate

Head, Intact Centre on
Climate Adaptation,
University of Waterloo

Dr. Maryam Golnaraghi

Director, Climate Change and
Emerging Environmental Topics,
The Geneva Association

Sean Hobson

VP, National Programs,
WINMAR (Canada) Intl. Inc.

Glenn McGillivray

Managing Director, Institute for
Catastrophic Loss Reduction

Ryaz Mohamed

Director, Corporate Reinsurance,
The Co-operators Group

Shawna Peddle

Program Director, Community
Economic Development Funds,
The Co-operators

Sean Russell

Managing Director,
Guy Carpenter

Craig Stewart

VP, Federal Affairs,
Insurance Bureau of Canada

Geneviève Thouin

Project Director, MCIP, FCM

Dwayne Torrey

Director, Construction &
Infrastructure Standards,
CSA Group

Laura Twidle

Managing Director,
CatIQ

Rebecca Wagner

Associate Director,
Meteorological Service of
Canada, Environment and
Climate Change Canada

Kyle Winston

President,
CRU Group Inc.

Anna Ziolecki

Director,
Partners for Action

Stay connected with us on social media: **#CatIQConnect @CatIQ_Inc**



Agenda **Monday, February 3rd**

1:00 pm

Workshop hosted by  **Canadian Red Cross**

In providing side-by-side case management assistance to disaster impacted individuals and small businesses, we have gained a thorough understanding of the end line costs to Canadians following a disaster event. For those with severe damage, our relationship typically lasts approximately 2-3 years post event and long after any insurance claim closure or DFAA. We are excited to share insights on the catastrophic recovery ecosystem based on our data collection of recent Canadian disaster events. Participants will be provided with an overview of insights in the insurance, DFAA and construction industries as well as case studies and pain points. Participants will be led in an exercise to discover the sometimes impossible choices Canadians are faced with in recovery and asked for suggestions to remedy these issues. Based on this data, the CRC will be providing a report on the creation of a national flood insurance program in its role of advocating for individuals and small businesses affected by disasters. The feedback and recommendations of this group will be cited in this report.

Facilitators:

Amy Avis - General Counsel and VP, Risk & Compliance
Emily Pietropaolo - Senior Director, Recovery Services
Shannon Veilleux - Director of Incidents, Insurance and Risk

2:30 pm

Networking Break sponsored by **Munich RE** 

3:00 pm

Workshop continues until 5 pm

Agenda **Tuesday, February 4th**

8:00 am

Registration Opens

Breakfast sponsored by  **CoreLogic**

8:45 am

Welcome, Acknowledgements and Intro Address



Laura Twidle
 Managing Director,
 CatIQ



Jim Abraham
 Co-emcee and President,
 ClimAction Services



Marjorie Brans
 Director of Ecosystem Impact,
 School for Social
 Entrepreneurs Canada

9:00 am

2019 CATs in Review

The conference will begin with an overview of catastrophes that occurred in 2019. This comprehensive review will include a chronology of events, geographic footprints of impacted areas, related media and insured loss estimates provided by CatIQ.



Laura Twidle
 Managing Director,
 CatIQ

Agenda **Tuesday, February 4th**

Leadership and Financial Solutions to Climate Change

9:15 am

Corporate leadership is clearly seen as a critical element in responding to the significant economic challenges presented by climate change. Such leadership can serve both as a catalyst for, and in conjunction with, emerging government policies. Barbara Zvan from the Expert Panel on Sustainable Finance will speak to the Panel's recent thought-provoking recommendations on a national strategy, and Roger Beauchemin, President & CEO of Addenda Capital, will speak to how a progressive insurer and investor is working to leverage its position to address both the risk and opportunity sides of the climate change equation.



Moderator

Bill Murphy

National Partner, Risk and Sustainability Services, KPMG LLP



Roger Beauchemin

President & CEO, Addenda Capital Inc.



Barbara Zvan

Chief Risk and Strategy Officer, Ontario Teachers' Pension Plan

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sponsored by  **AIR**

Networking Break

10:15 am

Morning Concurrent Session A: Standards: A New Tool for Flood Resilient Design

10:45 am

As communities continue to be overwhelmed by extreme storms, there is an increasing need to find new solutions to complement traditional ways for managing stormwater and mitigating flooding. This session will discuss the role of new consensus based standards and other similar new methodologies or tools that can add to the existing toolkit of governments and stormwater practitioners to achieve flood resilient design for communities.



Moderator

Dwayne Torrey

Director, Construction and Infrastructure Standards, CSA Group



David Foster

Senior Advisor, Policy & Communications, Canadian Home Builders' Association



John Sankey

Director, Investigative Services, Ontario Claims, Intact Insurance



Bert van Duin

Drainage Technical Lead, Water Resources, City of Calgary

Agenda **Tuesday, February 4th**

10:45 am

Morning Concurrent Session B: Mental Health and Disasters

We tend to focus on the financial cost of disasters; but so often, the psychological and social costs are forgotten. This session will host speakers from the Canadian Red Cross, Stan Darling Insurance, and Desjardins. The panelists will speak to their experiences during disasters, and will include their best practices for claims teams, homeowners and first responders to overcome the emotional stress of working in and living through these events.



Moderator

Anna Ziolecki

Director,
Partners for Action



Alison Paul

Acting Senior Director,
Case Management,
Canadian Red Cross



Stephen Darling

President,
Stan Darling Insurance Inc.



Chantal Gagné

Director,
Desjardins Insurance

11:45 am

Lunch and Fireside Chat



**Dr. Maryam
Golnaraghi**

Director, Climate
Change & Emerging
Environmental Topics,
The Geneva Association



In conversation with
Kathy Bardswick

President & CEO,
Canadian Institute for
Climate Choices

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1:30 pm

Afternoon Concurrent Session A: Fort McMurray Rebuild

As we near the fourth anniversary of Canada's costliest disaster, the Fort McMurray wildfire, we will hear experts speak to the rebuild.



Moderator

Rob de Puis

Director, Consumer and Industry
Relations, Western and Pacific,
IBC



Kelly Hansen

Director of Recovery Operations,
Canadian Red Cross



Andrew Ross

SVP, Operations Canada,
J.S. Held ULC



Angela Henhoeffter

Regional Emergency Management
Coordinator, Lunenburg County

Agenda Tuesday, February 4th

Afternoon Concurrent Session B: Risk Assessment: Current Practice and a Critical Evaluation

1:30 pm

This session will review the current practice of risk assessment within the field of emergency management. An expert panel moderated by Professor Aaida Mamuji from the York University Disaster and Emergency Management program will give short presentations:

- Public Safety Canada will discuss the general methodology being used by Canada's new National Risk Profile.
- Credit Valley Conservation will discuss their "Risk and Return on Investment Tool" for identifying flood risk under current climate and climate change scenarios.
- BCP Risk will discuss methodologies of risk assessment, particularly risk matrix approaches such as HIRA.

The session will conclude with a critical analysis on risk assessment with a focus on the use of flawed risk equations, the importance of rare events, and the need for ethical considerations.



Moderator

Dr. Aaida Mamuji

Assistant Professor, Disaster & Emergency Management,
York University



Mark Baker

Business Continuity Consultant,
BCPRiskManagement



Christine Zimmer

Senior Manager of Water & Climate Change Science,
Credit Valley Conservation

Move or Stay Put? Governmental Views on Flooding

2:35 pm



Moderator

Craig Stewart

VP, Federal Affairs,
IBC

The federal government is undertaking an unprecedented commitment to address flood risk across Canada. Federal Ministers have received formal mandates to complete flood mapping across Canada, introduce new programming on strategic retreat, increase prioritized investments in disaster mitigation, introduce new home retrofits programming for resiliency and energy efficiency and collaborate with the private sector on a high-risk residential flood insurance pool. Federal representatives will describe how the government is tackling these elements of a National Action Plan on Flooding.



Stephanie Durand

Director General,
Emergency Management
Policy & Outreach,
Public Safety Canada



Steve Ehrlich

Senior Advisor to the
Chief Risk Officer,
CMHC



Eric Loubier

Director General, Canadian
Centre for Mapping,
Natural Resources Canada

sponsored by



Networking Break

3:35 pm

Agenda **Tuesday, February 4th**

4:05 pm

Resilience: The Whys and The Hows

As losses due to severe weather become more acute, for several reasons including a warming climate, it will be increasingly necessary for all of society – including the (re)insurance industry - to work together to, among other things, ensure that resilience measures are baked in to where and how we build/rebuild going forward. In this session, we will look at why resilience makes sense from a benefit/cost perspective, looking at the results of analysis which finds that the benefits of adding resilience measures to how we build/retrofit far outweigh the initial costs. The session will then look at what the (re)insurance industry would have to do in order to ensure that resilience is incorporated into insurers claims' responses by considering the issue of policy wordings and reinsurance considerations and the challenges that surround making this happen.



Moderator

Glenn McGillivray

Managing Director,
ICLR



Monica Ningen

President & CEO,
Canada & English Caribbean,
Swiss Re



Keith Porter

Research Professor,
Natural Hazards Center,
University of Colorado Boulder



Kevin Smart

AVP, Personal Insurance,
Underwriting Policy,
Aviva Canada

5:05 pm

Student Delegate Presentations

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Meredith

DeCock-Caspell

Master of Sustainability
Candidate,
Brock University



Meredith Fyfe

MSc Candidate,
Geophysics,
Western University



Magda Goemans

PhD, Geography and
Environmental Studies,
Carleton University



Cocktail Reception

5:30 pm

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Agenda **Wednesday, February 5th**

Breakfast

8:00 am

Canada's Survival Guide to Overcoming a Major Earthquake

8:45 am

This panel will feature different views from experts on how Canada can prepare for and increase resiliency to a major earthquake. Charles Scawthorn will speak to the ICLR study on the possible fire damage following a major earthquake in Montreal. We will then hear from Nathalie Sirois of Autorité des marchés financiers (AMF) regarding the results of an extensive study on earthquake risk in Canada which includes exposures, rates, take-up rates, individual policy forms and how fire following is handled. Finally, Greg Lowe from Aon will provide the social, physical and financial resilience lessons learned from the 2011 events in New Zealand and Japan.



Moderator

Paul CutbushSVP, Catastrophe Management,
Aon**Charles Scawthorn**President,
SPA Risk LLC**Greg Lowe**Global Head of Resilience
and Sustainability,
Aon**Nathalie Sirois**Senior Director,
AMF

sponsored by



Networking Break

10:00 am

Register Online at **REGISTER.CATIQ.COM**

Registration Details

- All fees are in Canadian dollars and subject to applicable taxes
- Reg fees incl. access to workshop, sessions, breakfasts, lunches & cocktails
- Government and academic rates are available
- Accommodation is not included in the registration fee
- Group discounts cannot be applied in conjunction with other discounts
- Dress code: Business casual

Cancellation Policy: Cancellation fee of **C\$125** + applicable taxes applies per delegate. No refunds after **January 3, 2020**. Substitutions allowed any time.

One Attendee	3 Or More
\$1,099	\$999

Credit card and cheque payments are accepted. If you have any questions please visit our website or contact laura.twidle@catiq.com or +1 (416) 368-0777 ext 30.

Agenda **Wednesday, February 5th**

10:30 am

Morning Concurrent Session A: The War Story - The First 48 Hours

After a catastrophic event, the first 48 hours of a carrier's response is paramount and critical in determining the success of the overall event response. Regardless of past experiences, every event will have unique characteristics based on geographic location, challenges with inspections, severities of losses and the expectations of the communities affected. The panel discussion will look to address the following: the carrier's perspective - an insurance adjusters' optimal response, insurance adjuster's perspective - a carrier's optimal response, and best partnership practices in the first 48 hours.



Moderator

Alister Campbell

President & CEO,
PACICC



Kyle Winston

President and Co-Founder,
CRU Group Inc.



Patti O'Leary

National Property Vendor
Management Specialist,
The Co-operators General
Insurance Company



Sean Hobson

Vice President,
WINMAR (Canada)
International Inc.

10:30 am

Morning Concurrent Session B: Communication Tools for Preparedness and Recovery

As Canadians are getting more impacted by catastrophic events, the need for efficient communication tools for preparedness and recovery is increasing. This session will bring together representatives from the insurance community and from local governments to explore existing and emerging communication tools. Our panelists will share their recent hands-on experience on preparedness and protection campaigns, new tools for lines of communication between the insured and their insurance company and post-disaster communication between residents and their local government.



Moderator

Geneviève Thouin

Project Director, MCIP,
FCM



Peter Braid

CEO,
Insurance Brokers
Association of Canada



Virginie Dufour

City Councillor & Member,
Executive Committee,
City of Laval



Paul Okrutny

Founder,
Mitigateway



Henry Seywerd

Program Manager, Early
Earthquake Warning,
Natural Resources Canada

Agenda **Wednesday, February 5th**

Partnering on a National Approach to Resilient Infrastructure

11:35 am

Escalating climate risk across Canada requires a collaborative and systemic national effort to protect Canadian homes and businesses through resilient infrastructure. This effort should both make existing infrastructure resilient to climate risk and should deploy new infrastructure to increase resilience of Canadian communities. Although all orders of government must collaborate in leading this process, there is also a role for the private sector in both sharing risk data, incenting investment through insurance pricing and through partnering in investments. Join leaders in this field for this informative signature panel.



Moderator
Gerard Peets
Assistant Deputy Minister,
Policy and Results,
Infrastructure Canada



Nikhil da Victoria Lobo
Head Americas,
Public Sector Solutions,
Swiss Re



Lisa Dickson
Associate Principal and Director
of Resilience for the Americas,
Arup



Sara Jane O'Neill
Policy Advisor,
Policy and Public Affairs,
FCM

Narrowing Disaster Impacts: Flood, Fire, and the Importance of the Roof

12:35 pm

Understanding that severe weather disrupts lives, displaces families and drives financial loss, Roy Wright, President and CEO of IBHS, will discuss the importance of resilience in preventing avoidable damage in the face of wind, wind-driven rain, hail and wildfires. From how wildfires burn to how hail damages a roof, top-tier science delivers actionable insights to mitigate risks. Wright will share how to lead consumers down the path of resilience.



Roy Wright
President & CEO,
Insurance Institute for
Business & Home Safety

sponsored by



Conference Wrap Up

2:15 pm



Feb. 3-5, 2020



**Metro Toronto
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Who We Are

CatIQ Connect is a content-driven discussion to foster collaboration before, during and after catastrophic events.

This conference provides a content-driven overview of catastrophes, discusses strategies in catastrophe management and explores sector perspectives.

Overall themes are on preparedness and resiliency, available tools, and impacted stakeholder and policy makers working together for the greater good of Canadians.

Who Should Attend

CatIQ Connect is built to find common ground and foster collaboration among the following:

- Insurers & Reinsurers
- Academics & Researchers
- Emergency Managers & Responders
- All Levels of Government
- Risk Managers
- Finance & IT Executives
- Engineers, Urban Planners & Builders
- CAT Modelers
- Regulators

**For the most up-to-date information,
visit our website at CONNECT.CATIQ.COM**