

VIRTUAL PROGRAM AGENDA FOR INSURANCE AND PENSIONS SUPERVISORS

CRISIS MANAGEMENT, TECHNOLOGY RISK AND, CLIMATE CHANGE: HOW TO INTEGRATE THESE “THREATS” INTO SUPERVISORY RISK ASSESSMENTS?

JULY 20 - 22, 2020



Global Affairs
Canada

Affaires mondiales
Canada



DAY 1 – July 20

08:15 -08:30¹ Opening Remarks

08:30 -10:15 SESSION 1:

Context for Change (1hour & 30 min. presentation)

Carl Hiralal, Chair, Toronto Centre Insurance and Pensions Advisory Board

- Overview of emerging and key existing risks to supervised entities, consumers and financial stability
- How are supervisors and regulators responding to the impact of COVID-19 pandemic (domestically and internationally), and the emerging challenges of Business Continuity Planning (BCP)
- Integration of insurance in climate risk management and resilience building
- How are regulators and supervisors responding to technology and climate related risks
- Introduction of Action Planning: principles and application
 - How to analyze a situation and develop a clear statement of a problem/risk
 - How to identify preferred outcomes, consider mitigation strategies, action plan and implementation
 - How to communicate with key stakeholders

15 minutes – for Q&A

10:15 – 10:30 Break

10:30 – 12:45 SESSION 2:

Climate Change Related Financial Risks (1hour & 30 min. presentation)

Michael Hafeman, Program Leader, Toronto Centre

- Risks related to climate change
- The multi-dimensional implications of evolving climate-related risks for the insurance and pensions sectors
- What insurance and pensions entities should be doing to address climate-related risks
- What regulatory and supervisory issues are created by climate change?
- Potential actions that can be taken by insurance and pensions supervisors and regulators to deal with climate-related risks, such as scenario analysis and stress testing, supervisory risk assessments, and disclosure

Group activity: TC will provide a hypothetical case scenario that will give participants an opportunity to analyze a risk scenario and identify risk mitigating strategies and actions on their own time. Please note that the case scenario materials will be provided in advance so that participants can prepare their questions and/or share their comments within the Q&A time slot (**45 min.**)

12:45 – 13:00 Short Survey and End of Day

¹ Please note that session times are scheduled based on Toronto's times.

DAY 2 -July 21

08:30 - 10:30² SESSION 3:

How Digital Innovation is Changing the Risk Landscape for the Insurance and Pensions Financial Sectors (1hour & 15 min. presentation)

Chetan Gor, Program Leader, Toronto Centre

- Legacy systems transformation
 - synopsis of emerging technologies in the Insurance and Pensions sectors: Digital business models, Cloud Technology, Artificial Intelligence and Machine Learning, Big data and analytics
- InsureTech: recent trends and risks
- Operational risk: a new universe of operational risks need to be identified, measured, managed, reported and monitored
- How are these technologies transforming the insurance and pensions sectors
- New paradigm of operations: how to understand new operating environments and build operational resilience
- How to be prepared for technology outage, disasters, pandemics
- Supervisory /regulatory oversight will need to keep pace with emerging technology risks

Group activity: TC will provide a hypothetical case scenario for participants to read, analyze the case (risk scenario development) and identify risk mitigating strategies and actions on their own time. Please note that the case scenario materials will be provided in advance so that participants can prepare their questions and/or share their comments within the Q&A time slot **(45 min.)**

10:30 – 10:45 Break

10:45 – 12:45 SESSION 4:

Cyber Security Risks (1 hour & 15 min. presentation)

Chetan Gor, Program Leader, Toronto Centre

- Overview of cyber security risks and controls:
 - Identity and access management
 - Data protection, privacy legislation and regulatory compliance
 - Continuous development and delivery of new technology products
 - Increased role of cloud and other service providers
 - Threat detection and protection against attacks
 - Incident handling
- How regulators and supervisors should monitor cybersecurity risks

Group activity: TC will provide a hypothetical case scenario for participants to read, analyze the case (risk scenario development) and identify risk mitigating strategies and actions on their own time. Please note that the case scenario materials will be provided in advance so that participants can prepare their questions and/or share their comments within the Q&A time slot **(45 min.)**

12:45 – 13:00 Short Survey and End of Day

² Please note that session times are scheduled based on Toronto's times.

DAY 3 – July 22

08:30 - 10:30³ SESSION 5:

Crisis Management (1 hour & 15 min. presentation)

Michael Hafeman, Program Leader, Toronto Centre

Presentation will focus on lessons learned from prior crises, including their impacts on insurance and pensions entities and supervisory responses.

- Crisis readiness
- Range of responses to a crisis as a result of economic disruptions
- How to build and test operational resilience
- Potential exit strategies for insurers and pensions entities
- Importance of supervisors' communication and inter-agency cooperation in managing a crisis

Group activity: TC will provide a hypothetical case scenario for participants to read, analyze the case (risk scenario development) and identify risk mitigating strategies and actions on their own time. Please note that the case scenario materials will be provided in advance so that participants can prepare their questions and/or share their comments within the Q&A time slot **(45 minutes)**

10:30– 10:45 Break

10:45-12:30 SESSION 6:

Preparing an action plan (1 hour & 45 min., incl. PL's presentation, group exercise and presentations by participants)

Michael Hafeman, Program Leader (PL), Toronto Centre

The program leader will, during this exercise, divide participants into small groups (*breakout rooms*) and ask them to develop an action plan, based on the needs of their organizations, to deal with either of the following problems:

1. Their agency needs to develop or refine its business continuity plan (BCP) to take account of the actual and evolving experiences from COVID-19, and to have the supervised entities do the same.
2. Their agency needs to be able to conduct supervisory activities remotely or virtually, to ensure that it is still able to meet its mandate.

Each group will prepare a '3-minute' short presentation to share with other groups, time permitting. Focus is on participants demonstrating how they will apply their 'new' learnings from this program to their own situations, as applicable.

12:30 Short Survey and Closing Remarks

END

³ Please note that session times are scheduled based on Toronto's times.