

AGENDA

7:00am - 5:00pm Registration Open

Lobby



7:15am - 8:10am Breakfast & Exhibit Hall Open

Orion CD

8:10am - 8:20am Opening Remarks

Orion AB

Diane J. Brisebois
President & CEO
Retail Council of Canada

Rita Estwick
Director, Enterprise Security
Development
Canada Post

8:20am - 8:40am Loss Prevention News & Updates

Orion AB

The landscape of retailing is ever changing, and so too are the Loss Prevention strategies and programs in order to respond appropriately. Stephen will provide an overview of the State of the Nation, sharing recently collected data that will allow you to benchmark against your peers and make adjustments where necessary. Good data gives you the insight to build a case for the necessary capital and operational budgets.

Stephen O'Keefe
Loss Prevention Advisor
Retail Council of Canada

8:40am - 9:00am National Cyber Security - Moving Ahead in a Complex Environment

Orion AB

This presentation will cover the evolving threat environment and the complex and dynamic context within which these threats must be countered. An overview of federal government support to businesses within this context will be provided, as well as the federal government's next steps in moving Canada forward as a leader in cyber security.

Colleen Merchant
Director General of National
Cyber Security
Public Safety Canada

9:00am - 9:45am The Threat of Counterfeits, Piracy and Fraud

Orion AB

Retailers face new competitors all the time but none like the growing threat of counterfeit, piracy and fraud. Take measure of the scope of the problem, the latest developments and what you can do to meet the challenge.

Moderator
Phil von Finckenstein
Partner & Co-Founder
Maple Leaf Strategies

Participants
Kevin Spreekmeester
Chief Brand Officer
Canada Goose
David S. Lipkus
Partner
Kestenberg Siegal Lipkus LLP

Daryl Seidman
Manager, Consumer Products
National Football League

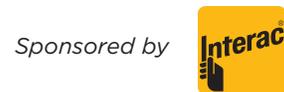
9:45am - 9:50am RCC's "Fast Five" Thought Leadership Series

Orion AB

EYES WIDE OPEN

At the end of every payment transaction is a customer and a customer's hard earned money. The Interac brand is synonymous with security. Every product and service delivered under the brand comes with state-of-the-art security and fraud mitigation strategies. Concisely, this talk gives a perspective of the effort and mindfulness needed to keep fraud mitigation front and centre.

Caroline Hubberstey
Head - External Affairs
Interac



9:50am - 10:30am Shaping the Future Loss Prevention Landscape: Your Guide to Success

Orion AB

Traditional retail supply chains are being replaced by new and increasingly disruptive models. From Vendor to DC to Store, the landscape is changing every day, serving shoppers who demand the lowest price, the fastest, quickest delivery options and want to pay effortlessly via their own devices or new contactless technologies.

This session will explore research findings on the new risks and loss vulnerabilities of omni-channel retailing, share conclusions on the potential implications for the loss prevention function, and identify a set of actions to ensure that the function remains a truly indispensable partner to the business.

Colin Peacock

Group Coordinator,
ECR Shrink & OSA Group
Honorary Visiting Fellow,
University of Leicester, UK

10:30am - 10:35am
RCC's "Fast Five"
Thought Leadership
Series

Orion AB

THE INTELLIGENT STOREFRONT

Retailers want to sell more and lose less. The latest innovation in store-front detection, Sensor-matic Synergy, has better EAS, new RFID capabilities, remote connectivity and more. Plus when paired with new specialty tags, retailers can significantly improve customer experience, while reducing shrink.

Robert Miller

Vice President of Retail Sales
and Operations
Tyco/Sensormatic Canada Inc.

Wilfredo Toro

Manager, Product Support
Tyco/Sensormatic Canada Inc.

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by



10:35am - 11:00am
Networking Break/Exhibit
Hall Open

Orion CD

11:00am - 11:45 am
Morning Concurrent
Sessions

WORKPLACE VIOLENCE AND HARASSMENT: UNDERSTANDING THE LAW

Orion AB

Did you know that new legisla-tion is coming into effect on September 8, 2016 that will

amend the Ontario Occupa-tional Health and Safety Act, and impose duties on employers?

Bill 132 compels employers to build on workplace harassment policies and programs, and provide instruction to workers. Employers will be duty bound to investigate incidents or complaints of harassment, or sexual harassment in the workplace. Non-compliance with legislation could result in hefty fines of up to \$500,000.00

With over 60 years of combined police experience specialized in the investigation of sexual assault, domestic violence, and professional compliance, ICE Inc. Consultants will provide employ-ers with an understanding of the law and their responsibilities.

They will then be joined by Sean Ryan, Loss Prevention Special-ist/Inspector for the Nova Sco-tia Liquor Corporation who will share details of the measures successfully put in place to re-duce the risk of harm to people and other assets at the NSLC.

Deborah Vittie Pagliaro

Principal and Co-Founder
Investigative and Corporate
Evaluation (ICE) Inc.

Suzanne Kernohan

Principal and Co-Founder
Investigative and Corporate
Evaluation (ICE) Inc.

Sean Ryan

Loss Prevention Specialist/
Inspector
Nova Scotia Liquor Corporation
(NSLC)

EXPLORING INNOVATIONS IN RETAIL VIDEO TECHNOLOGY & LOSS PREVENTION

Lyra

The world of retail surveillance is going through an evolution. In recent years, there has been a flood of new and emerging tech-nologies for in-store security, but

are retailers aware of this? And are they using these innovative solutions to their full potential?

Security cameras are not a new phenomenon, but their ever-changing features are in a constant state of improvement. When used correctly, motion detection and consumer ana-lytics for example, can provide retailers with invaluable infor-mation about their customers' shopping behaviours and the efficiency of product place-ment strategies. Unfortunately for some retailers, they are not aware of these technologies that go beyond loss prevention.

In this session, Kristen Cory from Hikvision Canada will discuss best practices for using security systems to their maximum ability. She will look into the world of CCTV and explore how these technologies can be successfully implemented in a retail operation.

Kristen Cory

National Business Development
Manager
Hikvision Canada

Sponsored by **HIKVISION**

ESSENTIAL ELEMENTS OF CORPORATE REGULATORY COMPLIANCE

Pegasus

A strong corporate regulatory compliance program is a fun-damental tool to help prevent corporate officers and employ-ees, and the corporation itself, from engaging in illegal practic-es, while also addressing a wide spectrum of other compliance and risk management challeng-es, as well as being key to a company's ability to build trust with its customers, employees and regulators. Both in Cana-da, and globally, building and maintaining such a program is becoming ever more challeng-ing. Government authorities

are steadily raising expectations with regard to the comprehensiveness of corporate compliance programs, requiring robust policies, procedures and controls for anti-corruption, trade, anti-trust, competition, health and safety, labour and employment, privacy, anti-money laundering, among other areas. This presentation will provide practical guidance for professionals responsible for establishing and maintaining compliance standards within their company and throughout its supply chain.

Dean Dolan
Counsel
Baker & McKenzie

11:45am - 1:15pm
Networking Lunch/Exhibit Hall Open

Orion CD

12:00pm - 12:20pm
Lunch & Learn Presentation

Orion AB

PREVENT LOSS AND LIBERATE YOUR DATA WITH KI DESIGN

Privacy and data protection are critical issues for retailers, but it can be hard to know whether your company is up to standard. Dr. Hassan will discuss how to prevent data loss and misuse, ensure compliance with privacy laws and standards, and take on the risks and opportunities of big data. He will introduce a few of the industry-leading tools that KI Design partners use both to mobilize and protect data.

Waël Hassan
Founder
KI Design

Sponsored by



1:15pm - 2:00pm
Afternoon Concurrent Sessions

NAVIGATING FRAUD THROUGH BIG DATA

Orion AB

Retail is rich with data. With every transaction, with every order, with every movement of an asset, virtual crumbs are left along the path. In this session one of Canada's top payment processing companies will explore the benefits of data analysis, and how one solution was born out of a need discovered along one such journey. Sean McCormick of Moneris will moderate a discussion between two top data scientists dedicating their focus towards Loss Prevention and fraud solutions. Dr. Read Hayes will outline the ongoing research focused on deterrent effects, and Dr. David Speights will speak to the Verify Refund Solution.

Moderator

Sean McCormick
Senior Account Executive,
Enhanced Payment Solutions
Moneris

Participants

Read Hayes
Director, Loss Prevention
Research Council
Research Scientist, *University of Florida*

David Speights
Chief Data Scientist
The Retail Equation

Corey Adams
Vice President, Global Client Services
Sysrepublic/The Retail Equation

ACTIVE SHOOTER 2.0

Lyra

You've implemented procedures to keep your customers, employees and visitors safe, but, what

about the aftermath following an active shooter event? Join Tom for a look at how you can ensure your organization is resilient following an event beyond avoiding, denying and defending. Consideration will be given to post emergency response plans and business continuity.

Tom Shebrek
Leader, Enterprise Crisis and Business Continuity Division
Canadian Tire Corporation

THE 7 STEP INFORMATION SECURITY COMPLIANCE PROGRAM

Pegasus

In this session Ravi Shukla will discuss his seven part approach to assisting organizations who are interested in minimizing and managing information security (IS) related risks.

Find out how to successfully progress through the following seven steps, from the initial audit and inventory phase to the final IS risk management strategy:

1. Initial Data Mapping and Classification stage
2. Vulnerability Assessment
3. Incident Response Plan (IRP)
4. Vendor Assessment
5. Insurance Coverage
6. Compliance Obligations
7. Information Security Risk Management Strategy

Ravi will also be joined by Kevin C. Krinke who will provide further insight and advice on how best to perform Step 2—the Vulnerability Assessment—through penetration testing.

Ravi Shukla
Partner
Fogler, Rubinoff LLP

Kevin C. Krinke
Senior Software Developer, Systems Architect
Digital Security & Information Technology Professional

2:00pm – 2:30pm**Networking Break/Exhibit Hall Open***Orion CD***2:30pm – 2:45pm****Lifetime Achievement Award Presentation***Orion AB***Presented to:****Stephen O’Keefe**Loss Prevention Advisor
Retail Council of Canada**2:45pm – 3:30pm****Let’s Get Technical: Leveraging Technology to Increase Productivity and Reduce Shrink***Orion AB*

Sears Canada is always looking at opportunities for increased operational efficiency and cost savings. In 2015, the Loss Prevention Team put together a strategy that focused on leveraging technology and involved a major overhaul of all I.T. systems utilized within the LP Department.

Through the “Let’s Get Technical” initiative, a number of objectives were set out that were critical to include as part of the technological transformation, including; the introduction of ORC analytics, implementation of an incident Management System, real time incident notification for high risk incidents, improved communication with the police and retail partners and reducing shrink using trend analysis.

The primary outcome from this initiative was to Increase productivity and efficiency, provide advanced data analytics that could be used to improve business and ultimately reduce shrink for the organization.

Don BerezowskiDivisional Vice President -
Loss Prevention & Safety
*Sears Canada***Matthew Robertson**Corporate Manager - Loss
Prevention, Inventory/
Investigations and ORC
*Sears Canada***3:30pm – 4:15pm****The Fight Against Online Fraud, a Two Part Presentation***Orion AB***PART ONE: CURRENT TRENDS IN DIGITAL SECURITY**

Covering a few of the more interesting digital operations and security trends in recent history that touch upon, or have direct impacts on, retail businesses and large corporations from around the world.

Kevin C. KrinkeSenior Software Developer,
Systems Architect – Digital
Security & Information
Technology Professional**PART TWO: THE FIGHT AGAINST ONLINE FRAUD ROUNDTABLE DISCUSSION**

With the rise of e-commerce, retailers are always looking for new ways to drive traffic to their virtual stores. But the popularity of online shopping has also drawn the interest of some unwanted customers. The anonymity of e-tailing means it has become easier for would-be criminals to perpetrate online fraud using a variety of schemes that might involve stolen credit card numbers, gift cards and even in-store pick-ups. Incurring shipping costs and credit card chargeback fees can make the process all the more onerous for retailers who may be on the

hook for substantial losses and cumbersome investigations. A panel of retail experts share their strategies for fighting on-line fraud and minimizing losses.

Moderator**Neil Sutton**Editor
Canadian Security Magazine**Participants****Kevin C. Krinke**Senior Software Developer,
Systems Architect – Digital Security & Information Technology
Professional**Ven Adamov**Senior Coordinator, Fraud
Suncor Energy Products
Partnership**Victor Chung**Senior Manager of Asset
Integrity and Other Stuff
Kit and Ace**4:15pm – 4:20pm****Closing Remarks***Orion AB***4:20pm – 5:30pm****Networking Reception***Orion CD*