



*Please join us for the 2014 Auditing Association of Canada Conference, Workshops and Annual General Meeting at beautiful Kananaskis Lodge. The theme of this year's conference builds on emerging trends that have been identified by members and practitioners.*

## **Achieving Operations Excellence and Social Responsibility: New Management Perspectives and the Auditing Profession**

**April 8 - 10, 2014**

**The Delta Lodge at Kananaskis, Alberta  
Conference, AGM and Workshops**

This conference will explore trends towards integrated frameworks and processes for achieving operational excellence and corporate social responsibility. What these trends mean for organizational governance and risk management, as well as emerging stakeholder expectations regarding management system approaches and related auditing requirements, will be explored. Finally, a look will be taken at the implications of all this for audit practitioners, including assurance and audit programs and the planning, execution and reporting of audits, as well as the competency of assurance providers.

Keynote speakers will provide insights to launch the conference and during lunch sessions, and ample opportunity has been allocated to network with peers and industry experts.

For members, there will be the Annual General Meeting. We encourage members to participate and provide feedback to guide your association.

### **TUESDAY, APRIL 8, 2013**

7:15 – 8:00 a.m. **Registration**

7:30 – 8:10 **Breakfast** A continental breakfast will be provided for conference participants.

8:15 – 8:30 – Welcome by Conference Chair and AAC President

8:30

**Key Note Speaker** A recognized and motivating speaker will provide an introduction to and overview of the trends, expectations and issues facing organizations today, and will outline how they are responding, as well as what this means for conference participants and audit practitioners.

9:00 – 12:00

**Changing Management Needs** – a series of speakers will explore new expectations and trends in integration, Corporate Social Responsibility, risk management, organizational governance, stakeholder expectations operational excellence and the role of audit.



Speakers from the energy and extractive sectors, including the petroleum industry, will address how they are handling the confluence of increased stakeholder expectations and new regulatory approaches.

9:00 – 10:00 Speakers have been invited, with emphasis on the oil and gas sector, to outline how increasing expectations around CSR and EHS performance in particular are driving the need for new approaches to managing operations, and how these are reflected in integrated management frameworks and systems.

9:50 - 10:20 - Coffee Break / Visit Exhibits

10:20 – 11:10 A panel session is proposed covering the pipeline sector, with regulator representation and a panel of pipeline company participants to explore management system expectations and audit requirements as driven by regulations, standards and shareholder expectations.

11:10 – 12:00 A special session will be held to explore how the extractive / mining sector is adapting their management approaches to meet their commitments to social responsibility and manage social risk.

12:00 – 1:00 **Lunch:** a sit-down lunch will be served, and is part of the conference package.

12:30

**Featured Speaker.** *A representative of a key industry association will be invited to address their expectations and initiatives regarding corporate social responsibility and approaches to monitoring performance and commitment by member companies*

1:00 – 4:00

**Evolving Management Systems** – this section will explore through presentations and discussion how industry has evolved to meet the new expectations – discussions will build on the mornings presentation and focus on the energy, mining and oil and gas sectors and how they are handling the confluence of increased stakeholder expectations and new regulatory approaches through their management systems and related processes, including assurance and audit aspects.

### **COLLOQUIUM SESSION – Integrated Management Systems**

This conference session will take a twist and become *a more interactive session*. The intent is to have a lively and engaging exchange of ideas and experiences. Since 2002 AAC has supported and sponsored a series of colloquia across Canada in conjunction with professionals, and various universities. For this session we will focus on **Integrated Management Systems** and pose a series of questions structured to engage the attendees in current and emergent management system development in order to achieve operational excellence, CSR and EHS performance, and effective risk management. We will identify verification implications and the use of auditing across those topics.

1:00 – 1:15 Colloquium context – the format and the process. Questions for Tables to focus their discussions will be provided.



1:15 – 2:00 Integrated Management Systems Colloquium - “Seeders” presentations. Each speaker will help set the stage for the table discussions.

2:00 – 2:30 Initial table discussions.

2:30 – 2:45 Coffee Break / Visit Exhibits

2:45 – 4:00 Colloquium Session continued – Feedback, Plenary Discussion Session, Develop Conclusions

4:15 – 5:00 pm **Annual General Meeting**

5:00 – 6:30 pm **Reception:** all conference attendees are invited

### **WEDNESDAY APRIL 9, 2013**

7:30 – 8:15 Registration

7:30 – 8:30 **Breakfast** A continental breakfast will be provided for conference participants.

8:30 – 12:00

**Integrated Assurance Frameworks and Audit Program Needs** – understanding the implications of developing expectations to audit programs and practitioners; how vertically integrated risk based audit and assessment programs can address increased scope and management expectations while optimizing the use of resources. The emergence and importance of incorporating process safety auditing approaches will be included.

8:30 – 9:45 Speakers will outline how their management systems are addressing increasing demands for verification and assurance, including broadening scopes and changing objectives along with resource constraints, through integration of assurance providing activities and changes to their audit programs.

9:45 – 10:15 Coffee Break / Visit Exhibits

### **COLLOQUIUM SESSION – Best Practice Assurance Frameworks and Audit Programs**

This second mini-colloquium session will build on members demands for high degrees of interaction during the conference and focus on the sharing of new approaches and best practices in this area. Potential topics include advanced program design, implementation and maintenance including reviews on emergent best practices, benchmarking results, implications to the planning execution and reporting of audits,

10:15 – 10:45

Best Practice Assurance Frameworks and Audit Programs Colloquium - “Seeders” presentations. Each speaker will help set the stage for the table discussions. Questions for Tables to focus their discussions will be provided.

10:45 – 11:15 Table discussions



11:15 – 12:00 Colloquium Session continued – Feedback, Plenary Discussion Session, Develop Conclusions

12:00 – 1:00 **Lunch:** a sit-down lunch will be served, and is part of the conference package.

12:30

**Featured Speaker.** *A representative of a key industry association will be invited to address their programs and verification processes for supporting and assuring performance and commitment by member companies.*

1:00 – 4:00

**Assurance and Audit Practitioners Development** – this section will build on the outcomes of the prior section to highlight the implications to auditors of new approaches to planning execution and reporting of audits, competency expectations and requirements, changing standards (management system and audit) and consideration of tools such as surveys, social media, and audit software.

1:00 – 2:15 Presenters in this section will address standards that impact auditors and their work (such as the new ISO MSS, revised ISO 14001, and application of ISO 19011, ISO 26000, ISO 50001 and ISO 31000. e.g.). Audit competency development expectations and approaches will also be explored, as well specialized auditing approaches and needs (e.g. process safety auditing, or compliance auditing)

2:15 – 2:45 - Coffee Break / Visit Exhibits

2:45 – 4:00 This section will explore new approaches to auditing with a focus on emergent audit program requirements for increasing planning and pre-audit work, better application of audit resources and how to achieve this through the use of audit software and new approaches such as perception surveys and use of social media.

4:00 – 4:15 – AAC President's Thank You

## **THURSDAY APRIL 11, 2013**

### **WORKSHOPS**

A series of workshops led by experienced practitioners will be held covering a range of topics:

**Improving HSE Performance in Complex Organizations** *ERM Rescan* – This workshop will focus on the challenge organizations face with improving overall HSE performance while managing multiple facilities or business units that have differing levels of maturity, programs and resources. Areas to be covered include organizational maturity, diagnostic tools, and programs and processes to address performance challenges – with a tie into how to tailor audit programs to achieve sustainable performance improvement.



**Best Practice Audit Planning and Program Management** *SPAN OMS Inc* Risk-based and value-focused audit programs are often talked about, but the concepts are not often applied effectively to audits and audit programs. This workshop, based on years of learning and practical experience, will provide insights and help improve your skill set in the application of risk assessment for planning and prioritizing your audit program – from a long-term perspective to the planning, execution and reporting of individual audits. How to make your audit program relevant and valuable to the overarching needs of the organization will be reviewed as a critical success factor.

**Root Cause Analysis & Developing/Implementing Action Plans (1/2 day, morning)** *SPAN OMS Inc* This workshop will draw on current thought leadership and practical experience from industry to stimulate a discussion-driven review of the key attributes of effective action management. Participants will explore best practice in this area and learn how to determine if action management is suitable, adequate and effective – including perspectives on risk management, audit program implications and the emergent ISO Management System Standard.

**Auditing – ISO 19011:2011 (whole day)** *AMEC and AECOM* With the recent, significant revisions to ISO 19011, this workshop will offer valuable interpretation and application of ISO 19011:2011 to provide training for both “newbies” as well as moderately experienced auditors and all levels of risk managers. This training will include plenty of anecdotal insights by trainers with significant experience in a range of industry sectors and auditing perspectives.