

Expect the Unexpected: Black Swans in Security & Risk Management

WLA/EL
Operational Risk & Security
webinar 2022

December 1 & 2, 2022
12:00 – 14:15 CET

PROGRAM

The webinar will be held in English with simultaneous French, Spanish and Portuguese interpretation.

DAY 1, Thursday, December 1

Starting at 12.00 CET (Brussels) | 06.00 EDT (New York) | 08.00 ART (Buenos Aires) | 19.00 CST (Beijing)

Duration of the session: 2.15 hours

12.00–12.05

Introduction by the Moderators

Arjan VAN 'T VEER, Secretary General, The European Lotteries Association

Antoinette PRICE, Communications Coordinator, World Lottery Association

12.05–12.30

Keynote

Experiences from the Banking Sector

"Stop Training your Employees on Cybersecurity, It Does Not Work!"

Alexandre PLUVINAGE

Head of Fraud & Online Security Awareness, ING, Belgium

12.30–12.55

Lottery Security Incidents over the World 2022

Gunnar EWALD

Chief Audit Executive/VP, LOTTO Hamburg, Germany

12.55–14.10

Roundtable

Lotteries Exchanging on their Black Swan Experiences & Operativity

Michelle VAN TROTSBURG

Head of Marketing Corporate Affairs, Ithuba Holdings Ltd, South Africa

Heini ROOSIMÄGI

Risk & Compliance Officer, AS Eesti Loto, Estonia

Krisztián PÁLLAI

Head of Information Security & Audit Department, Szerencsejáték Zrt., Hungary

Yeo TECK GUAN

Chief Business Technology Officer, Singapore Pools Ltd

Janez RAVAS

IT Director, Športna loterija, d. d., Slovenia

Facilitated by **Arjan VAN 'T VEER & Antoinette PRICE**

14.10–14.15

Closing Remarks

Arjan VAN 'T VEER, Secretary General, The European Lotteries Association

Antoinette PRICE, Communications Coordinator, World Lottery Association

END OF DAY 1

DAY 2, Friday, December 2

Starting at 12.00 CET (Brussels) | 06.00 EDT (New York) | 08.00 ART (Buenos Aires) | 19.00 CST (Beijing)
Duration of the session: 2.10 hours

12.00–12.05 **Introduction by the Moderators**
Arjan VAN 'T VEER, Secretary General, The European Lotteries Association
Antoinette PRICE, Communications Coordinator, World Lottery Association

12.05–12.20 **Welcome Addresses**
Jesús HUERTA ALMENDRO
CEO of SELAE, Spain & Supervisory Chair of EL's ORA Working Group
Dato Lawrence LIM SWEE LIN
CEO, Magnum Corporation Sdn Bhd, Malaysia, Chair of the WLA SRMC

12.20–13.00 **Roundtable 1**
How EL & WLA Support The Lottery Community
(Importance of Certifications, Standards, RRCs, etc.)
Jo McLENNAN
General Manager, Customer Care & Oper. Risk, The Lottery Corporation, Australia
José Luis SÁNCHEZ FERNÁNDEZ
Head of CSR, SELAE, Spain
David BODA
Head of Information Security, Camelot UK Lotteries Ltd., UK

Facilitated by **Arjan VAN 'T VEER & Antoinette PRICE**

13.00–14.00 **Roundtable 2**
Suppliers' Perspective & How They Can Support the Lottery Community
Marcos LUZ
Manager, Information Security, IGT
Kevin LYONS
Senior Director of Compliance & Security, Scientific Games
Pall PALSSON
VP, Product, Gaming Solutions, Product Management, Pollard Banknote Ltd.

Facilitated by **Ray BATES**
EL Honorary President & Former CEO, Premier Lotteries Ireland

14.00–14.10 **Closing Remarks**
Arjan VAN 'T VEER, Secretary General, The European Lotteries Association
Antoinette PRICE, Communications Coordinator, World Lottery Association

END OF DAY 2

All attendees will receive access to the webinar recordings and presentations after the event.