

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 2020–2022**
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.