

ROB QUAIL**Vice President, Enterprise Risk Management**

Rob Quail is a noted consultant, author, facilitator, and lecturer on the subject of Enterprise Risk Management (ERM).

Rob developed the risk management processes, tools and methodologies at Hydro One Networks Inc. that are widely regarded as best-practice. He has successfully applied ERM methodologies to a broad range of business problems and challenges, including acquisitions, outsourcing, downsizing, large-scale IT projects, labour disruption, regulatory compliance management, major construction project management, strategic planning, and capital investment. The risk management practices and techniques developed by Rob in collaboration with the management team at Hydro One became the subject of a major “leading practice” case study by Harvard Business School.

Rob also has held key leadership roles in the areas of Technology and Outsourcing. Later, Rob was appointed Vice President of Customer Service at Hydro One in the wake of a difficult billing system implementation, and during this time he led dramatic improvements in all areas of customer service, including call centre operations, billing, electricity conservation, and collections.

Since 2016, Rob has provided consulting services in risk management to clients in a variety of industry sectors, including energy, technology, healthcare, agriculture, construction, technology, financial services, and government agencies.

Rob also writes and lectures on risk management. He is co-editor of the second edition of the popular Wiley textbook *Enterprise Risk Management: Today's Leading Research and Best Practices for Tomorrow's Executives*, published in 2021. For over a decade, he has co-delivered the Masters Certificate Program in Risk and Performance at York University's Schulich School of Business, and has been a guest lecturer at Harvard Business School, Ryerson University, and Carleton University. Since early 2021, he has also delivered the Board Risk Committee Certification program through the Caribbean Governance Training Institute.

Rob holds a Bachelor of Applied Science degree in Industrial Engineering from the University of Toronto.