

## **About CPHR**

CPHR Canada represents 27,000 members in the Human Resources Profession across nine provinces and three territories in Canada. CPHR Canada is the national voice on the enhancement and promotion of the HR Profession. With an established and credible designation and collaboration on national issues, they are proactively positioning the national human resources agenda in Canada and representing the Canadian HR Profession with HR Associations around the world.

Founded in 1942, CPHR BC & Yukon is the grantor of the CPHR designation in BC and the Yukon. As a member of the CPHR Canada, CPHR BC & Yukon contributes to setting and upholding the national standards for the CPHR.

### **Opening address**

#### **Ms Susan Ryan, CPHR**

Chair of the Board  
CPHR BC & Yukon



Susan has served on the Chartered Professional in Human Resources British Columbia and Yukon (CPHR BC & Yukon) since 2013 and as chair since 2017. She has remained steadfast in the shared pursuit of acquiring Tier-One recognition of the HR profession. Susan has spent much of her career in senior management roles within the Yukon Government and the non-profit sector. She was the Vice President & Chief Financial Officer for the Yukon Workers' Compensation Health & Safety Board, and managed the finance and HR portfolio with the Department of Justice for over a decade. Since moving to Vancouver Island in 2003, Susan has managed the administration HR and finances alike as the Vice President & Chief Financial Officer for the Nanaimo & District Hospital Foundation.

## Topic: Welcome and introducing HSMC-EDC

### **Ms Joanna Kwok**

Director, Executive Development Centre,  
Hang Seng Management College



Ms Joanna Kwok is the Director of Executive Development Centre, Hang Seng Management College, responsible for the development of executive training, conferences and consultancy services. She is a seasoned professional in the marketing, corporate communications and training fields.

Ms Kwok spent 13 years with CFA Institute, and her last position was Director, Society Relations, providing strategic consultancy for the marketing, business development and operation of their 20+ member societies across APAC region. She joined CFA Institute in 2002, handled office management, human resources and event administration work, as well as expanded their presence in the Asia Pacific region.

Prior to that, she held senior positions in local and multinational firms. Other than spokesperson, she initiated many successful brand & image building, marketing and corporate communications programmes for these organisations, including Edelman PR, Kodak, ABB Asea Brown Boveri, HK School of Motoring, HK Exporters' Association, Esquel etc.

She has been part-time lecturers for 10 years on various executive programmes covering crisis management, marketing communications, consumer behaviour and branding. In addition, she has been Programme & Career Advisor for the HK Baptist University-Sheffield University Master of Global Marketing Management Programme, founding committee of HKBU School of Business Alumni Association and mentor for the School Alumni, judging panelist for HR Award and Startup Challenge. She is also a Blogger for CTgoodjobs.com particularly on career development advice and featured by media as an HR expert.

Ms Kwok obtained her Master of Finance from the Hong Kong University of Science and Technology and Master of Business Administration from the University of Strathclyde in UK. She is also a Chartered Marketer, Certified Marketing Professional, Certified Project Manager and Certified Risk Planner.

## Topic: What may not be taken over from human at the AI Era?

### **Mr Sunny Wong**

Adjunct Professor, Department of Management,  
Hang Seng Management College;  
Executive Director, Tibet Water Resources Ltd;  
Former Chairman of Carlsberg Greater China;



Mr Sunny Wong is the Adjunct Professor of Department of Management, Hang Seng Management College and the Executive Director of Tibet Water Resources Ltd., a listed company on the Hong Kong Stock Exchange.

Mr Wong was the Chairman of Carlsberg Greater China and then senior advisor to Carlsberg Asia during September 2011 to November 2014. Apart from the role as Chairman and CEO during the period from 2006 to 2014, Mr Wong was also the chief of the M&A team. He set the strategic M&A plan for Carlsberg's long-term development in China and led a team from identifying potential targets, negotiation, closing of deals to post-acquisition activities. The team had since 2002 successfully acquired 59 breweries in twelve provinces in China and increased the production plants from 1 to 60, with a total workforce up to 15,000.

Mr Wong has a strong and successful background of more than 30 years' experience in the China FMCG industry, of which more than 25 years' experience was spent on the China beer market, for top international companies Carlsberg and Bass Brewers.

Mr Wong graduated from Hong Kong Baptist University in 1978 and received his MBA degree from Bath University, UK in 2001. Mr Wong has been actively delivering talks on various topics for the government, business institutions and universities; particularly on Servant Leadership, Leadership in Action, China Marketing, Change Management and Mergers & Acquisitions series for HSMC-EDC. He is frequently invited to share at different MBA and EMBA classes in HK, UK and Taiwan universities.

## Topic: How HR can lead digital transformation

### **Ms Lancy Chui**

Honorary Guest Lecturer, Executive Development Centre,  
Hang Seng Management College;  
Senior Vice President, Manpower Group



Ms. Lancy Chui is the Honorary Guest Lecturer of HSMC-EDC and the Senior Vice President, Greater China Region for Fortune 500 Company, ManpowerGroup, an innovative workforce solution company listed on the NYSE.

In this role, she has been instrumental in building up operations framed around a tri-country initiative geared towards developing common business strategies and synergies for the Greater China Region. Ms Chui has over 20 years of experience and is a recognized expert in human resources, regularly featured in newspapers, and on television and radio as spokesperson for ManpowerGroup in regard to the ManpowerGroup Employment Outlook Survey and the dynamics of her relevant markets.

Recently, she is an 'Asian Female Business Leader Award' recipient, in addition to leading ManpowerGroup Greater China teams to numerous team awards, such as 'Most Valuable Services Award,' 'Most Comprehensive Recruitment Firm in Greater China Region,' 'Best Contingent Workforce Recruitment Firm,' 'Best Payroll Outsourcing Partner,' and 'Outstanding Foreign Firm' award (Taiwan Government). Via their CSR contributions, ManpowerGroup Hong Kong has also been awarded 'Caring Company' status for over 15 consecutive years.

Ms Chui also sits on numerous charitable Boards: 'Vice President and Treasurer of Junior Achievement Hong Kong,' 'Executive Committee Member and Chair of the HR Subcommittee of Playright Children's Play Association,' 'Chairwoman of Training & Employment Steering Committee of Hong Kong Rehabilitation Power,' and a member of the 'Trade Advisory Committee under Employment Services,' and a 'Trainer of Certificate Programme in Foundation Skills in Human Resource Management' for the Hong Kong Institute of Human Resource Management (HKIRM). Ms Chui also regularly contributes written insights to CTHR.com (<http://cthr.com/>) and writes a regular column for JobMarket magazine.

## Topic: Intellectual Resources-both Human and Artificial

### **Mr Mark Olivier**

Director, Talent Engagement and Diversity  
Air Canada



Mark has overall leadership responsibility for Employee Engagement, Performance Management, Succession, Talent Acquisition, Linguistics Training, Leadership and Management Development, Diversity, Inclusion and Employee Travel.

Through a collective partnership with the People and Culture branch, Air Canada's mission is to Attract, Develop and Retain the right talent in our continued pursuit of becoming a Global Champion amongst world class carriers.

Air Canada enjoys a strong brand reputation having won a number of organizational honours including One of Canada's top 100 employers, Best Diversity Employer, Most Admired Corporate Cultures, Top Montreal Employer as well as recognition for its financial reporting, corporate sustainability and of course its 4 star ranking with Skytrax.

Before his role in HR, Mark was in charge of Customer Service Training Operations including oversight for the design and deployment of corporate wide training and development programs in both the regulatory and customer experience domains.

Prior to that, Mark worked with Air Canada in Safety and Regulatory Affairs.

Mark has been with Air Canada for 31 years with a formal background in Industrial Relations and Aviation Management – McGill University.

**Topic: Beyond the JD and resume- How machine learning is defining the way companies are finding and retaining talents**

**Mr Fletcher Ng**

Honorary Guest Lecturer, Executive Development Centre,  
Hang Seng Management College;  
Vice President of IT Committee and Board of Directors,  
Invotech Hong Kong Limited;  
Advisor, Entrepreneur Committee Advisory Group (ECAG),  
Cyberport Hong Kong



Mr Fletcher Ng is currently the Honorary Guest Lecturer of HSMC-EDC and the Vice President of IT Committee of Invotech Hong Kong Limited, a non-profit do-tank helping to nurture entrepreneurship and innovation across Hong Kong. Besides, he is also helping companies with digital and change transformation through Cloud innovations.

Mr Fletcher Ng is an ex-CIO and IT Director for International listed MNCs like L'Occitane, Remy Cointreau, Maclaren and Midland Realty.

Mr Ng has strong knowledge across multiple IT disciplines and industries – both traditional and digital. He is an expert in Digital transformation and how to migrate legacy environments and with a strong background in retail, wholesale and distribution operations having built up automated end-to-end supply chains across Asia Pacific and global B2B/B2C systems in Europe and USA. He has great business acumen and transferrable industry knowledge to compliment his technical skills.

Mr Fletcher Ng is a popular mentor, corporate facilitator, speaker and panelist. He engages with institutions such as the Government, Cyberport and HKSTP to discuss on current issues and how Cloud technologies, innovation and technologies such as AI, Blockchains and Big Data Analytics can help in this innovation journey.

Mr Ng holds a B(Eng) Honours Engineering degree from Coventry University.