

Maple Trust Credit Organisational Structure

Executive Leadership Team (C-Suite)

Role	Name	Reports to	Key Responsibilities	Number of Staff
Chief Executive Officer (CEO)	Alexandra Grant	Board of Directors	Sets strategy, oversees all departments, leads credit union growth	1
Chief Information Security Officer (CISO)	Jordan West	CEO	Leads cybersecurity, compliance, and risk management for IT systems	15
Chief Financial Officer (CFO)	Taylor Brooks	CEO	Manages finance, accounting, risk, and regulatory compliance	12
Chief Information Officer (CIO)	Elliot Clarke	CEO	Leads IT strategy, application development, and technical support	20
Chief Operating Officer (COO)	Morgan Reed	CEO	Manages day-to-day operations, customer service, and facilities	250

Risk, Compliance, and Security Department

Role	Name	Reports to	Key Responsibilities	Number of Staff
Chief Information Security Officer (CISO)	Jordan West	CEO	Leads security strategy, cyber risk, and threat intelligence	1
Head of Risk and Compliance	Jamie Fields	CISO	Oversees regulatory compliance (PIPEDA, OSFI, AML/ATF)	3

Data Privacy Officer (DPO)	Reese Bennett	CISO	Ensures data privacy and compliance with PIPEDA	2
Information Security Analyst		Head of Risk	Performs risk assessments, threat analysis, and security reviews	6
Cybersecurity Engineer		CISO	Manages SIEM, XDR, and threat detection systems	3

IT & Cybersecurity Department

Role	Name	Reports to	Key Responsibilities	Number of Staff
Chief Information Officer (CIO)	Elliot Clarke	CEO	Oversees IT strategy, manages technical infrastructure	1
Head of IT Infrastructure	Laura Gallagher	CIO	Manages IT assets (data centers, hardware)	2
IT Support Manager	Depak Ruiz	CIO	Manages help desk and end-user support	3
System Administrators		IT Support Manager	Maintains on-prem and cloud systems	10
Cloud Engineer		Head of IT	Maintains AWS, Azure, and GCP cloud systems	2
IT Support Specialists		IT Support Manager	Provides frontline support to employees	5

Operations & Customer Service

Role	name	Reports to	Key Responsibilities	Number of Staff
Chief Operating Officer (COO)	Morgan Reed	CEO	Oversees customer support, member services, and operations	1

Branch Manager (3x Locations)		COO	Runs branch-level operations, handles customer support	3
Customer Support Specialists		Branch Manager	Provides customer support (calls, emails, branch visits)	80
Teller		Branch Manager	Provides front-line customer service in branches	150

Finance & Accounting

Role	Reports to	Key Responsibilities	Number of Staff
Chief Financial Officer (CFO)	CEO	Oversees accounting, payroll, and investments	1
Head of Accounting	CFO	Manages bookkeeping, payroll, financial reporting	3
Accountants	Head of Accounting	Processes payments, payroll, and balance sheets	

Business Development & Marketing

Role	Reports to	Key Responsibilities	Number of Staff
Marketing Director	CEO	Manages growth strategy, marketing, and brand	1
Digital Marketing Manager	Marketing Director	Manages online advertising and social media	2
Business Development Manager	Marketing Director	Develops partnerships and new business initiatives	1

Internal Audit Department

Role	Reports to	Key Responsibilities	Number of Staff
Internal Audit Director	Board of Directors	Provides independent audits for risk, finance, IT	1
IT Auditor	Internal Audit Director	Audits IT and cybersecurity processes	1
Compliance Auditor	Internal Audit Director	Audits compliance (PIPEDA, OSFI, PCI DSS)	1
Finance Auditor	Internal Audit Director	Reviews internal controls, payments, and payroll	1