

LEARNING TOGETHER

fastTrack Forum 2020

10 March 2020 - London



airmic
www.airmic.com

Julia Graham

Deputy CEO and Technical Director

Airmic



AGENDA

9.00am	Welcome Note	Julia Graham , Deputy CEO and Technical Director, Airmic
9.10am	The Future of the Profession	Amanda Scott , Head of Talent, Willis Towers Watson
9.45am	Find Your Brilliant	Michelle Elstein , founder, Courageous Co
10.30am	Refreshment Break	
11.00am	Communication with Confidence	Abi Eniola , Tutor at RADA Business school
11.45am	Risk Managing Coronavirus	Doug Fullham , AIR Worldwide, Anthony Renshaw MD , International SOS and James Lythe , Control Risks
12.30pm	Embracing the Future	
1.00pm	Close	John Ludlow, CEO, Airmic

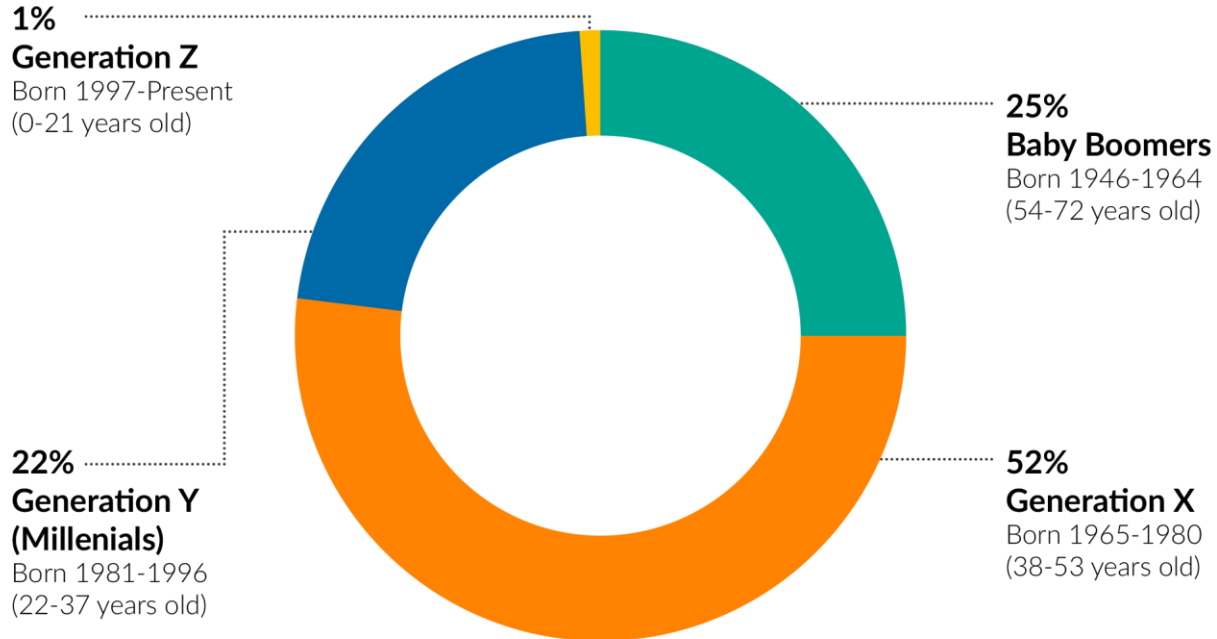
Amanda Scott

Head of talent and rewards

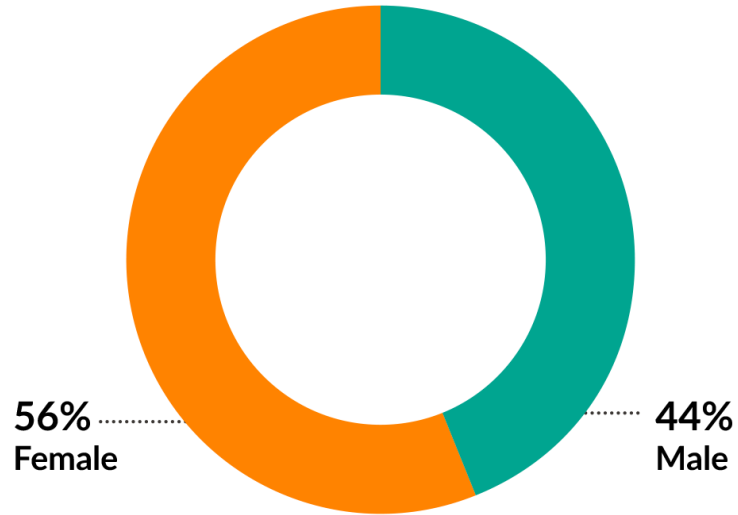
Willis Towers Watson



Demonstrating the power of diversity

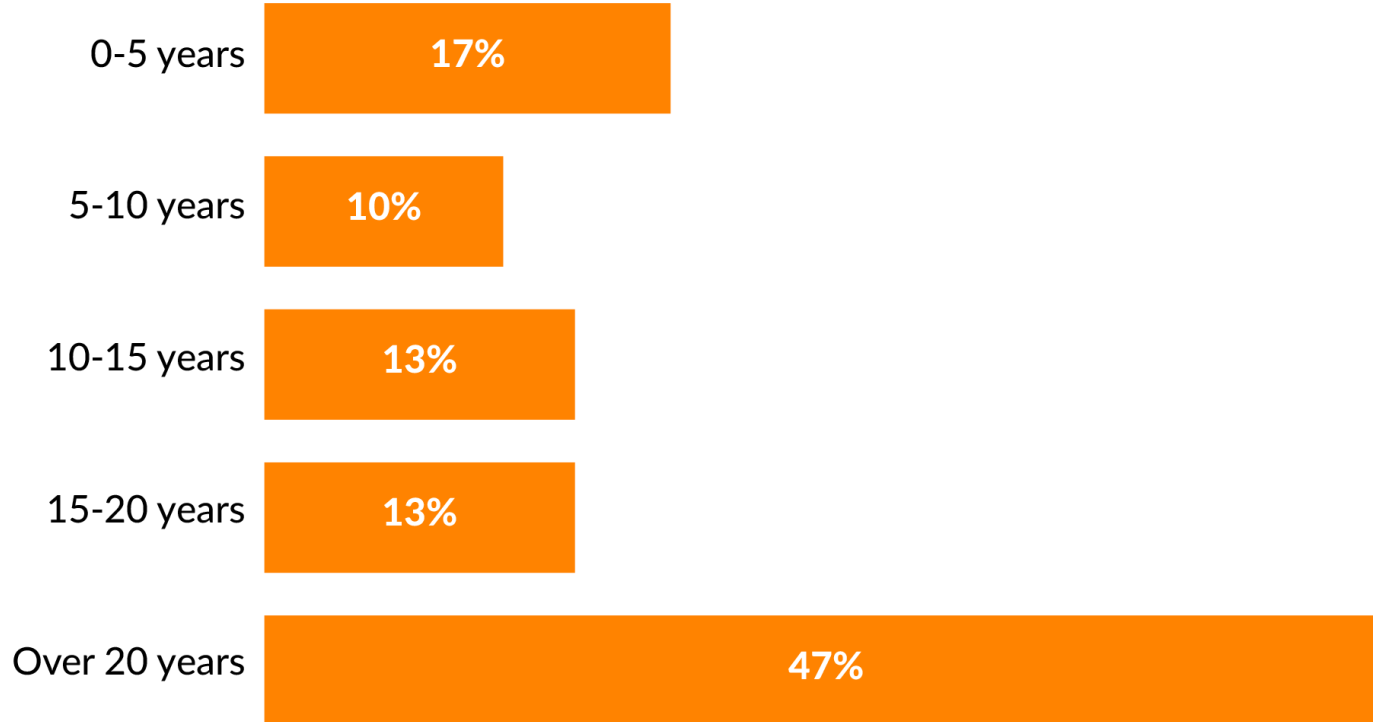


Demonstrating the power of diversity airmic

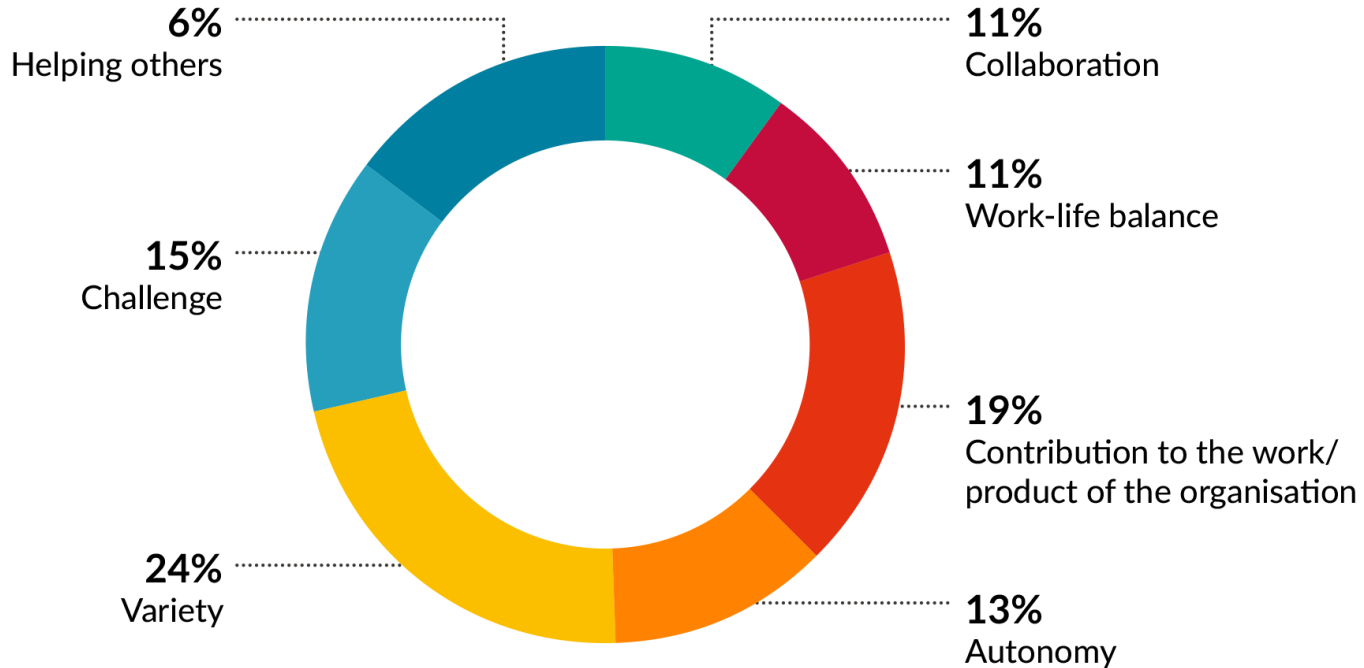


Millennials in the risk profession

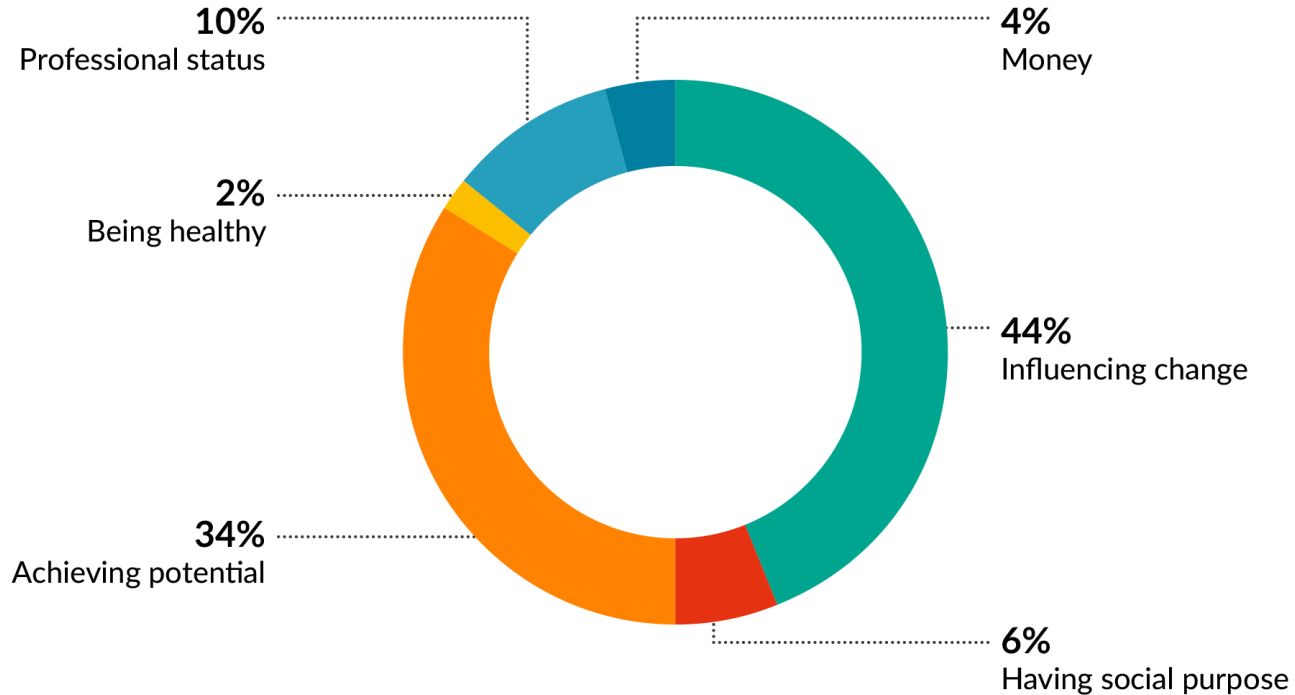
How long you've worked



What do you enjoy most in your job?



How do you describe professional success?



If you weren't in your current job, what would you be doing?

Sporty / Outdoors

- Work with horses
- Yoga instructor
- Crossfit coach
- Sports journalist



Business orientated

- Investment Banking
- Real Estate
- Lawyer
- Auditor



Creative

- Chef
- Film Production
- Painting
- Singer
- Author
- Carpenter



Giving back

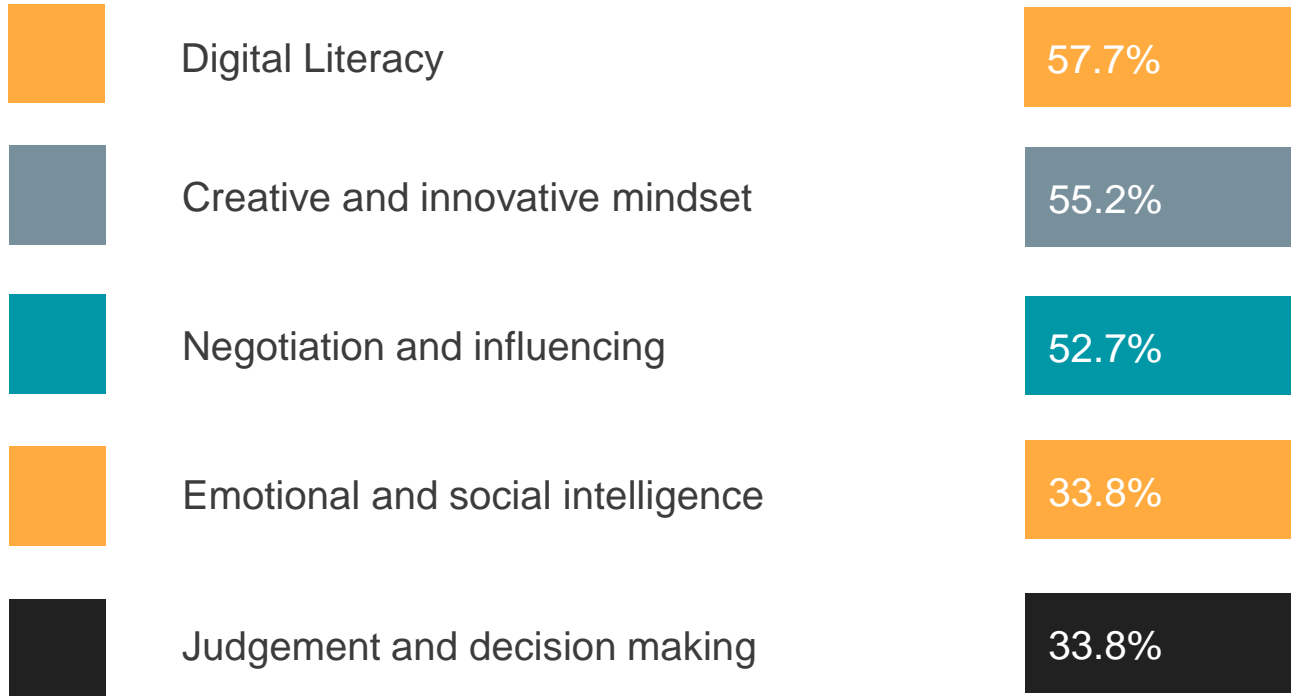
- Volunteering
- Not-for-profit work
- Coaching, training, teaching



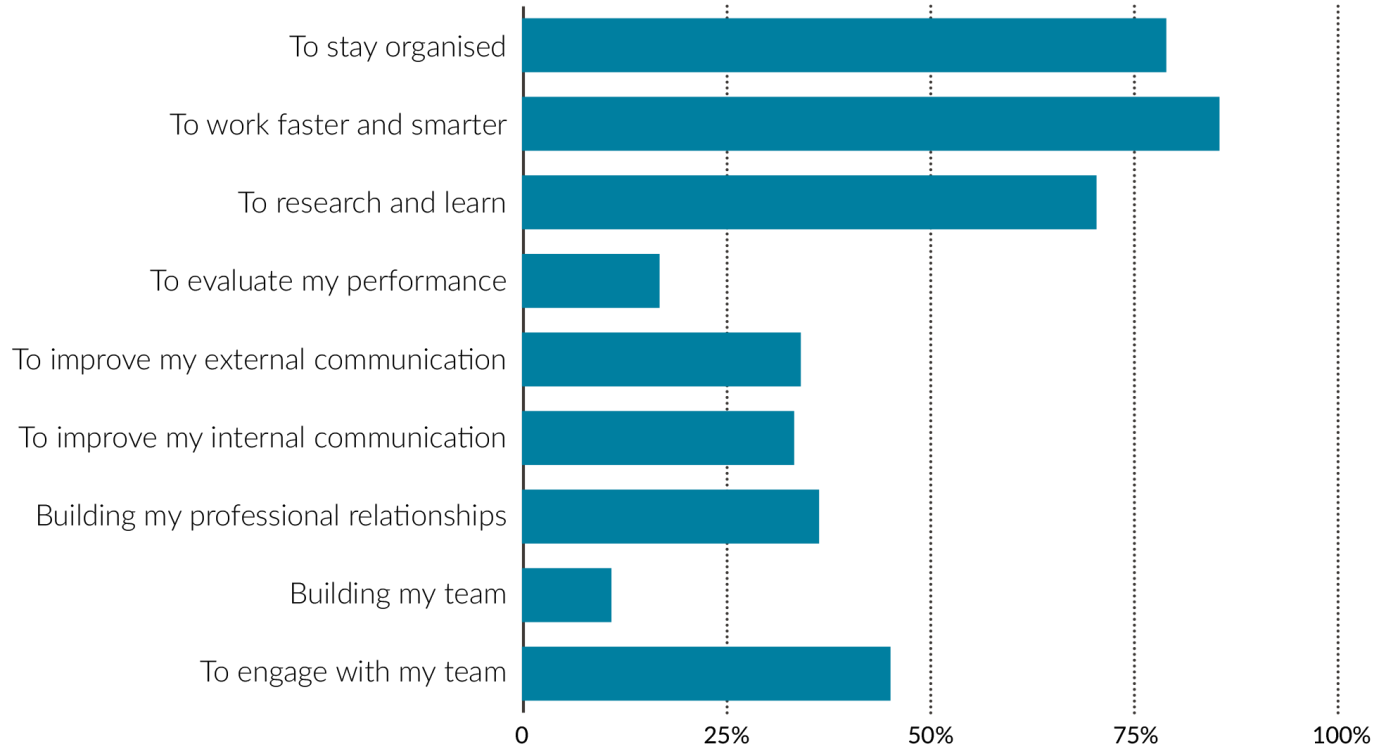
How has your job changed over the last 4 years?



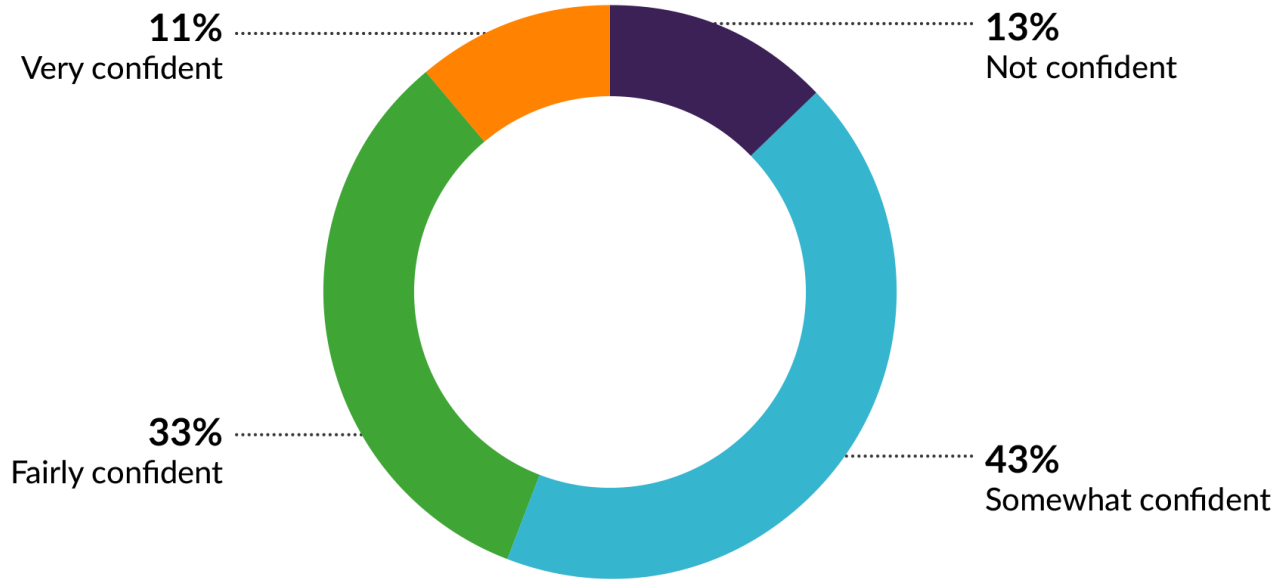
What are the skills you need for the future?



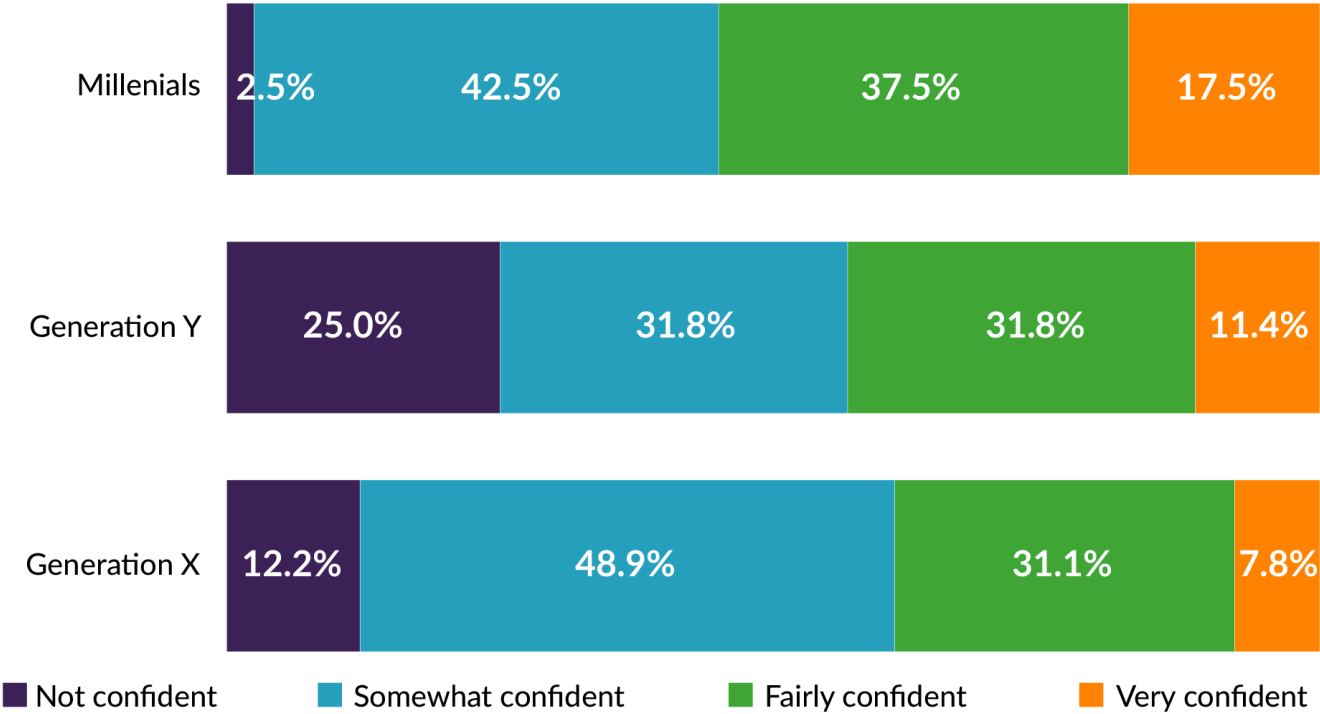
How do you use technology in your current role?



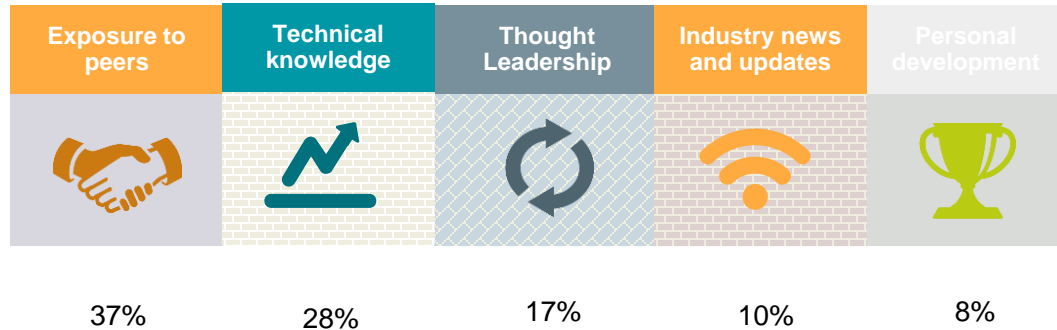
How confident are you using technology?



How confident are you using technology?



Which benefit provided by Airmic is most important to you?



What else were you hoping to get from Airmic?



Questions?





Brilliant Leadership: The Leader in YOU

Michelle Elstein

“We are our greatest potential and our greatest obstacle. What we achieve and the impact we have depends on our attitude, choices and actions”

- Courageous Co. -

What's your purpose as a brilliant leader?

The leader will realise the potential of ideas, processes and people, harness teams and create energy, while acting in service of the organisation and cheering others on

7 Attributes of the Brilliant Leader

Agile

Resourceful and able to choose responses without losing focus or pace

Balanced

Achieves inner stability to enhance decision making

Courageous

Open to demonstrating brave choices; earn trust by trusting first

Energising

Able to create loyalty and rouse the spirit and motivation of others

Flexible

Adaptable to different stakeholders in order to mobilise

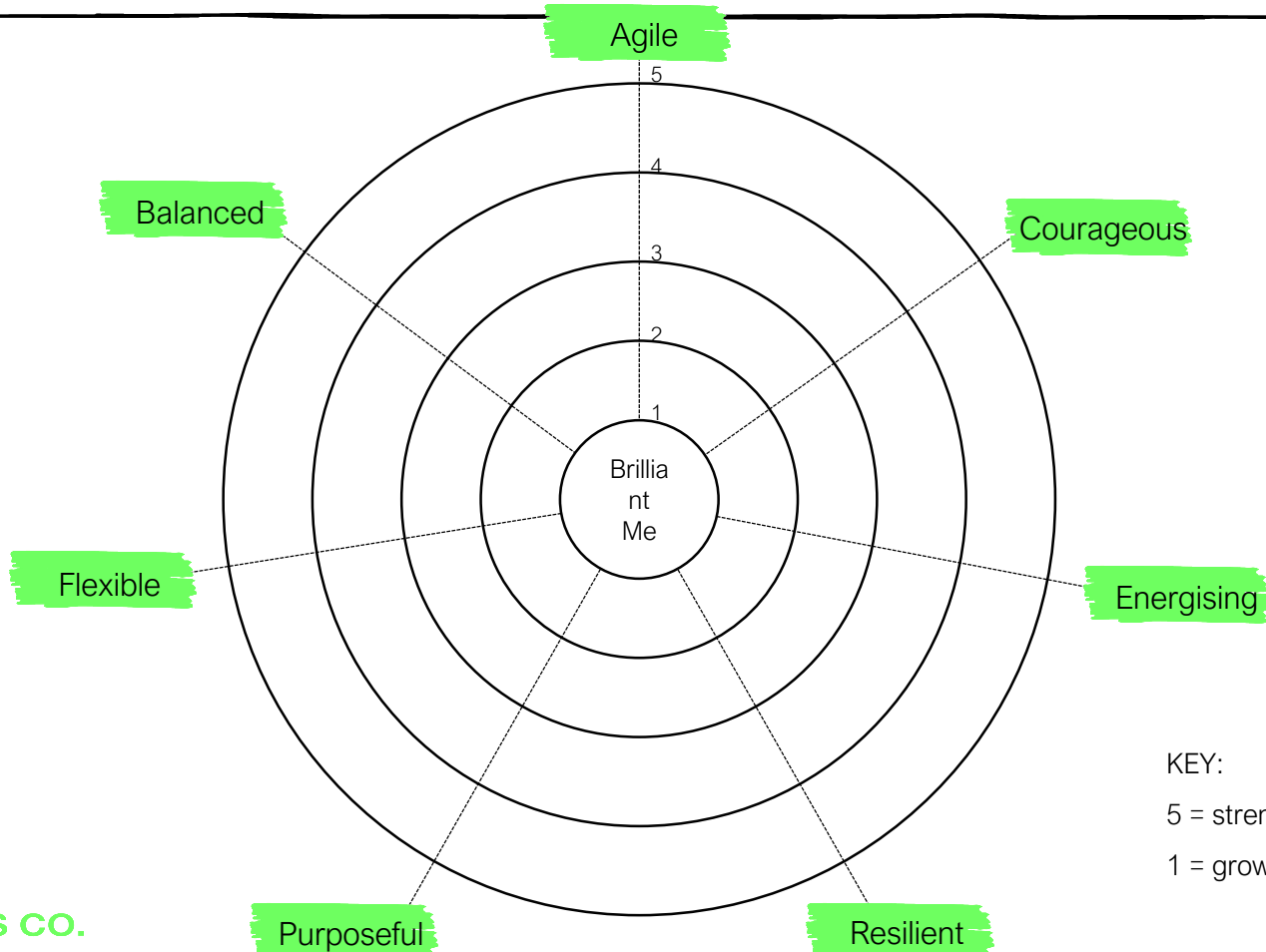
Purposeful

Possesses a clear authentic sense of meaning, focus and intentionality

Resilient

Able to sustain oneself and overcome challenge

This is me



KEY:
5 = strength
1 = growth needed

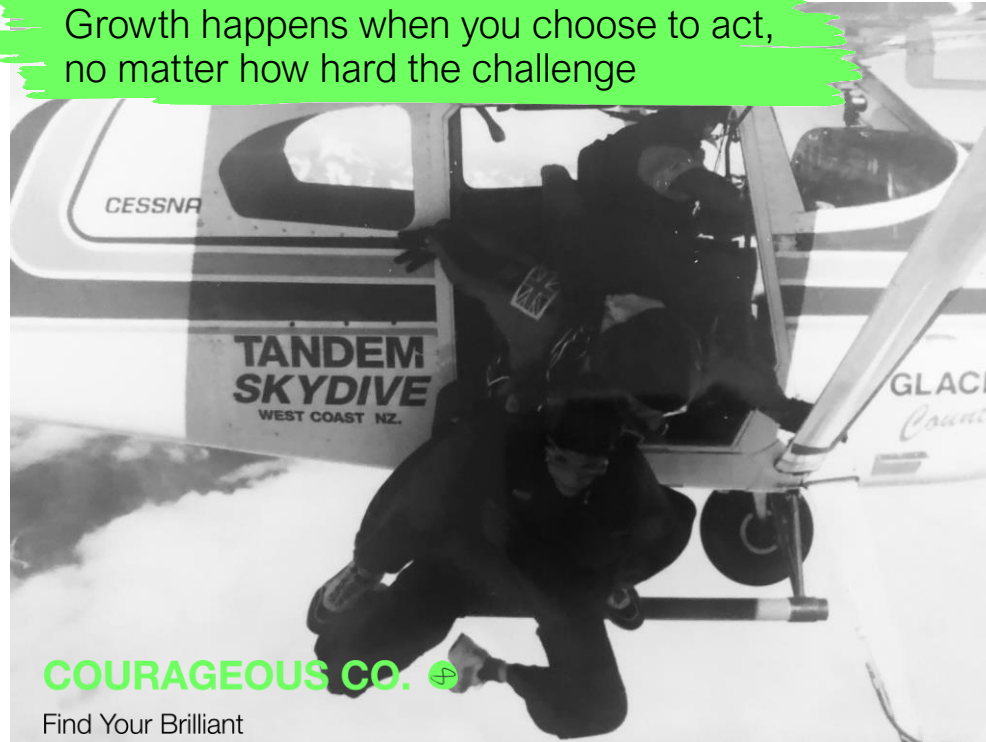
Strengths vs Stretch

Brilliant Behaviours

My leadership learnings

- Ditch ego
- Play for the team more than you play for yourself
- Look for learning opportunities all the time
- See feedback as an opportunity to grow
- Be self aware as to what influences Brand Michelle
- Give yourself permission to not get it right every time
- Letting go

Growth happens when you choose to act,
no matter how hard the challenge



COURAGEOUS CO. 

Find Your Brilliant

Original photography: Michelle Elstein jumping out of a plane in New Zealand

Refreshment Break



Abi Eniola

Tutor

**Royal Academy of Dramatic Arts
(RADA) Business**



Risk Managing Coronavirus

Doug Fullam

Air Worldwide

Anthony Renshaw MD

International SOS

James Lythe

Control Risks



WITH YOU TODAY



DR ANTHONY RENSHAW
Medical Director
Health Consulting - Europe



AN EQUATION OF 4 UNKNOWNNS



Hubei province

China ≠ Hubei

**World:
advanced
healthcare
settings**

**World:
less
advanced
healthcare
settings**

Effectiveness
of public
health
measures

Extension of
public health
measures

Management
of case
clusters

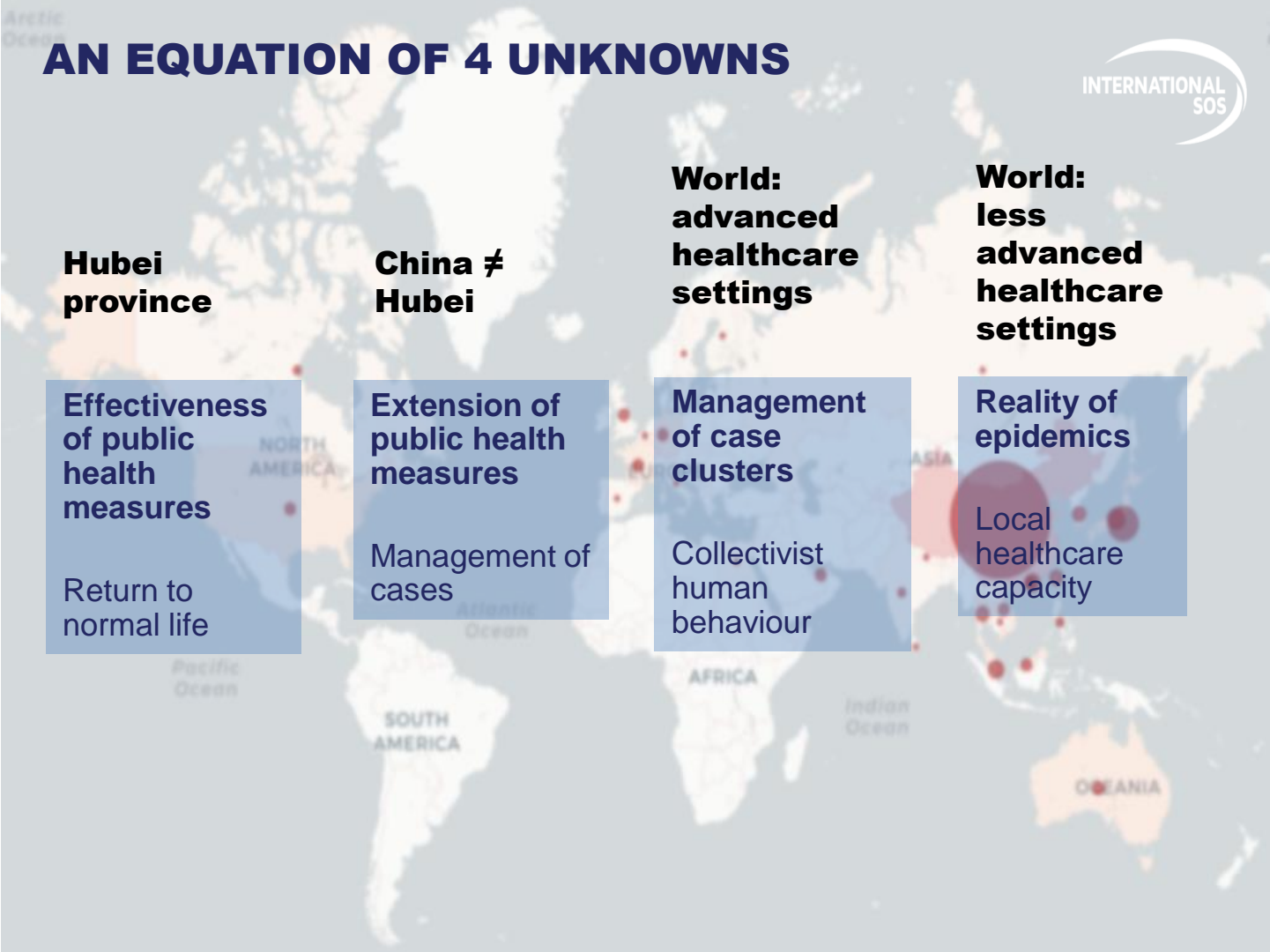
Reality of
epidemics

Return to
normal life

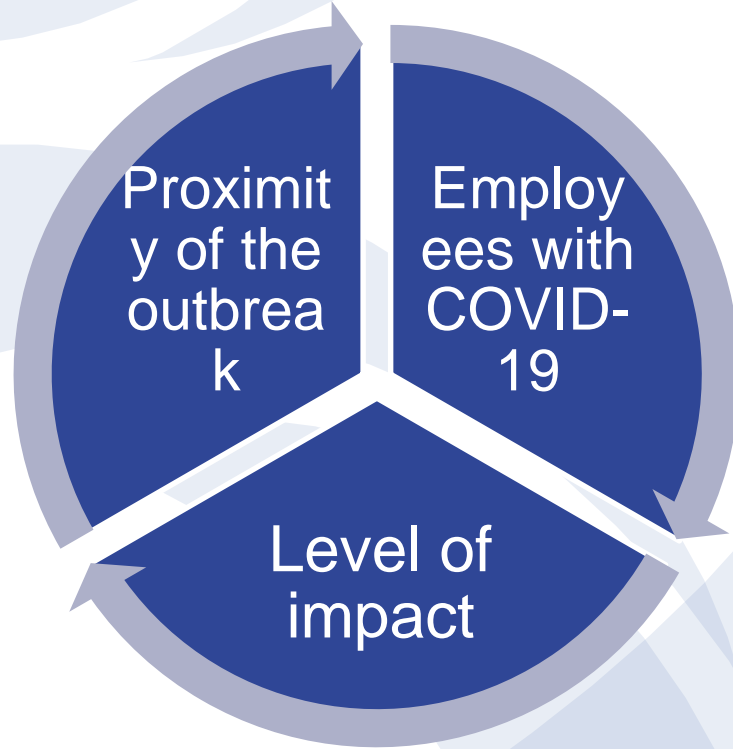
Management of
cases

Collectivist
human
behaviour

Local
healthcare
capacity



RISK SCENARIOS



LOCATIONS WITH CASES



EXECUTIVE SUMMARY

COVID-19 DAILY SUMMARY

COVID-19 OVERVIEW

TRAVEL RESTRICTIONS, FLIGHT OPERATIONS AND SCREENING

LOCATIONS WITH CASES

COVID-19 CASE COUNT TRACKERS

FAQS

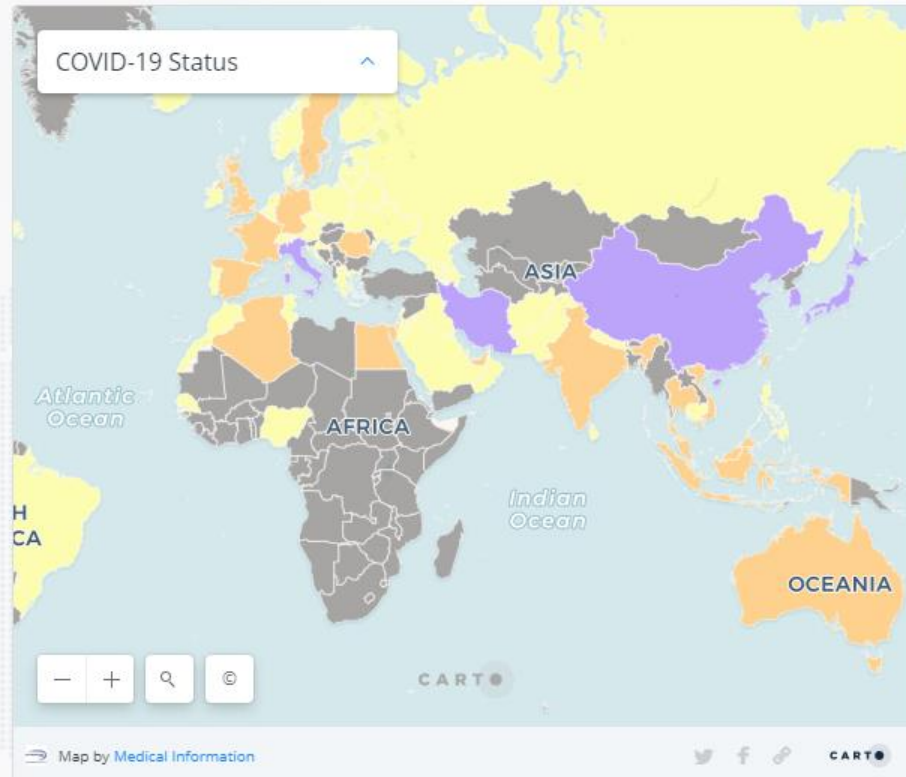
EDUCATION AND COMMUNICATION

MEMBERS Q&AS

TRAVEL ADVICE

MANAGER ADVICE

INTL.SOS EVACUATION



Source: <https://pandemic.internationalsos.com/2019-ncov>

WORLDWIDE REACH. HUMAN TOUCH.





EDUCATION AND ADVICE

- **Educate employees** on the symptoms and hygiene measures
- **Ensure people have access** to the most up to date information
- Provide access to **health assistance** (preferably 24/7)
- Advise employees who may have had exposure to **seek medical advice**
- Advise employees **not to travel if sick**
- Ensure employees **maintain flexible travel plans**



PLANNING AND RESPONSE

- Stand up crisis management teams and **meet regularly**
- **Review travel management plans**, taking into account potential for quarantine and travel disruption
- Review and test **communication procedures**
- **Review pandemic plans** including how to manage travellers from affected areas
- Review **protective equipment, cleaning protocols**

The screenshot shows the International SOS website with a navigation bar at the top. The main content area is titled "2019-NOVEL CORONAVIRUS (2019-NCOV) INFORMATION". It includes a "Situation overview" section with text about the outbreak in Wuhan, a "LATEST NEWS" sidebar with several articles, and a "Locations with confirmed 2019-nCoV cases" table.

2019-NOVEL CORONAVIRUS (2019-NCOV) INFORMATION

Situation overview

This is a rapidly evolving situation. International SOS is monitoring closely and updating this website as more information becomes available.

Towards the end of December 2019, authorities in Wuhan, Hubei province, announced a cluster of cases of pneumonia associated with the Huanan / South China Seafood Wholesale Market, for which a cause had not yet been identified. On 8 January, a new coronavirus (2019-novel coronavirus (2019-nCoV)) was identified as the cause of the illness. By the first week of January there were over 500 confirmed cases in Wuhan, with several exported cases in other areas of China and into other countries. Transmission may be occurring from animal environment to people and human-to-human transmission has been confirmed.

Further cases are expected although the geographic extent and size of the outbreak cannot be predicted.

The sections below provide more detail.

LATEST NEWS

- ▶ **WUHAN TRANSPORTATION SHUT DOWN TO CONTAIN SPREAD OF 2019-NCOV**
China / 22 January 2020
Authorities in Wuhan have temporarily closed all public transport facilities, including intercity buses, subway and ferries...
2019-novel coronavirus (2019-nCoV)
- ▶ **WHO 2019-NCOV SITUATION REPORT**
22 January 2020
The WHO released the first Situation Report on the novel coronavirus (2019-nCoV) outbreak...
2019-novel coronavirus (2019-nCoV)
- ▶ **WHO DELAYS DECISION ON WHETHER NOVEL CORONAVIRUS IS A PUBLIC HEALTH EMERGENCY**
22 January 2020
The World Health Organisation convened an emergency meeting today...
2019-novel coronavirus (2019-nCoV), 2019-novel coronavirus (2019-nCoV)
- ▶ **ECDC RAPID RISK ASSESSMENT ON 2019-NCOV**
China / 22 January 2020
The European Centre for Disease Prevention and Control (ECDC) published its Rapid Risk Assessment...
2019-novel coronavirus (2019-nCoV), 2019-novel coronavirus (2019-nCoV)
- ▶ **SUMMARY OF TRAVELLERS FROM WUHAN INVESTIGATED FOR RESPIRATORY ILLNESS SINCE 6 JANUARY**
Hong Kong (China SAR) / 22 January 2020
Health Authorities have been investigating the following respiratory disease cases with recent travel to Wuhan...
2019-novel coronavirus (2019-nCoV), Seasonal Flu
- ▶ **IMPORTED CASES OF 2019-NOVEL CORONAVIRUS REPORTED**
China / 2019-novel coronavirus (2019-nCoV), Seasonal Flu

Locations with confirmed 2019-nCoV cases

City	Country	Confirmed Cases	Source
150	US	202	South Korea
150	FR	164	France
150	IT	24	Italy
150	CA	15	Canada
150	UK	14	United Kingdom
150	JP	13	Japan
150	TH	12	Thailand
150	PH	11	Philippines
150	SG	10	Singapore
150	MY	9	Malaysia
150	IN	8	India
150	BR	7	Brazil
150	US	6	United States
150	CA	5	Canada
150	UK	4	United Kingdom
150	FR	3	France
150	IT	2	Italy
150	JP	1	Japan
150	TH	1	Thailand
150	PH	1	Philippines
150	MY	1	Malaysia
150	IN	1	India
150	BR	1	Brazil

2019-nCoV Enhanced Border Screening

2019-nCoV Travel Advice
(International SOS Members access)

2019-nCoV Disease and Prevention Advice
(International SOS Members access)

2019-nCoV Manager Advice
(Pandemic Information Service Members access)

QUESTIONS

anthony.renshaw@internationalsos.com

<https://pandemic.internationalsos.com/covid-19>

10 March 2020

Crisis management: pandemics

James Lythe, Associate Director



► Thursday 12 March

Call

It's Jon Laurie, he said he was feeling ill and went to the bathroom; on the way he collapsed, vomiting blood – it's all over the walls. Emma Kandigo, who is first aid trained, is with Jon. Jon's just back from a business trip so we're all worried, he's in a bad way.

Some people are heading home, others seem to be in shock. We have called the emergency devices and they are on the way. We asked them to arrive by a side entrance so as not to worry anybody.

Questions:


What are your concerns?

What are your immediate actions?

▶ Crisis characteristics


- ▶ Element of surprise
- ▶ Perceived or real loss of control
- ▶ No immediate obvious solutions
- ▶ Shortage of time
- ▶ Events outpace responses (especially in early stages)
- ▶ Escalating flow of events
- ▶ Insufficient information
- ▶ Lack of resources
- ▶ Key players adopt 'siege' mentality
- ▶ Regular decision-making processes are disrupted
- ▶ Promote short-term management focus

Update





Matt Robson
5 Apr 2020

So this is outside. Anyone know what's going on??
[#Thisisnotadrill](#)
[#pray4us](#)
[#chemterror](#)

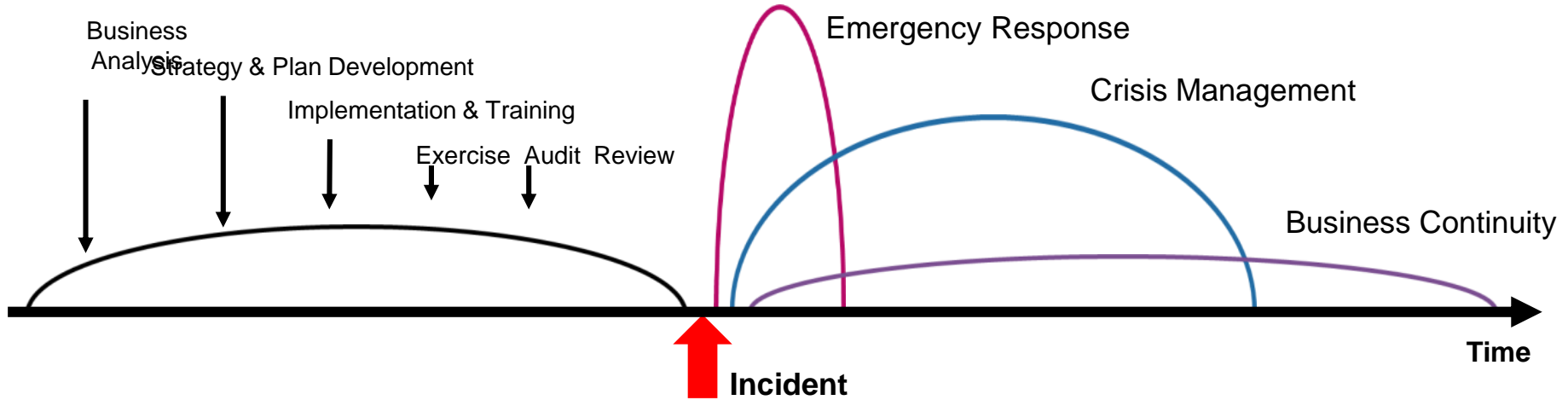


Like · Comment · Share

 346 people like this.

 1546 shares

▶ Embedding resilience



Readiness



Response



Recovery

► Focus on recovery

No matter how it feels now, you *will* get through this!

- Need to focus on *recovering* the business

Recovery is not just about getting factories up and people back in the office

- Create a shared vision of the market, post-crisis, and your *growth* opportunities in that market – set up a dedicated team

Answer some key questions about the market

- What new risks will present themselves? (New regulations; Compliance requirements)
- How has the crisis impacted our competitors? (Stronger or weaker; Changes in go-to-market strategies)
- Which part of your market will recover first? (What products and services will customers buy first)



james.lythe@controlrisks.com

Embracing the Future



The Airmic Mentoring Scheme

One-to-one accessible online and open to all Airmic members

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THE AIRMIC MENTORING SCHEME
GUIDE FOR MENTORS AND MENTEES

2020

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The Airmic Competency Framework

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Inspiring and fueling the professional journey

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THE AIRMIC MENTORING SCHEME
GUIDE FOR MENTORS AND MENTEES

2020

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Associate in Risk Management (ARM)

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AIRMIC AND THE INSTITUTES
LEARNING TOGETHER
ASSOCIATE IN RISK MANAGEMENT
CLASSROOM COURSES

2020

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AIRMIC AND THE INSTITUTES ARM 400 RISK IN AN EVOLVING WORLD

INFORMATION ON THIS COURSE

This is the first course in a series of three which, along with the ethics component, counts towards the Associate in Risk Management qualification. Risk in an Evolving World provides learners with a broad understanding of risk and how it is managed in modern organisations with advanced technologies for capturing, storing and analysing risk data. As the foundation module, it lays the building blocks for understanding the context in which risk assessment and risk treatment will subsequently take place.

Whether you are new to risk management or are an experienced professional, everyone can benefit from learning or consolidating the theories and concepts presented in the course material. Throughout the

course, learners will study, to a varying degree, a range of areas, which include insurance, finance, and other disciplines.

This course also covers Risk and AI collectively managed.

COURSE CONTENT BY MODULE AND BY CH

MODULE A

1. Fundamental Concepts
2. Risk Management Today
3. Environment and Culture

MODULE B

4. Performance and Process Management
5. Risk Governance
6. Managing Risk Data

THE LEARNING JOURNEY

We want you to be in an optimum learning environment where everyone at Airmic has arranged for the online course to be enhanced with a classroom element taken into account. Equally, through networking and shared experience, learners. We hope these professional links will continue in the future, well after the course

1

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AIRMIC AND THE INSTITUTES ARM 401 HOLISTICALLY ASSESSING RISK

INFORMATION ON THIS COURSE

This is the second course in a series of three which, along with the ethics component, counts towards the Associate in Risk Management qualification. Holistically Assessing Risk provides learners with a broad understanding of how risk is identified and analysed in modern organisations with advanced techniques, such as smart sensors and predictive models. As the next stage after the foundation module, it builds on previously gained knowledge on the context of an organisation, so that the framework and process for risk assessment can be understood and applied, paving the way for successful risk treatment to follow.

Whether you are new to risk management or are an experienced professional, everyone can benefit from learning or consolidating the theories and concepts presented in the course material. Throughout the

course, learners will study, to a varying degree, a range of areas, which include insurance, finance, and other disciplines.

This course also covers Risk and AI collectively managed.

COURSE CONTENT BY MODULE AND BY CH

MODULE A

1. Risk Identification
2. Risk Analysis
3. Risk Modelling

MODULE B

4. Big Data
5. Hazard Risk
6. Cyber Risk

THE LEARNING JOURNEY

We want you to be in an optimum learning environment where everyone at Airmic has arranged for the online course to be enhanced with a classroom element taken into account. Equally, through networking and shared experience, learners. We hope these professional links will continue in the future, well after the course

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AIRMIC AND THE INSTITUTES ARM 402 SUCCESSFULLY TREATING RISK

INFORMATION ON THIS COURSE

This is the third course in a series of three which, along with the ethics component, counts towards the Associate in Risk Management qualification. Successfully Treating Risk provides learners with a broad understanding of how risk is treated in modern organisations with advanced techniques to avoid, retain, transfer and modify risk, as well as benefit from the upside of risk. As the final stage after the risk assessment module, it builds on previously gained knowledge on the context of an organisation, and the application of a risk assessment framework and process, so that sound decisions can be made on how to treat risk in the most appropriate way.

Whether you are new to risk management or are an experienced professional, everyone can benefit from learning or consolidating the theories and concepts

presented in the course material. Throughout the course, learners are encouraged to reflect on their current situation and apply the theory, or analyse case studies, to understand how organisations have handled varying scenarios in the past and how lessons can be learned from these situations for the future. For those who are specialised in one area of risk management or insurance, this is the opportunity to explore other areas, which may be unfamiliar, or to gain insight into other disciplines.

This course unpacks the detail of the different forms of risk treatment, presenting models and techniques that assist the practitioner in the real world. This course builds on what was presented in ARM 400, Risk in an Evolving World, and ARM 401, Holistically Assessing Risk.

COURSE CONTENT BY MODULE AND BY CHAPTER

MODULE A

1. Basics of Risk Treatment
2. Insurance Risk Treatment
3. Alternative Risk Treatment

MODULE B

4. Intellectual Property Risk
5. Fleet Risk
6. Legal and Regulatory Risk

MODULE C

7. Operational Risk
8. Financial Risk
9. Strategic Risk

THE LEARNING JOURNEY

We want you to be in an optimum learning environment where everyone achieves their personal aims and objectives. Airmic has arranged for the online course to be enhanced with a classroom element, so that differing learning styles are taken into account. Equally, through networking and shared experience, learners can build knowledge with their peers. We hope these professional links will continue in the future, well after the course ends, to everyone's benefit.

1

AIRMIC AND THE INSTITUTES

Sign up to these upcoming fastTrack workshops!



Workshop	Host	Date
Multination Programmes - The Benefits and Pitfalls	Generali	17th March
360 communication powered by technology	Ventiv	23rd April
Risk Culture in today's business world	Willis Towers Watson	30th April
Looking after your people-employee welfare and benefits	Willis Towers Watson	6th May
Claims practices and principles	Sedgwick	24th June
Risk maturity	Aon	29th June
Complex claims and scenario analysis	Zurich	8th July
Business Continuity Management and Resilience	FM Global	21st July
Risk in the news	Control Risks	29th September
Innovation in the industry	Lloyd's	27th October
Negotiation and influence	Herbert Smith Freehills	19th May
Future proofing your career	Julia Graham and Willis Towers Watson	4th August
Collaboration skills	AXA XL	18th August
Presentation skills	AIG	16th September
How to manage your mental and emotional well-being	Zurich	4th November

