

Airmic Fest

Working Together

In a Time of Accelerated Change

airmic

Meet in a virtual world. Join us at Airmic Fest.

22 - 24 September 2020

www.AirmicFest.com

Over 60 hours of CPD available

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RESILIENCE IS A CHOICE.

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Airmic Fest

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Introduction

Airmic Fest

Working Together

In a Time of Accelerated Change

A very warm welcome to Airmic Fest, our first ever three-day digital festival!

Like every other organisation, we have been affected in these unprecedented times, but with the amazing support of our partners and sponsors, we are able to bring to you three days of digital content and virtual networking.

Airmic Fest is new, bold and innovative. It was inspired by our members' and partners' fantastic adoption of virtual learning and networking since our offices were closed, and it takes the digital experience to the next level.

And amid the learning and networking, we hope you have fun! Take your time to browse the exhibition floor, take part in an early morning wellness session, and use these three days to reconnect with peers and colleagues either through our chat forums or one of the evening's social events.

How the world does business has changed fundamentally in a very short space of time. We look forward to the day when face-to-face meetings can resume in full but we also recognise that the post-coronavirus world will be very different.

These are turbulent and challenging times, but history shows us that the greater the disruption, the greater the level of innovation. It's up to us as individuals and risk professionals to embrace change and position ourselves for the future.

Have a fantastic Festival.



John Ludlow

CEO
Airmic














Tracey Skinner

Chairman
Airmic

Programme

Airmic Fest
TUESDAY 22 Sept - THURSDAY 24 Sept

	TUESDAY 22 Sept	WEDNESDAY 23 Sept	THURSDAY 24 Sept
7:15 - 8:00 ^{am}	 Rise & Shine Yoga Flow WELLNESS	 Rise & Shine Yoga Flow WELLNESS	 Rise & Shine Yoga Flow WELLNESS
8:00 - 9:15 ^{am}	Press Conference By invitation	 The Diversity & Inclusion Breakfast BREAKFAST	 The Business Excellence Breakfast By invitation
8:30 ^{am} - open all day	Explore the Festival Floor Meet exhibitors, chat with delegates in the Networking Zone , attend bite-sized talks in the Knowledge Hub , visit the Wellness Centre and access the Learning Library , download resources, watch pre-recorded sessions		
9:30 - 9:45 ^{am}	Welcome note Welcome from John Ludlow, Airmic CEO	Welcome note From the Chairman	Welcome note From Julia Graham, Airmic Deputy CEO & Technical Director
9:45 - 10:45 ^{am}	 Leadership - Working Together to unlock creativity Followed by LIVE Q&A HEADLINE	 Leadership - Working Together - the risk financing entrepreneurs Followed by LIVE Q&A HEADLINE	 <ol style="list-style-type: none"> The Brexit clock is ticking: what the final months of negotiations will mean for the insurance market. The Pandemic: crisis management lessons learned for high impact, low probability risks. Followed by LIVE Q&A SEMINARS
10:45 - 11:30 ^{am}	 Comfort Break  BREAK		
11:30 - 12:45 ^{pm}	 On Demand sessions - x6 breakout rooms Followed by LIVE Q&A ON DEMAND	 On Demand sessions - x6 breakout rooms Followed by LIVE Q&A ON DEMAND	 <ol style="list-style-type: none"> Reputational risk: why traditional techniques are failing and how to respond. The future of catastrophe risk financing: a lethal cocktail or the perfect tonic? Followed by LIVE Q&A SEMINARS
12:45 - 14:00 ^{pm}	 Lunch  LUNCH Free time		
12:45 - 13:06 ^{pm}	 7min Fitness Challenges Meditation/Core/Cardio WELLNESS	 7min Fitness Challenges Meditation/Core/Cardio WELLNESS	 7min Fitness Challenges Meditation/Core/Cardio WELLNESS
13:15 - 14:00 ^{pm}	 Special Interest Group (SIG) Meetings SIG	 Special Interest Group (SIG) Meetings SIG	 Special Interest Group (SIG) Meetings SIG
14:00 - 15:15 ^{pm}	 On Demand sessions - x6 breakout rooms Followed by LIVE Q&A ON DEMAND	 On Demand sessions - x6 breakout rooms Followed by LIVE Q&A ON DEMAND	 Vinton G. Cerf & Professor Richard Clegg Panel 14:00 - 14:30 ^{pm} HEADLINE 14:30 - 15:00 ^{pm}
15:30 - 15:45 ^{pm}	Closing note From John Ludlow, Airmic CEO	Closing note From Julia Graham, Airmic Deputy CEO & Technical Director	Closing note From John Ludlow, Airmic CEO
15:45 ^{pm}	Close - Sponsored events to begin	Close - Sponsored events to begin	Close - Sponsored events to begin

Leadership Panel Discussions



DISCUSSION

Debate

We are living through a time in which risks are increasingly interconnected, unpredictable and fast-moving. The pandemic experience will inevitably lead to a different world for many.

We also know that different stakeholders see different risks and increasingly suffer different impacts than they did. Responding to this changing and dynamic environment requires us to work together in more diverse relationships to co-create new solutions and value for the future.

No going back - rethinking business and society - Creativity in action driven by people working together

Facilitated by Fujitsu



The workplace has changed.

The urgency created by recent events acted as a catalyst to foster executive decision-making and action, driven by the need to protect people and maintain continuity. When it mattered most we all mobilised millions of people to work differently, transferring thousands of front-line people to remote working at speed.

The priority has been to continue serving customers seamlessly and to support those facing difficulty in the face of rapidly changing commercial and personal circumstances. Previous preconceptions about remote working have been challenged and you will undoubtedly be considering how you can sustain the positive changes driven by the crisis response. Now, as we turn our minds to recovery, one thing is certain. No one can predict what the future holds. Previous long-term planning strategies are academic at best - useless at worst.

There is no going back. We will join a team of business leaders considering the process of recovery who will need to build resilience for the future based on extreme scenario planning - including a repeat performance of what we didn't think could happen and then did. Technology has and will continue to undoubtedly play a key part in addressing immediate needs around connectivity, cost reduction, unlocking potential efficiencies and driving adaptability.

The period ahead will demand that top management make yet more and often difficult decisions - rapidly and with agility. Leadership teams will need to come together to take a holistic view of their operations and make decisions based on data and insight that will drive their own recovery and contribute to that of the economy as a whole. The panel will discuss the challenges they have faced, their responses and their perceptions of the future.



Manan Sagar

Chief Technology Officer –
Insurance, EMEA Region
Fujitsu



Richard Hoult

Head of Risk and Audit
Thames Water



Peter Cheese

CEO
CIPD



Dr Cathy Mulligan

VP & Regional CTO
Fujitsu North and West
Europe



Kate Roy

Chief Operating Officer, GB
Willis Towers Watson

Diversity and inclusion – it's the right thing to do

Facing up to some hard questions and difficult topics confronting organisations.

Airmic is the association for everyone who has a responsibility for risk management or insurance in their organisation.

Inclusion is an important focus for Airmic in pursuit of our purpose and we believe it's the right thing to do.

We advocate that organisations should go beyond legal requirements to develop truly inclusive workplaces where people are treated as individuals, feel valued and that their contribution matters and is recognised in a fair manner. Our members and partners have an important role to play in achieving this by supporting fairness, transparency and equality of opportunity, as well as challenging behaviours that undermine them.

Moderator:



Dexter Tang

Global Equity Compliance
EMEA Lead, Finance,
Treasury Operations and
Diversity, Equity & Inclusion
(DEI) Co-Lead
[Google Finance EMEA](#)



Chris Lay

CEO of UK & Ireland
Region
[Marsh](#)



**Ogadinma (Ogadi)
Onwuaduegbo**

Senior Reinsurance Broker
[African-Caribbean Insurance
Network \(ACIN\)](#)



Tayo Oyinola

Head of Internal Audit
[Weir Group \(Airmic member\)](#)



Suneeta Padda

Managing Director
[Padda consulting \(insurance
market compliance\)](#)



Soowoo Park

Senior Manager,
Insurable Risk
[Standard Chartered Bank
\(Airmic member\)](#)

Airmic Leadership Group Breakfast

📅 23 September ⌚ 08:00 - 09:15

Diversity and inclusion enable creative competitive advantage - it makes good business sense and is a business imperative for realising vision and strategic objectives. **We will not be the best for our people and stakeholders if we don't embrace and relish difference.**

There needs to be a shared commitment across our professions to Diversity and Inclusion with leaders acting as role models for inclusive behaviours.

The Diversity and Inclusion Breakfast meeting at Airmic Fest 23 September 2020

Airmic Fest is an exciting and innovative virtual event which will replace our three-day physical conference planned for Edinburgh in June 2020.

The Airmic Leadership Breakfast is a regular and important feature of the Airmic annual conference. It provides a platform to consider important subjects with a panel of representative speakers engaging with a live audience. The 2020 breakfast meeting will be held virtually using a platform creating an interactive meeting experience like using M S Teams.

Diversity and inclusion will mean building a workforce that is more representative of our employees and our stakeholders and a workplace that creates a sense of belonging for everyone.

The purpose of this breakfast meeting will be to provide a place where we can share personal experiences in professional life, what we would like to see change, and how this change should be tackled. We will explore what appears to be a resistance to change in our profession. Each panelist will explore one thing they would change, if they had the opportunity.

The meeting will be held under the Chatham House Rule.



Airmic Fest

Working Together

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Working together

– the risk financing entrepreneurs

We will listen to insurance industry leaders each talk briefly about how they are changing the way they do business to better support clients as they build resilience and success in their organisations.

We will then challenge panellists on how client relationships need to be developed to accelerate and enable new integrated risk and insurance solutions. The partner CEOs have chosen the following industrial focus for their “TED” talks on working together (co-creation) to innovate.

During the panel discussion after the individual “TED” talks, the five key areas of working together with partners will be explored to consider how each industry is changing, what issues came up and how they were overcome:

- The customer role
- Information gathering
- Solution design
- Solution development
- Solution deployment



Ailsa King

Client Chief Officer
Marsh UK & Ireland



Charles Kitson

Head of Client
Engagement, International
AIG



Claire McDonald

Managing Director
HDI Global UK



Matthew Wilson

President & Chief Executive
Officer
Travelers Europe



Sean McGovern

CEO, UK & Lloyd's market
AXA XL

Headline Speakers



HEADLINE

Speaker

Airmic Fest

Working Together

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What now, What next?

– The future is in our hands

**Join us in conversation
with Vinton (“Vint”)
G. Cerf, Vice President
and Chief Internet
Evangelist for Google.**



Vinton G. Cerf

Vice President and Chief
Internet Evangelist
[Google](#)

Known as “The Father of the Internet”, with Robert Kahn, Vint is the co-designer of the architecture of the Internet. With numerous awards and industry and academic decorations, he is an internet pioneer.

In this exclusive conversation with Airmic, Vint will share his thoughts on what was unleashed on the world almost 50 years ago and whether back then he had any idea what the internet would develop into. In its early days the internet could have stayed within the technical and academic world – how did its application break out of the academic world and into the commercial? Looking to the future Vint will explore talk of the internet leaving this world for outer space - does he fear a ‘cyber pandemic’ or will artificial intelligence, machine learning and programmes make all that bad stuff go away?



What now, What next?

– The future is in our hands

Joined by Professor Richard Clegg, Richard is Chief Executive of the Lloyd's Register Foundation, an independent global charity with a mission to enhance the safety of life and property and advance public education.

The Foundation is a major supporter of research, STEM education, public outreach, and accelerating technology to application, worldwide. Richard has a strong scientific and business background in industry, government, and academia. He is a Fellow of the Royal Academy of Engineering and sits in various capacities on a number of boards and advisory committees connected with the Alan Turing Institute, the Science Museum Group Foundation, Raspberry Pi, Institute for the Public Understanding of Risk at the National University of Singapore (NUS) and via our Advisory Council, Airmic.

Richard will lead a panel of thought leaders in discussion to consider:

“What now, What next?” - The future is in our hands

They will address the challenges of:

- **What next for science?**
- **What next for people?**
- **What next for the planet?**
- **What next for risk management professionals?**



Professor Richard Clegg

Managing Director
[Lloyd's Register Foundation](#)



Yvonne Sonsino

Partner and Global
Co-Leader, 'Next Stage'
[Mercer](#)



William McDonnell

CRO
[RSA](#)



John Ludlow

CEO
[Airmic](#)

ON DEMAND Sessions



ON DEMAND
Sessions

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Over 60 hours of CPD available

ON DEMAND Sessions

Boost your professional development and make the most of your time at Airmic Fest by joining us for a wide range of one-hour On Demand Sessions across a wide range of topic areas.

Streamed over four different slots in the Airmic Fest programme, following each On Demand session, there will be the opportunity for a Live Q&A with the presenters.

Designed with you in mind, simply choose the sessions you want to watch from the programme, register and watch on the day. The sessions will also be available in the Airmic Fest Learning Library after streaming.

A SESSIONS

 22 September  11:30 - 12:45

B SESSIONS

 22 September  14:00 - 15:15

C SESSIONS

 23 September  11:30 - 12:45

D SESSIONS

 23 September  14:00 - 15:15



ON DEMAND

Sessions

Airmic Fest

Working Together

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A1: Ensuring resilience through partnership in managing large claims

FM Global, MCC & Cory Energy

You have just taken the call you'd never want to receive. Your business has experienced a severe loss and it's going to be down for months. What do you do first? Will your insurance respond? How can you manage your board's expectations? This workshop will give you the answers you need!

Moderator: James Kelly, Pearson

A2: Warranty & Indemnity Insurance – if we'd known then what we know now

Baker Tilly, AIG & Gallagher

First-hand insights from a panel of specialists in Warranty & Indemnity insurance on their experience of claims and the claims handling process. Including case examples of types of claims advanced and trends in the market, along with suggestions on how to optimise future insurance coverage and maximise claims process efficiencies.

Moderator: Tracey Skinner, BT

A3: The rise of the 'pandemic' fraudster – fighting the war on fraud

RSA & Crawford

In an increasingly challenging and evolving environment, COVID-19 is already presenting fraudsters with new opportunities. Quick to adapt scams with their agility and increasing sophistication makes it even more difficult to predict and prevent fraud. Our session will help you identify and mitigate the rise of the 'pandemic' fraudster.

Moderator: Katie Moore, Live Nation

A4: Protect your company from the political risk aftershocks of COVID-19

Willis Towers Watson

Uncertainties in the political landscape have reached levels not seen for decades. Flashpoints include China's relations with the West, trade tensions, 'populist' politics and economic crises in emerging markets. We'll review the political risk aftershocks of COVID-19 and explore the art and science of political risk management and insurance.

Moderator: Kathryn Wallin, Marriott Hotels

A5: Your risk management journey from best practice to next practice

Riskconnect & Arthur D. Little

How can technology transform risk data into valuable information for your organisation? We will highlight the importance of creating reporting capabilities as well as providing an understanding of how data can be effectively transformed to create value and empower departments to make well informed, critical business decisions.

Moderator: Claire Combes, Airmic (Board)

A6: International programme pricing - just don't forget about tax

TMF

IPT compliance is a consequence of insurance transactions, not a driver; however, differing global programme structures impact both IPT costs, and who bears responsibility for their settlement. Our workshop will highlight the consequences of differing programme structures including types of tax, cost, and roles and responsibilities.

Moderator: Patrick Smith, Deliveroo

A7: The perfect storm: how to weather the D&O market

Chubb & Lockton

It's been a tumultuous year. Prior to COVID-19, a significant market hardening saw increased D&O premiums and restricted coverage. Now the landscape is even more complex. Join us to discuss the impact of recent events on underwriters' views of risk and the practical steps to smooth the path to policy renewal.

Moderator: Scott Feltham, Compass Group

A8: Facing the heat: climate change

Travelers and Herbert Smith Freehills

Climate change presents both challenges and opportunities for business and risk managers across all sectors. Join us on a journey which will explore this complex risk landscape and discuss how businesses can future-proof their operations.

Moderator: Jo Stoffell, Travelers

B1: Excellence in major claims: expert perspectives on how to be effective (and the pitfalls!)

Herbert Smith Freehills & HDI Global

Resolving complex or high-value claims can be challenging for policyholders and insurers. Understanding and collaboration are key to achieving success. Exploring best practice for making and handling claims, we will also follow a liability and property damage claim through from initial loss to the ultimate resolution of the claim.

Moderator: Cleo Curl, Land Sec

B2: Beyond Digital – making claims easier to manage using behavioural and data science in addition to technology

Sedgwick

“Digital” is not the answer to everything. This session will explore how claims services are being redesigned to the needs of the risk manager using behavioural science, data insight, human expertise and technology. Live demonstrations and case studies will support the value in thinking beyond just “digital”.

Moderator: Patrick Smith, Deliveroo

B3: COVID-19 and climate change: Build back better

Zurich

As we look forward from the pandemic, we have a chance at a clean, green and sustainable recovery that allows growth to return and gives businesses the chance to adapt. This session explores the interdependency of these risks and the importance of them in helping us to ‘build back better’.

Moderator: Lesley Harding, BP



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B4: Managing through to the next normal: mitigating the financial impact of COVID-19

Marsh

How can risk managers support the financial health of their organisations?

- Understand risk implications of financial management strategies
- Recognise the impact of private, public and social sector decisions on risk financing arrangements
- Exploit solutions to support financial resilience in forecasting, cash flow, liquidity and cost of risk reduction

Moderator: James Crask, Consulting Director & Resilience Advisory Lead, Marsh Advisory

B5: Is your employee your biggest risk?

Aviva & International SOS

COVID-19 raises questions for risk managers: how to effectively manage the risks you and your employees face? International SOS and Aviva present practical examples of measures to take and ideas to implement to show that you manage the risks proactively, in a way that makes your employees feel truly valued.

Moderator: Tim Graham, GlaxoSmithKline



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C1: Avoiding major loss: the right and wrong way to deal with property damage

Belfor & Chubb

Serious property damage calls for immediate action to minimise BI costs. This session focusses on real-life case studies where both right and wrong decisions have been made. We will discuss the learnings, considerations such as impact on future policies and offer guidance on how you can be better prepared.

Moderator: Jonathan Blackhurst, De Beers Group

C2: The road to recovery: the power of early mental and physical health rehabilitation intervention

QBE

QBE rehabilitation experts will take delegates through an evidence-based presentation on the benefit of early intervention on return-to-work outcomes. This workshop will also cover how Covid-19 and increased remote working have affected the nature of employee injuries and illnesses, and how early intervention is still possible in a virtual environment.

Moderator: Richard Hoults, Thames Water

C3: The Harsh Market: What every member needs to know

Like any sector, the insurance market, insurance goes through periods of peaks and troughs. Is the current insurance market simply a result of supply and demand economics or are there deeper and more systemic changes at work? This session will share the results of a recent member survey based on their recent renewal experiences and perceptions of the future.

Moderator: Alex Frost



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C4: Protecting intangible assets: reputational risk management in practice

Lloyd's and The RepTrak Company

Intangible assets make up an increasingly large part of company value. Lloyd's speakers will give an overview of key intangible assets and how to manage them. The RepTrak Company will then illustrate its approach to reputation measurement and management, followed by some reactions from customers and insurers.

Moderator: Dean Hughes, Barnett Waddingham

C5: COVID-19: supply chain and cyber risk

Verisk/AIR

COVID-19, a global pandemic, threatens our population and economy. A mortality shock of this nature has the potential to cause significant insured losses, impacting mortality and morbidity, disrupting supply chains, and increasing cyber-attacks. Hear experts discuss the effects of a modern pandemic on the life and P&C insurance markets.

Moderator: Susan Young, Randall & Quilter Investment Holdings

C6: Responding to climate change – the strategic role for the risk professional

AXA XL & Willis Towers Watson

The need to manage climate risks and respond to demands for climate disclosure and changing sentiment has catapulted climate to a board-level issue. AXA XL and Willis Towers Watson will take you through the key components of climate risk and the strategic role risk professionals can play.

Moderator: Joe Tunstall, easyJet

C7: Virtual captive risk financing solution – have all the benefits without the cost and administrative burden of setting one up

Swiss Re Corporate Solutions

Do you feel you need to take on more risk or that you should have a captive? Join our session to find out how to achieve many of the risk financing advantages of having a captive, without having one yourself!

Moderator: Richard Cutcher, Airmic

D1: The claims landscape: have the tectonic plates shifted following COVID-19?

BLM, Allianz Global Corporate & Specialty

A panel of experts from law firm BLM and leading global insurer, AGCS, will consider how the events of the last few months have changed the claims landscape. The session will include claims defensibility strategies and the practical impact on claims investigation and resolution.

Moderator: Neil Almond, Tesco

D2: What's emerging? Scanning a disrupted risk landscape

Everbridge and Control Risks

Many organisations did not see COVID-19 coming, leaving companies to reassess their strategies. Where should organisations focus to tackle emerging risk challenges? We explore the role of technology in building risk data insights and the importance of people in interpreting insights into actionable risk intelligence to shape strategic decision-making.

Moderator: James Kelly, Pearson

D3: What about the intangibles?

Tokio Marine Kiln and Duff & Phelps

Intangible assets support increasing proportions of the value of companies. Risk managers are asked to assess and quantify the effects on enterprise value of loss to those assets. The workshop suits those with exposure to businesses relying on intangible assets to develop or sustain their financial performance.

Moderator: Lisa Coomber, Vodafone



ON DEMAND
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D4: Insider's view: cyber claims in action

CFC and Paragon

Cyber insurance take-up is growing, but what actually happens when a business notifies its insurer of a live incident? In this session, you'll get an inside view of a cyber event unfolding and how experienced cyber incident handlers help policyholders defeat hackers, secure systems, and get back up and running.

Moderator: Peter Thompson, Walgreens Boots Alliance

D5: How digitisation can realise the power of data and its value to your renewal

Ventiv Technology Imperial Brands & Willis Towers Watson

This session will show how you can harness technology to dramatically simplify the renewal management process in today's hardening market. With insights from **Ventiv Technology, Imperial Brands and Willis Towers Watson**, we will discuss how working collaboratively with your broker can improve data quality and reduce time devoted to gathering and managing renewal data.

Moderator: Alex Hindson, Argo Ltd

D6: ERM frameworks: leading with insight to drive real value

Aon and Zurich

Using ERM frameworks as a tool for collaboration between Insurance and risk functions can help derive significant value for your business. This session will offer insights from Aon's global risk maturity survey and demonstrate practical solutions that can be adopted across multiple industries..

Moderator: Fiona Davidge, Wellcome Trust

D7: Resilience - the need for a new profession?

Member organisations of the Resilience Alliance

The panel will consider how resilience is currently addressed by the board and the potential need for the role of a resilience leader at a strategic level. How might such a leader interface with their peers including risk management, business continuity, security and workplace professionals?

Moderator: James Crask, Consulting Director & Resilience Advisory Lead, Marsh Advisory

Seminars



SEMINARS

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1. The Brexit clock is ticking: what the final months of negotiations will mean for the insurance market?

With just over three months to go until the Brexit transition period ends on 31 December 2020, what are the big issues and challenges facing the insurance industry?

Between now and the end of the year, the conditions of the UK's new relationship with the EU will be redefined and agreed, with wide-ranging impact on the entire economy and business sector. With the insurance industry already in the midst of the pandemic-induced storm, this panel will debate the challenges posed by Brexit and what we can expect from the last leg of negotiations.



Nickolas Reinhardt
Co-Founder and Director
Afore Consulting



Keith Stern
Regional Manager,
UK & Ireland
Lloyd's



Suzy Awford
Head of Regulatory &
Government Affairs
UK AIG



Flora Hamilton
Director of Financial
Services
CBI



Neil Sherlock CBE
Senior Adviser
PwC
Joint Chair
French Chamber's
Brexit Forum



Roy White
Chairman of Specialty
for the UK & Ireland
Marsh-JLT



Dr Kay Swinburne
Vice Chair of Financial
Services
KPMG UK

2. The Pandemic: crisis management lessons learned for high impact, low probability risks

As the first phase of the pandemic crisis recedes, it reveals opportunities. Fresh, painful experiences produce a rare degree of political will to prevent future crises; the exaltation of survival spurs high morale and hopefulness.

However, the flaws in preparedness and responsiveness that this pandemic has exposed in our supply chains, political leadership, healthcare public policy, among others, should not be forgotten. This panel will review what every business needs to know as we prepare for the 'next normal'.



Ludo Van der Heyden

Chaired Professor in Corporate Governance & Professor of Technology and Operations Management (Emeritus)
[INSEAD](#)



David Lanfranchi

Risk Manager
[CSM Sport & Entertainment](#)



Philip Songhurst

Director
[Control Risks](#)



Frederick Gentile

Director of Risk Engagement
[Willis Towers Watson](#)



Rachael Elliott

Head of Thought Leadership
[BCI](#)



Julia Graham

Airmic Deputy CEO and Technical Director
[Airmic and iNED](#)

3. Reputational risk: why traditional techniques are failing and how to respond

With reputation, the stakes are high: in a social media obsessed world, even the most respected companies can see their reputations crushed in moments.

It is not surprising that reputational risk continues to vex boardrooms and risk professionals alike, and yet the tools and processes used by companies remain primitive and inadequate. How can this gap be closed and what is the role of the risk professional? This panel will discuss what the problem is and how to solve it.



Kasper Ulf Nielsen

Chief Strategy Officer,
Co-Founder, and Member
of the Board of Directors
[The Reprtrak Company](#)



Carol Fox

Vice President, Strategic
Initiatives
[RIMS](#),
[the risk management society](#)



John Ludlow

CEO
[Airmic](#)



Hoe-Yeong Loke

Research Manager
[Airmic](#)



Matthew McEwan

Director of Risk
Management
[Coca Cola European
Partners](#)



Suzanne Christensen

Chief Risk Officer
[Invesco](#).
Chair of the Global
Governance Committee
for the Invesco Women's
Network

4. The future of catastrophe risk financing: a lethal cocktail or the perfect tonic?

The insurance industry faces challenges of technological and structural change and competition from new disruptors, fuelled by a context of increasingly intangible and difficult to quantify business risks.

This cocktail is topped up by a financially lethal mixer of high impact, low frequency risks that the industry is struggling to cope with.

We stand at a crossroads. This panel will consider which way next?



Julie Page ACII

Chief Executive
Officer
Aon UK Limited



Julian Enoizi

Chief Executive
Officer
Pool Re



John Neal

Chief Executive
Officer
Lloyd's



Sarah McNally

Partner, Dispute
Resolution
HSF



Mark Dawson

Head of Insurance
Dyson



Tracey Skinner

Group Insurance
Director
BT Group plc



Dirk Wegener

President
FERMA, the
Federation of
European Risk
Management
Associations

Exhibition Zone



EXHIBITION Zone

The Exhibition Zone is your pathway to finding the products and services you need. Connect with exhibitors via on-line chat, view on-line videos, download their documents and set up meetings.

Exhibitors

Association and Charity Exhibitors

- [Insurance United Against Dementia](#)
- [Insurance Industry Charitable Foundation](#)
- [The Insurance Charities](#)

Insurance Brokers

- [Aon UK Ltd](#)
- [Lockton](#)
- [Marsh](#)
- [Paragon Cyber Solutions](#)
- [Willis Towers Watson](#)

Claims Providers

- [Crawford & Company](#)
- [McLarens](#)
- [Sedgwick](#)

Insurance Services Providers

- [AVC Ltd](#)
- [BELFOR](#)
- [Charterfields Limited](#)
- [Duff & Phelps](#)
- [Rushton International](#)
- [R&Q](#)
- [TMF Group](#)
- [WE ARE GUERNSEY](#)

Exhibitors

Insurers/Reinsurers

- [↗](#) AIG
- [↗](#) Allianz Global Corporate & Specialty
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The Knowledge Hub will help you learn and develop through a series of 20-minute "TED" talks on topics such as Captives, Technology, Life Skills and Thought Leadership. These videos will be available to stream from the platform in September.

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Networking Forum

The **BIG** Conversation



NETWORKING
ZONE

The **BIG**
Conversation

Networking Forum - The **BIG** Conversation

Have your say on the key topics of Airmic Fest, discuss the issues with peers in our **BIG Conversation.**

In future years, 2020 may be looked back on as a major inflection point in how we think about risk and mitigation. Political upheaval, economic uncertainty, and of course the long-term impact of the coronavirus on business models, operations, and overall continuity. Airmic's BIG Conversation aims to provide a forum for partners, members and delegates to discuss what these will mean for our industry on different levels, exposing fault lines and encouraging vigorous debate, while hopefully forging a consensus on the way forward.

Join the conversation by clicking 'Get involved' on the Airmic Fest platform and have your say on the subjects below:

The Harsh Market

- Premium increases
- Exclusions
- Communication
- D&O
- Alternative risk transfer

Megatrends

- Digital transformation
- Legislation, regulation and compliance
- Geopolitics and populism
- Climate change and the environment
- Trust and reputation
- Resilience

COVID-19

- The national and global economic outlook
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