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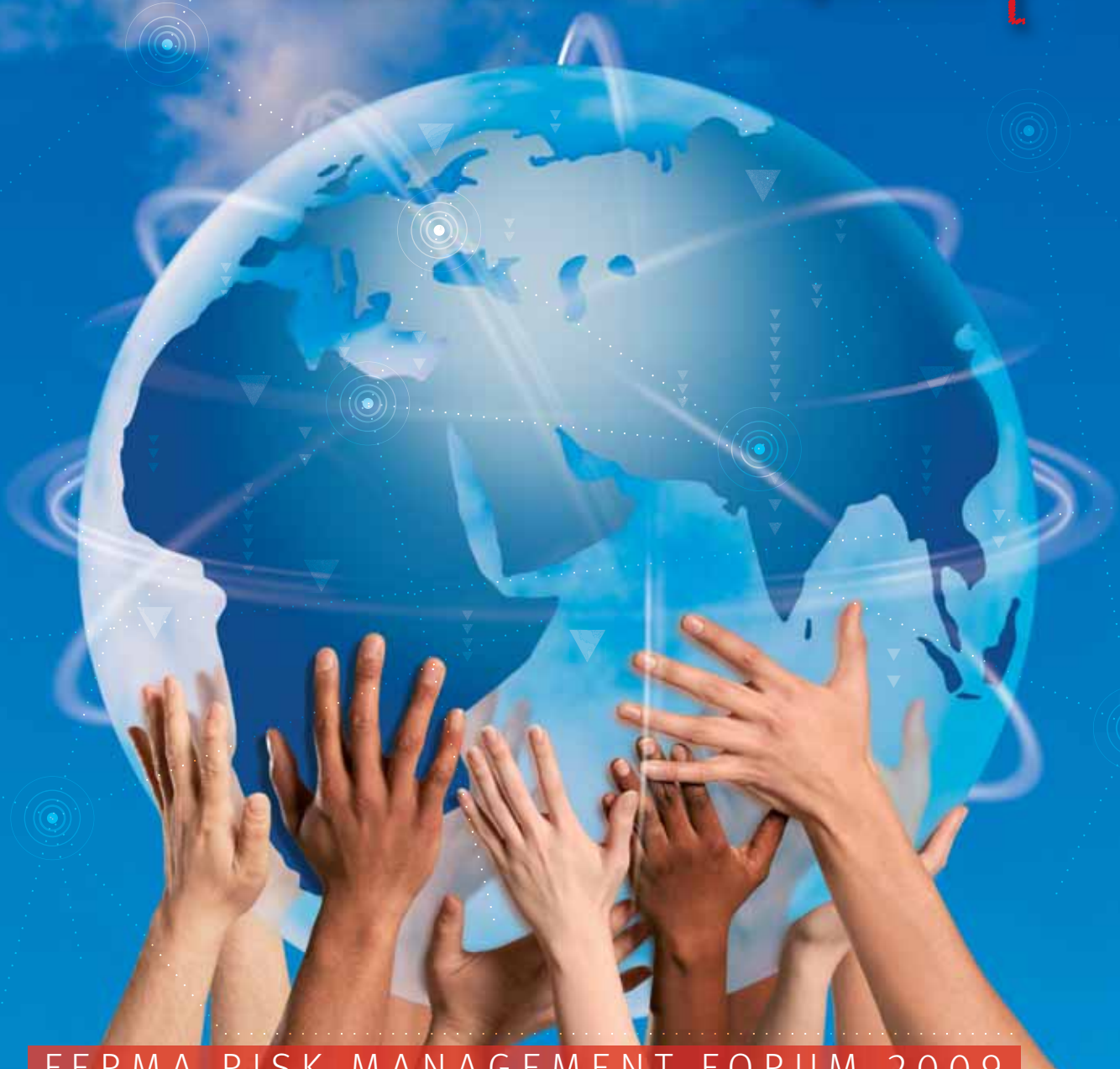
FEDERATION OF EUROPEAN RISK MANAGEMENT ASSOCIATIONS

Final Programme

Global Village:
The Future of Risk Management



FERMA RISK MANAGEMENT FORUM 2009

PRAGUE

▶ 4-7 OCTOBER 2009 ▶ Prague Congress Centre

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35th ANNIVERSARY

PRAGUE
Prague Congress Centre
4-7 OCTOBER 2009

WELCOME FROM THE PRESIDENT OF FERMA AND THE FORUM CHAIRMAN

Peter den DEKKER
President of FERMA

Franck BARON
Chairman of the FERMA Risk Management Forum 2009

Dear Colleagues,

Today's economic crisis and recent turbulence affecting global financial markets show clearly that risk and insurance management is more than ever a number one priority in most organizations. Risk management is still developing and moving forward.

Risk Management is all about managing a process that facilitates business opportunities!

It is also about how we can "grow" into this role and the way we present ourselves within our companies. Risk and insurance managers already play an important role in the risk management process.

Your CEO, CFO and Legal Counsel are all involved in educational sessions to keep up to speed with changing Corporate Governance rules, Accounting Standards and new Directives from the European Union.

We are not different. We as risk professionals also need to permanently educate ourselves and keep track of European and global developments in order to stay on top of the current and future issues that face our companies.

We are proud to present the programme of the FERMA Forum 2009.

This year we are celebrating **FERMA's 35th year** serving the industry and this sixth bi-annual Forum following Berlin, Barcelona, Rome, Lisbon and Geneva, continues to offer the highest quality educational and networking experience available for risk professionals.

The conference brings together some of the most successful, resourceful and innovative risk professionals in the industry. During working and educational sessions, receptions, lunches and visits to the exhibition area, you will have the opportunity to meet risk managers, insurance professionals, treasurers, brokers, insurers, CEOs, CFOs and others.

In line with this year's Forum theme and the current deep economic crisis, we will explore with the major risk service providers and fellow risk professionals how the future of risk and insurance management looks in this global outlook and you will learn about the latest developments in European Union legislative initiatives!

We look forward welcoming you in Prague!

Yours sincerely,

Peter den DEKKER
President of FERMA

Franck BARON
Chairman of the FERMA Risk Management Forum 2009

→ www.ferma.eu

TABLE OF CONTENTS

P.1 Welcome from the President and the Forum Chairman
P.3 Programme committee - What is FERMA?
P.5-P.7 General Information
P.9 Special events
P.10 Get together and culture
P.11 FERMA Green Meeting Initiative
P.12 Programme at a glance
P.13-P.15 Pre Conference Course - Education session
P.17-P.21 Plenary Sessions
P.22 Workshop layouts
P.23-P.35 Workshops summaries
P.37-P.67 Biographies
P.68 Travel information
P.69 Shuttle Bus timetable, taxi companies
P.70 Map of Prague - Congress location
P.71 Public transportation
P.73 Accommodation
P.74 Exhibition area
P.75 Exhibitors, sponsors and exhibition area, hospitality
P.76 Notes
Acknowledgements

Global Village:
The Future of Risk Management

Final Programme

PROGRAMME COMMITTEE

Franck Baron	Chairman of the Forum (France)
Peter den Dekker	President, Corporate Insurance Risk Manager, Stork BV – Board member of NARIM (The Netherlands)
Florence Bindelle	Executive Manager (Belgium)
Marie-Gemma Dequae	Board member (Belgium)
Fernand De Winter	Treasurer (Belgium)
Edouard Thys	Director of Education (Belgium)
John Hurrell	AIRMIC - Executive Director of AIRMIC (UK)
Gérard Lancner	AMRAE - Chairman of AMRAE, Corporate Risk Officer, Groupe Yves Rocher SA (France)
Alessandro De Felice	ANRA - Group Risk Manager, Prysmian S.p.A. (Italy)
António Fernandes	APOGERIS - Risk Management, Sonae Group/mds (Portugal)
Jana Bicanová	ASPAR CZ - Chairwoman of ASPAR CZ (Czech Republic)
Carl Leeman	BELRIM - Chief Risk Officer, Katoen Natie Group SA (Belgium)
Harry Daugird	BfV - President, ABB Komposit Risk Counsultant Ltd. (Germany)
Flemming Kvorning	DARIM - Group Risk Manager, Coop Danmark A/S, DARIM (Denmark)
Guenter Schlicht	DVS - Executive Director of DVS (Germany)
Lassi Väisänen	FINNRIMA - CRO, TeliaSonera Group AB (Finland)
Victor Vereshchagin	RUSRISK - President of Russian Risk Management Society (RusRisk), Vice-President of BAC Company (Russia)
Goetz Deecke	SIRM - Member and past President of SIRM (Switzerland)

WHAT IS FERMA ?

FERMA, the Federation of European Risk Management Associations brings together the national Risk Management Associations of **16 countries** representing Belgium (BELRIM), Bulgaria (BRIMA), Czech Republic (ASPAR CZ), Denmark (DARIM), France (AMRAE), Finland (FinnRiMa), Germany (BfV - DVS), Italy (ANRA), The Netherlands (NARIM), Poland (POLRISK), Portugal (APOGERIS), Russia (RusRisk), Spain (AGERS), Sweden (SWERMA), Switzerland (SIRM) and the United Kingdom (AIRMIC). FERMA's objective is to extend and heighten the culture of risk management throughout Europe.

THINK GLOBALLY MAKE PROGRESS

Around the world, people count on ACE for local insight and global coverage. With offices in more than 50 countries and clients in over 140 nations, we have the capacity, know-how and balance sheet strength to meet your insurance needs today — and to be there for you in the future. Learn more at **aceeuropeangroup.com**

▲ PROPERTY AND CASUALTY ▲ ACCIDENT AND HEALTH ▲ LIFE

INSURING PROGRESS®

We invite FERMA delegates to join us in the ACE Business Class Lounge (Terrace Room 1) to learn more about our range of insurance solutions.

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GENERAL INFORMATION

CONFERENCE SITE

The FERMA 2009 Forum will take place at:
PRAGUE CONGRESS CENTRE
5. Května 65 - 140 21 Prague 4 - Czech Republic
For more information: **http://www.kcp.cz**

CONFERENCE ACTIVITIES

The Forum **registration** and **exhibition** are located on the **second floor** of the Prague Congress Centre.
The **plenary sessions** take place in the **Congress Hall** accessible from the exhibition area on the **second floor**.
The **workshops** take place in **North Hall**, **Meeting Hall IV** and **Meeting Hall V** on the **second floor**.

REGISTRATION AND EXHIBITION HOURS

Welcome desk opening hours for **Pre-Conference** attendees

- Saturday, 3 October, 2009 at 13.00

During the Forum:

	Registration hours	Exhibition hours
▸ Sunday, 4 October, 2009	14.00 to 18.00	14.00 to 17.00
▸ Monday, 5 October, 2009	08.00 to 18.00	08.30 to 18.00
▸ Tuesday, 6 October, 2009	08.00 to 18.00	08.30 to 18.00
▸ Wednesday, 7 October, 2009	08.00 to 13.00	08.30 to 12.00

BADGES

A name badge will be provided on site with your registration documents (not mailed out prior to the forum). The wearing of this badge is compulsory both inside the conference rooms and sessions and at all events organised during the forum.

Forum participants can be identified by specific badge colour:

- Risk managers **YELLOW**
- Other delegates **BLUE**
- Exhibitors **GREEN**
- Press **ORANGE**
- Staff **RED**

MESSAGES

A message board is located in the registration area.
Telephone and fax numbers for the message centre are:

- **Phone:** + 420 261 777 024
- **Fax:** + 420 261 777 025

CONFERENCE OFFICE

The conference secretariat is located in the registration area in the foyer of the second floor and is open **from 8.00 to 18.00**.

CLOAKROOM FOR COATS AND LUGGAGE

The cloakroom is located on the first floor in the **Forum Hall Foyer 1**.

FIRST AID

The first aid room is located in **room 121** on the first floor where a doctor will be present during the forum opening hours.

FORUM LANGUAGE

The official Forum language is English. All documents, general correspondence and Forum sessions are in English.

SIMULTANEOUS TRANSLATION

The code **(ST)** indicates that **simultaneous translation** is available. Simultaneous translation from English into **Czech and German is available in the Congress Hall during the plenary sessions**. Headsets will be distributed at the entrance of the Congress Hall, in exchange for the voucher which is in your delegate pack.

COFFEE BREAKS

Coffee breaks will take place in the **exhibition area** on the **second floor**.

LUNCHES

Lunches are served on the **mezzanines of the 3rd and 4th floors** and are followed by **dessert and coffee** in the **exhibition area** on the **second floor**.
Access to the lunches will be granted on presentation of your Forum badge.

PUBLICATION TABLE

Copies of journals and magazines from different countries are available on the publication table on the second floor.

TRANSCRIPTION OF SPEECHES

Conference presentations will be available for download from the FERMA Forum website **from 8 October 2009**.

- **www.ferma-forum.eu** – Presentations page
- **Login: FERMA2009 – Password: PRAGUE2009**

FERMA BOOTH

Further information about FERMA and its members is available at the booth in the **exhibition area**.

INTERNET ACCESS

Free wifi access is available. No password required.
Wifi Hot spots **sponsored by FM Global**.

TELEPHONES

Please ensure that **your mobile phone is switched off** during plenary and workshop sessions.

PRESS

The FERMA press room **(Room 2.1 level 2)** is a convenient resource to obtain news and press releases during the conference or to conduct interviews. The room is equipped with wifi internet access, printer and photocopier.

PRESS CONFERENCE

All journalists attending the Forum are invited to meet FERMA President Peter den Dekker and other FERMA directors for a discussion of Forum topics on **Monday 5 October from 17.30 to 18.30** in **Meeting Hall IV** on the **second floor**.
For more information, contact FERMA's press relations coordinator Lee Coppack (lee@coppack.co.uk) or Hana Behanová from the local Czech agency INTEREL (hana.behanova@interel.cz).

TREASURE HUNT

New!

Win a weekend for 2 in a Corinthia Hotel or the Holiday Inn Prague.

Visit our Platinum and Gold sponsors, collect their stickers and stick them on the Stick and Win card you will find in your delegate bag.
Hand in the completed entry card to the hostess on the FERMA stand before 17.00 on Tuesday.
Winners will be drawn on **Wednesday 7 October** during the **coffee break** on the **FERMA stand** and must be present to collect their prize.

EXHIBITORS AWARD 2009

As special recognition for their support and excellence, FERMA will reward the efforts of the exhibitors of the Risk Management Forum 2009 by organising the second edition of the "Best Exhibition Award".
The best exhibition booth will be selected by a jury of FERMA officials who will pass around the booths during the Forum. The criteria for selection are the visual impact of the exhibition stand, the historical presence and attendance at the FERMA Forum and the sponsorship contribution.
All major partners (Platinum, Gold, Silver) are eligible for the Best Exhibition Award.
The award will be presented on **Wednesday 7 October** during the **coffee break** in the **exhibition area** on the **FERMA booth**.

"COMPETE IN RISK MANAGEMENT" - STUDENT AWARDS

New!

The contest is a new challenge dedicated to the students of Eastern Europe **promoted by ACE Europe**.
Students compete for the best thesis.
The competition was launched for the first time in 2009 in order to promote best practices in risk management and to reveal great talents among the Czech and Slovak students community. The prize will be awarded to the winners on **Monday 5 October** during the **plenary session**.

BEER TASTING

Monday 5 October – 17.00 - 18.00

Come and taste some of the best beer in the world. **Sponsored by Swiss Re**, try some of the best known Czech brewery's beers on Monday from 17.00 to 18.00 in the **exhibition area**.

Allianz Global Corporate & Specialty

It's important to know who can handle the challenge.

At Allianz Global Corporate & Specialty, we consider risk management one of our core competencies. We offer a comprehensive range of risk management solutions and work in partnership with our clients to develop the tailored cover they need – whatever the challenge.

Find out why we are the choice of so many Fortune Global 500® companies, and discover a partnership you can rely on. Visit us at our FERMA stand number 27-30.

www.agcs.allianz.com

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Incheon Grand Bridge, Seoul, South Korea
Photo: AMEC/Incheon Bridge Company.

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The range of services in different markets may vary.

SPECIAL EVENTS

WELCOME RECEPTION

Sunday 4 October – 19.00 - 22.00

(For all registered participants and exhibitors)

All participants and their guests are invited to attend the event on Sunday 4 October, from 19.00 to 22.00, at the **Municipal House (náměstí Republiky 5 - 110 00 Prague1)**, one of the most remarkable "Art Nouveau" buildings of the city of Prague. Built in 1911 and situated on the site of the former Royal Court Palace, it is now the home of the Czech National Symphony Orchestra. One of the main features of the Municipal House, the Smetana Hall, decorated by Mucha and other Czech Artists, is renowned for hosting classical concerts. **Do not miss the opportunity to enjoy a series of surprises during the cocktail!**

Shuttle buses will depart from forum hotels and the Prague Congress Center from 18.15.
The last bus back to the hotels will leave the Municipal House at 22.00.

FERMA NIGHT

New!

35th ANNIVERSARY

Tuesday 6 October – 22.00 - 1.30

FERMA is pleased to celebrate its 35th **birthday** with all Forum delegates in a memorable evening in one of Prague's most exclusive place.

Have fun, cool off and dance with us!

- The FERMA Night will take place at the **DUPLEX Lounge Club, Václavské námestí 21 113 60 Prague.**

Metro: Muzeum (red line – 2 stations from PCC) or Mustek (green line).
Last return shuttle bus to the hotels at 2.00.

GET TOGETHER AND CULTURE

VISIT PRAGUE

For organised visits and excursions **Cityrama/Prague Sightseeing Tours** offers a wide range of possibilities. For more information and on-line registration and payment please visit their website **www.pstours.cz**

Disclaimer: Reservations for visits and excursions are made exclusively between Cityrama/Prague Sightseeing Tours and the participant. The FERMA Organising Committee and Colloquium cannot be held responsible for any losses, damages or problems that may occur.

For more information about what to see and visit in Prague, visit the **Czech Tourism booth** in the **exhibition area**.

TECHNICAL VISIT

Wednesday 7 October 2009 – 14.00 - 17.30

Transfer by coach from the PCC to Jirny and back.
The shuttle will leave at 14.00 from PCC and return at 17.30.
Contribution to transportation costs: 15 €
The number of places is limited.
If you have not yet registered please go to the registrations desk.

"In 2002 Prague was severely flooded and amongst the sites affected was Prague library where many valuable books and documents were damaged. Restoration of such works is long and complex. Take the opportunity to visit the BELFOR Eastern Europe facilities set up in Jirny just outside Prague to see and hear how this delicate task is undertaken."

Where do you want to be in one year's time?
Ahead of the game or standing still?

FERMA Seminar October 2010

Because Risk Management never stands still!

ferma

The FERMA 2010 Seminar will explore the latest trends in Risk Management and Insurance. Come and be refreshed by the most informative, most businesslike event on the face of the earth.

An event for risk managers looking to access the changing risk landscape.

Every year, more and more members from across Europe gather at our learning and discussion seminar.

A truly magnetic event !

Contact details:
Avenue Louis Gribaumont, 1
B-1150 Brussels - Belgium
Email: info@ferma.eu

FERMA GREEN MEETING INITIATIVE

The 21st century is facing serious climatic changes due to human activities.
Today concern about sustainable development is increasing as are the efforts to reduce the impact of consumption and production on the environment. The challenge for sustainable development is to manage land so as to integrate and maximise its economic, social and environmental value.

At **FERMA**, we are particularly sensitive to **Corporate Social Responsibility (CSR)** and sustainability and we list here actions and initiatives undertaken by FERMA and the confirmed contractors for the 2009 Forum:

Congress Centre

- Energy reduction program (heating, lightening, power, etc.)
- Recycling, re-use or sorting wastes in the Prague Congress Centre

Marketing, advertising and printed documents

- Use of website and e-mailings to provide information
- On-line registration only reducing paper consumption
- The number of printed documents has been reduced considerably
  - Sponsors inserts in delegates bags have been replaced by information on screens in the forum
  - The participants list is no longer printed and is available on-line only
    - **www.ferma-forum.eu**
  - Note pads are no longer included in the delegate bag
- Any documents that have been printed by FERMA, including this programme, use eco-friendly materials

Catering

- Reusable dishware, and linen or recycled paper napkins
- Maximum use of local produce

Accommodation

- As far as possible the choice of hotels was made taking into consideration environmental impact
  - The largest number of hotel rooms are to be found in the two hotels which are within walking distance, reducing transport needs
  - The Holiday Inn has ISO 14001 Environmental Management System certification

P.12

SATURDAY
3 October 2009

14.00 PRE CONFERENCE COURSE (PART 1)
Meeting Hall IV - **p. 13**

15.45 COFFEE BREAK

16.00 PRE CONFERENCE COURSE (PART 1)
17.00
Meeting Hall IV - **p. 14**

SUNDAY
4 October 2009

09.00 PRE CONFERENCE COURSE (PART 2)
Meeting Hall IV - **p. 14**

10.30 COFFEE BREAK

10.45 PRE CONFERENCE COURSE (PART 2)
12.30
Meeting Hall IV - **p. 14**

15.00 EDUCATION SESSION
17.00
Meeting Hall IV - **p. 15**

19.00 FERMA WELCOME RECEPTION
22.00
Municipal House - **p. 9**

MONDAY
5 October 2009

09.00 PLENARY SESSIONS
Congress Hall - **p. 17**

10.30 COFFEE BREAK
Sponsored by Wells Fargo Global Broker Network

11.00 PLENARY SESSIONS
Congress Hall - **p. 17**

12.00 BUFFET LUNCH
Sponsored by Lloyd's

14.00 WORKSHOPS
Meeting Hall IV & V, North Hall - **p. 23**

15.30 COFFEE BREAK
Sponsored by Wells Fargo Global Broker Network

16.00 WORKSHOPS
Meeting Hall IV & V, North Hall - **p. 25**

17.00 NETWORKING & EXHIBITION VISIT
BEER TASTING
Sponsored by Swiss Re
18.00

17.30 PRESS CONFERENCE
18.30
Meeting Hall IV - **p. 7**

TUESDAY
6 October 2009

09.00 "Risk Managers on the grill"
New!
Congress Hall - **p. 18**

10.30 COFFEE BREAK
Sponsored by HDI-Gerling

11.00 WORKSHOPS
Meeting Hall IV & V, North Hall - **p. 29**

12.00 BUFFET LUNCH
Business Insurance European Risk Manager of the Year Award

14.00 WORKSHOPS
Meeting Hall IV & V, North Hall - **p. 31**

15.30 COFFEE BREAK
Sponsored by HDI-Gerling

16.00 WORKSHOPS
Meeting Hall IV & V, North Hall - **p. 33**

17.00 NETWORKING & EXHIBITION VISIT
18.00

22.00 FERMA Night
New!
01.30
at The DUPLEX - **p. 9**

WEDNESDAY
7 October 2009

08.45 Ferma Forum 2011 KICKOFF Networking Breakfast
New!
Exhibitors & sponsors only North Hall

09.30 PLENARY SESSIONS
Congress Hall - **p. 19**

10.15 COFFEE BREAK
Sponsored by Swiss Re
Exhibition Awards ceremony and Treasure Hunt winner drawing

10.45 PLENARY SESSIONS
Congress Hall - **p. 21**

12.45 BUFFET LUNCH
14.00

Buffet lunches and coffee breaks are open to all delegates.

More than 50 exhibitors and sponsors are waiting for you. Don't miss a visit to the exhibition area !

PRE CONFERENCE COURSE Meeting Hall IV

14.00 - 17.00 ▶ **INTRODUCTION TO RISK MANAGEMENT** (PART 1)

General introduction on global risk management: historical background evolution from traditional, operational risk management to financial risk management and then recent development focusing on strategic issues and corporate governance requirements. Presentation of the risk management process and enterprise risk management (ERM).

14.00 - 14.45 ▶ **Introduction to Risk Management: "From traditional to strategic risks"**

Speaker: Edouard THYS, *director of Education, FERMA, Belgium*

Risk Management originates about 40 years ago in the US where companies tried to implement risks identification, analysis and risk transfer procedures in order to protect their assets against physical or so called "pure risks" likely to affect their industrial operations. From this rather restricted scope, RM has evolved towards a financial approach of managing risks in order to protect not only the assets of a company but also its financial results. The financial turmoil of the last ten years has conducted to a considerable enlargement of the risk management sphere, which is now embracing a strategic issue by adding to the risk managers competences in new areas such as those relating to environmental liabilities, corporate social responsibility, corporate governance rules, reputational risks, terrorism and many other threats for which the insurance industry is not always providing adequate solutions.

14.45 - 15.45 ▶ **Trends and challenges around transparency and efficiency in Risk Management**

Speaker: Roger AMHOF, *Ernst & Young Zurich, Switzerland*

In the current environment, most globally acting enterprises increasingly emphasize the development of a comprehensive view and management of risks facing the organization. We believe that effectively managed companies are focusing on overall risk identification and assessment as well as monitoring and enhancing sustainable risk management processes in the future. These efforts are primarily driven by market expectations, stakeholder expectations, regulatory pressures and board/management initiatives. However, risk management spend has increased significantly in the last decade. The number of risk functions has increased to keep up with these expectations and compliance requirements. Nearly 70% of companies have seven or more separate risk functions. The coverage and focus of risk functions has become increasingly difficult to manage. More that 60% of companies believe they have overlapping risk coverage with two or more risk functions. More than 40% of companies believe there are risks which are not being addressed by their various risk functions. More than 90% of companies agree there are opportunities to improve their risk management efforts. Most companies believe efficiencies can be gained in their risk activities. More than 60% of companies believe they can get more risk coverage for less spend. This presentation is focusing therefore on (a) ways to make current state and desired future state of a company's risk management more transparent internally, (b) ways to increase efficiency and value for line management as well as (c) trends in external risk reporting.

PRE CONFERENCE COURSE Saturday 3 October

15.45 - 16.00 ▶ **COFFEE BREAK**

16.00 - 17.00 ▶ **Implementing risk management in a company**

Speaker: Marie-Gemma DEQUAE, *Board member of FERMA, Belgium*
The presentation will be starting with the description of external and internal factors in a company. The essential basic principles to be applied within risk management in a company will be considered, and this together with the risk management organisation and procedures, important to put in place. Some risk management treatment and mitigation solutions will be discussed, as well as how to embed risk management in operational management and how to improve risk management through good communication.
To conclude, we will reflect on what can consider as the basic pillars of a good risk management within a company.

PRE CONFERENCE COURSE Sunday 4 October – Meeting Hall IV

9.00 - 12.30 ▶ **INTRODUCTION TO RISK MANAGEMENT** (PART 2)

9.00 - 9.45 ▶ **Embedding Enterprise Risk Management**

Speaker: Chris CHARMAN, *Senior Exec. Business Development, HSBC Insurance Management, UK*

9.45 - 10.30 ▶ **Emerging risks: when will we ever learn?**

Speaker: Steve FOWLER, *CEO, IRM London, UK*
The world seems a radically altered place from the one we inherited at the new millennium. Global financial meltdown, climate change, 'free' computing via the web, and a realigned world social and political order: these are all reality today, but who could have predicted them with certainty only ten years ago? This session provides a framework for risk managers to better anticipate and understand the future, and will help them position their own organizations and their strategies accordingly.

10.30 - 10.45 ▶ **COFFEE BREAK**

10.45 - 11.30 ▶ **Engaging the Board**

Speaker: Brian POUNTNEY, *Chairman Health Corporation UK Limited, UK*
Increasing governance, a growing blame culture for business failure, there has never been a better time for Risk Managers to step up to the plate and provide the board and senior management with the tools needed for the effective management of risk. This interactive session will discuss strategies of communication to ensure buy in to a risk management ethos that allows the board to sign off its statutory obligations with confidence.

PRE CONFERENCE COURSE Meeting Hall IV

11.30 - 12.30 ► **ERM: Training and coaching of "risks owners"**

Speaker: Jean-Paul LOUISOT, *Senior Director of Knowledge Resources, American Institute for CPCU, Insurance Institute of America, USA*

ERM departs from the traditional approach to managing risk in two ways:
- It is global; meaning all uncertainties that may impact the objectives should be analyzed, upside, opportunities as well as downside, threats.
- It is integrated in all decision processes and job description.

To summarize, in any organization, within an ERM framework, managing risk or optimizing risk taking is becoming everyone's business. More specifically, it is not anymore the private garden of the risk management staff, but rather all staff must be risk-managers.

Within this new paradigm therefore, it is incumbent to the risk management professionals to educate and assist the line managers, or risk owners, to integrate sound risk management performance for assessing exposures, treating risks, and improving risk management programs into their daily practices.

The objective of the presentation is to determine who should be RM trained, at what level depending on their role in the organization and what are the efficient tools for such a training and coaching that the RM professionals can best use.

FERMA thanks **ACE** for its support in the educational programme. Thanks to its sponsoring FERMA selected students from all across Europe to attend the Forum.

EDUCATION SESSION Meeting Hall IV

15.00 - 17.00 ► Open discussion about risk management education and training programs. Here you will have the opportunity to present your programs in education and to raise any question as well as seeking opportunities of courses throughout Europe. Main educational promoters and education bodies to be present with full documentation/information about available courses. The right place also to discuss educational projects!

WELCOME RECEPTION

19.00 - 22.00 ► **WELCOME RECEPTION** **at the Municipal House**
For all registered participants and exhibitors (see page 9)

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- Operating in more than 130 countries to provide you equal service around the world
- A mutual company owned by its policyholders

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(ST) Plenary Sessions are in English.
Simultaneous translation in Czech and German.

PLENARY SESSION Congress Hall

9.00 - 9.30 ▶ **OPENING OF THE FERMA RISK MANAGEMENT FORUM 2009**

Franck BARON, *Chairman of the Forum, France*
Peter den DEKKER, *President, Corporate Insurance Risk Manager, Stork BV, The Netherlands*

9.30 - 10.30 ▶ **KEYNOTE SPEAKER (ST)**
"Global Business Economic Outlook: Managing the Crisis"

Daniel THORNILEY, *Senior Vice-President, The Economist Group, UK*
There is talk of "green shoots" and while some stock markets have picked up, the business outlook globally remains sober. We may have reached the bottom of the global macro-economic downturn in summer 2009 but the after-effects in consumption and corporate results as well as with government spending will last longer. The global bounce back will not be a "V" shape but at best a "U" shape but possibly a "W" shape and let's hope not an "L" shape which is what has happened to Japan: GDP in Japan this year will be the same as in 1994. It may take governments several years to sort out their national accounts. We must be concerned that countries over-react about the threats of inflation: inflation is not the problem but deflation or low inflation. A great cause for concern is that consumers globally will have to tighten their belts for the next 9-18 months and this will hurt corporate results. The only saving grace is China: China has implemented a fiscal spending plan like the rest of the world, but unlike the rest of the world, China is the only country in the world where credit is expanding noticeably in 2009 - the Chinese are making their banks lend money. It looks like a cautious global recovery. We should hope for the best but plan for the worst. But recovery there will and institutions should plan for that too.

10.30 - 11.00 ▶ **COFFEE BREAK** – *sponsored by Wells Fargo Global Broker Network*

11.00 - 12.00 ▶ **KEYNOTE SPEAKER (ST)**
"The Challenge of Being a Manager and a Leader in a shifting Climate"

Paul BRIDLE, *leadership methodologist, UK*
Leadership and Management can be challenging in normal circumstances. Leading at a time of unprecedented global upheaval is a real challenge. In fact, it can be an opportunity, if we understand what we need to do and get on with it. In this session, Paul Bridle will share some of his recent research into highly successful organizations and their approach to doing business. He will seek to unravel some of the preconceived ideas about leadership and management and give a simple framework that delegates can use to raise their ability to lead and manage. This is a powerful session that looks at the balance between effective leadership and efficient management and what balance a business needs from leaders and managers at all levels. The session will also look at what defines the style of leadership required in an organization.

12.00 - 14.00 ▶ **BUFFET LUNCH** – *sponsored by Lloyd's*

WORKSHOPS Monday 5 October

14.00 - 15.30 ▶ **WORKSHOPS** (see page 23-25)

15.30 - 16.00 ▶ **COFFEE BREAK** – *sponsored by Wells Fargo Global Broker Network*

16.00 - 17.00 ▶ **WORKSHOPS** (see page 25-27)

17.00 - 18.00 ▶ **NETWORKING & EXHIBITION VISIT**
BEER TASTING – *sponsored by Swiss Re*

PLENARY SESSION Tuesday 6 October – Congress Hall

New!

9.00 - 10.30 ▶ **RISK MANAGERS ON THE GRILL (ST)** OPEN TO ALL DELEGATES !

Panel Discussion

Risk manager members and other attendees are welcome to take part in this unique session where selected risk managers will get a grilling from journalists and colleagues. As key service providers, insurer, risk manager or broker, this is a real opportunity to challenge your colleagues.

Moderators:

Herbert FROMME, *Insurance Correspondent, Financial Times Deutschland, Germany*
Adrian LADBURY, *International Editor, Business Insurance, UK*

Speakers:

David ANDERSON, *Head of Risk Solutions, BP plc, UK*
Peter den DEKKER, *Corporate Insurance Risk Manager, Stork BV, President of FERMA, The Netherlands*
Flemming KVORNING, *Group Risk Manager, Coop Danmark A/S, Denmark*
Ilkka ILMONEN, *Group Insurance Manager, Neste Oil Corporation, Finland*
Marc MATHIJSEN, *Head of Corporate Insurable Risks Management ING Groep NV, President of BELRIM, Belgium*
Maurizio MICALE, *Corporate Risk Management & Insurance Director, STMicroelectronics NV, Italy*
Stefan SIGULLA, *Insurance Manager, Siemens Financial Services GmbH, Chairman of DVS, Vice-President of FERMA, Germany*

10.30 - 11.00 ▶ **COFFEE BREAK** – *sponsored by HDI-Gerling*

(ST) Plenary Sessions are in English.
Simultaneous translation in Czech and German.

WORKSHOPS Tuesday 6 October

11.00 - 12.00 ▶ **WORKSHOPS** (see page 29-30)

12.00 - 14.00 ▶ **BUFFET LUNCH**
Business Insurance European Risk Manager of the Year Award

14.00 - 15.30 ▶ **WORKSHOPS** (see page 31-32)

15.30 - 16.00 ▶ **COFFEE BREAK** – *sponsored by HDI-Gerling*

16.00 - 17.00 ▶ **WORKSHOPS** (see page 33-35)

17.00 - 18.00 ▶ **NETWORKING & EXHIBITION VISIT**

22.00 - 1.30 ▶ **FERMA NIGHT at The DUPLEX** New!
Václavské námestí 21 - 113 60 Prague - (see page 9)

FERMA FORUM 2011 KICKOFF Wednesday 7 October – North Hall

8.45 - 9.15 ▶ **Networking Breakfast** – for exhibitors and sponsors only

PLENARY SESSION Congress Hall

9.30 - 10.15 ▶ **KEYNOTE SPEAKER (ST)**
"World Economic Forum's annual Global Risks report: Building Resiliency in the Face of Global Risks"

John MERKOVSKY, *Managing Director and Global Leader, Marsh Risk Consulting, USA*

John Merkovsky, the global leader of Marsh Risk Consulting and a partner in the development of the World Economic Forum's annual Global Risks report, will discuss the report's findings on existing and emerging risks. The discussion will encompass a range of risk exposures including natural hazards, economic, geopolitical, and societal risks. The presentation will also reference the latest thinking on the building of resilient organizations based on research developed by John Merkovsky and the MRC team. The response to the ongoing H1N1 pandemic threat and economic crisis, among other risks, will provide a topical background of the impact of global risks on organizational planning assumptions.

(ST) Plenary Sessions are in English.
Simultaneous translation in Czech and German.

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PLENARY SESSION Congress Hall

10.15 - 10.45 ► **COFFEE BREAK** – *sponsored by Swiss Re*
Exhibition Awards ceremony and Treasure Hunt winner drawing on FERMA booth

10.45 - 12.15 ► **PLENARY PANEL SESSION (ST)**
Round table discussion with a panel of representatives from the insurance market and broking community

Panellists will elaborate their views on market conditions, the sustainability of their business models, support for industrial companies and the responsible way of underwriting.

Moderators:
Herbert FROMME, *Insurance Correspondent, Financial Times Deutschland, Germany*
Adrian LADBURY, *International Editor, Business Insurance, UK*

Speakers:
Gregory CASE, *President & CEO, AON Corporation, USA*
Dan GLASER, *Chairman & CEO, Marsh Inc, USA*
John KEOGH, *Chief Executive Officer, ACE Overseas General, USA*
Victor PEIGNET, *CEO, SCOR Global P&C, Board member of Groupe SCOR, France*
Axel THEIS, *Chief Executive Officer, Allianz Global Corporate & Specialty AG, Germany*
Mario VITALE, *CEO, Global Corporate, Zurich Financial Services, Switzerland*

12.15 - 12.45 ► **CLOSING**

12.45 - 14.00 ► **BUFFET LUNCH**

(ST) Plenary Sessions are in English.
Simultaneous translation in Czech and German.

WORKSHOPS LAYOUT

MONDAY
5 October 2009

14.00 - 15.30 ▼

1. Emerging insurance markets: Brazil, India and China in the Spotlight
   INSURANCE - DVS / BfV p.23

2. Sustainable development
   RISK TRENDS - ASPAR CZ - RUSRISK p.23-24

3. How to optimize a M&A or restructuring transaction in today's radically different market?
   RISK MANAGEMENT - BELRIM p.24-25

16.00 - 17.00 ▼

4. Working with Procurement for Insurance Tendering
   INSURANCE - AIRMIC p.25

5. Health & Safety for the future
   RISK TRENDS - APOGERIS p.26

6. ISO 31000: an incentive or a constraint for implementing Risk Management in an organization?
   RISK MANAGEMENT - ANRA p.26-27

1 - 4 - 7 - 10 - 13 ▶ Meeting Hall IV
2 - 5 - 8 - 11 - 14 ▶ Meeting Hall V
3 - 6 - 9 - 12 - 15 ▶ North Hall

TUESDAY
6 October 2009

11.00 - 12.00 ▼

7. Claims. How to evaluate and maximise insurer claims performance and to select the claims performance profile that best meets your needs
   INSURANCE - AIRMIC p.29

8. How to avoid your supply chain risks, keeping your CEO awake at night?
   RISK TRENDS - BELRIM p.29-30

9. Project risk management - From the tender phase to successful execution: A practical case study
   RISK MANAGEMENT - NARIM p.30

14.00 - 15.30 ▼

10. Getting more from your insurance budget: Aligning Insurance with Corporate Finance
    INSURANCE - SIRM p.31

11. European affairs: What's going on?
    RISK TRENDS - FERMA p.31-32

12. Fast Forward Risk Management
    RISK MANAGEMENT - FINNRIMA p.32

16.00 - 17.00 ▼

13. How Insurance Legal Compliance is properly assured for Multinational Insurance and Risk Financing programs?
    INSURANCE - ANRA p.33

14. Broker's remuneration: do we want to advocate for a mandatory net-quoting system in the Business insurance sector?
    INSURANCE - AMRAE p.34

15. Building and implementing a risk culture
    RISK MANAGEMENT - ASPAR CZ p.34-35

FIRST WORKSHOP SESSION

14.00 - 15.30 ▶
Meeting Hall IV

1. Emerging insurance markets: Brazil, India and China in the Spotlight

INSURANCE – Submitted by DVS / BfV

Moderator:
Harry DAUGIRD, *President, KOMPOSIT RISK CONSULTANTS, Germany*

Speakers:
Max THIERMANN, *CEO, ALLIANZ SEGUROS S/A, Brazil*
S. Michelle ZHOU, *Juris Doctor, Vice President, Asia Global Client Services, Marsh Europe/Middle East/Africa, UK*
Grant ELLIOTT, *Chief Executive Officer, Aon Global Insurance Brokers Pvt Ltd, India*

Since the beginning of the 1990s, global companies and international insurers have been intensively expanding their activities in the so called "emerging markets". The market share of insurers who are either partly or fully-owned, has vastly grown in Latin America, India and in Asia. The growth rate depends largely on the relevant legal framework-market entry restrictions. Efficient insurance markets are an essential basis for emerging markets to achieve integration into the global economy and strong economic growth. Those interested in expanding in those markets or currently operating there, will find useful information, i.e. on local integrated risk management and risk financing philosophies, regulatory standards at times of a contracting financial environment. And much more...

14.00 - 15.30 ▶
Meeting Hall V

2. Sustainable development

RISK TRENDS – Submitted by ASPAR CZ & RUSRISK

Moderator:
Gert CRUYWAGEN, *Director of Risk, Tsogo Sun Group, South Africa*

Speakers:
Petr HOLEČEK, *Risk and Environmental Manager, Plzensky Prazdroj, a.s., Czech Republic*
Andrey ELOKHIN, *Head of Insurance Department, Finance & Treasury, JSC LUKOIL, Russia*
Dr Cliff WARMAN, *EMEA Environmental Practice Leader, Marsh, UK*
Anthony L. CABOT, *Director of Global Programs, Product Development Manager - Continental Europe and Asia, XL Insurance, Switzerland*

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Managing Risks in Delivering on Sustainability

Forward thinking businesses are now consolidating their positions around environmental risk management, climate change and corporate responsibility under the single umbrella consideration of sustainability. Consideration needs to be made of the changing environment and the adaptive responses needed to cope with the scale and rate of change envisaged, in addition to defining the mitigation actions required to reduce the environmental impacts of the business on the environment. There is a requirement therefore to assess and formalize an approach to adaptive and mitigation responses across the areas of strategy, operations, liability management and governance which looks at the potential for risks both within the business itself and within the wider supply chain. Risks to critical infrastructure and changes in geographical patterns of supply will affect how businesses will need to operate in the future and how their risk management processes will need to respond to critical events. The promotion of environmental impact mitigation, both as a business strategy and from a stakeholder communications perspective will be important. This session will look at how businesses are expected to respond to the changing environment in the future and how companies are managing their environmental impact mitigation responses through the development of comprehensive risk management frameworks.

Embedding risk management system and development a complex approach to risk management is getting a sustainable competitive advantage in the market. The workshop will provide the audience with specific approaches which can help companies meet and protect long term or future risks, will cover general trends in business development.

1. New directions of risk management in terms of sustainable business development
2. Emerging risk management in the companies – benefits and lesson learnt
3. Sustainable Development Risks Facing A Global Company
4. Managing risks in delivering on sustainability

14.00 - 15.30 ▶
North Hall

3. How to optimize a M&A or restructuring transaction in today's radically different market?

RISK MANAGEMENT – **Submitted by BELRIM - Belgium**

Moderator:
Marie-Gemma DEQUAE, *Board member of FERMA, Belgium*

Speakers:
Paul SCHIAVONE, *Global Head Mergers & Acquisitions, Zurich Global Corporate, UK*
Jean-François VANDENBERGHE, *partner Baker & McKenzie CVBA, Belgium*

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The global financial economy is certainly in turbulent waters. With all this uncertainty, where does this leave the world of acquisitions and mergers? The capital markets may have seized-up, but an exceptional amount of M&A, corporate advice and restructuring activity is still occurring. M&A is still taking place, albeit with alternative structures and financing.

The emerging highly competitive nature of deals today even in depressed markets has seen a keener focus on the outturn and value generated from M&A activity. This in turn has led to a greater focus on risk across the spectrum from financial, legal operational through to operational and human capital.

What role does risk play in the M&A process and how does it increase its relevance?
How do the current insurance programmes respond to an acquisition or divestment?
Will / Should the use of insurance become more a feature of transactions and will the insurance industry deliver the relevance needed by the risk function?
How do the roles of the risk manager and their insurance advisors and capital providers take a greater significance when a company is seeking to buy or sell an operation?

15.30 - 16.00 ▶ **COFFEE BREAK** – *sponsored by Wells Fargo Global Broker Network*

SECOND WORKSHOP SESSION

16.00 - 17.00 ▶
Meeting Hall IV

4. Working with Procurement for Insurance Tendering

INSURANCE – **Submitted by AIRMIC - UK**

Moderator:
John HURRELL, *Chief Executive, AIRMIC, UK*

Speakers:
Andrew CORNISH, *Partner, Lockton, former Chairman AIRMIC, UK*
Paul HOPKIN, *Technical Director, AIRMIC, UK*

Contents:

- Increasing involvement of procurement function in insurance purchasing decisions
- Overall approach and methodology used by procurement managers
- Need to understand the contribution of the risk manager and the procurement manager to the process
- Helping procurement managers understand the complexity of insurance buying decisions
- Gaining maximum benefit from the involvement of procurement in insurance decisions

16.00 - 17.00 ▶
Meeting Hall V

5. Health & Safety for the future

RISK TRENDS – **Submitted by APOGERIS - Portugal**

Moderator:
António FERNANDES, *APOGERIS, Portugal*

Speakers:
Sandra Maria DIAS, *Safety, Health and Environment Manager, Safety & Health Office, Sonae Sierra, Portugal*

The Health & Safety activities, not only being mandatory in enterprises, are recognized as one element of a sound risk management strategy and an initiative aimed to enable higher sustainable growth and productivity. Therefore, it is understood that these activities result in better social and working environment with higher profitability.

However, the ever changing environment and economical and financial demands facing enterprises poses considerable challenges in this area. Additionally, the regulatory demands impose a faster pace than what companies are able to deliver. To cope with all this, it is important to have a sound and clear strategy that address the interests of the enterprise but also meets the regulatory demands. The European Union has dedicated important resources to inform and promote Health & Safety and it is a cornerstone in its policies.

Enterprises will also have to establish a proper Communication approach in this area to meet the regulatory demands and achieve higher returns with these activities. In this workshop we will try to address these questions and discuss best practices.

16.00 - 17.00 ▶
North Hall

6. ISO 31000: an incentive or a constraint for implementing Risk Management in an organization?

RISK MANAGEMENT – **Submitted by ANRA - Italy**

Moderator:
Marco TERZAGO, *Risk Manager, SKF Industrie SpA, Italy*

Speakers:
Antonio BORGHESI, *Professor of Economics and Management of the Enterprises, University of Verona, Italy*
Kevin W KNIGHT, *Convenor/Chairman, ISO Working Group on Risk Management, Australia*
Alex DALI, *Managing Partner, ATLASCOPE sarl, France*

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This workshop is designed for anyone involved in the management of risk, either in house or as consultants, across all organisations, public and private, large and small.

The presentation will outline how the generic approach in ISO 31000:

- helps ensure that risk is managed effectively and coherently across an organisation;
- provides guidelines on implementing essential components for managing risk in a transparent and credible manner;
- and provides the basis for a common language for the management of risk.

Participants will take away an understanding of how ISO 31000 will assist users to:

- develop an effective process to manage risk within a Governance context;
- understand the need for an integrated approach to the management of risk across the whole organisation;
- explain the need for a risk management policy and framework;
- and establish ownership and accountability for the actual management of risk within the organisation

17.00 - 18.00 ► **NETWORKING & EXHIBITION VISIT**
BEER TASTING – *sponsored by Swiss Re*

Visit Marsh at exhibition stands 51 and 52

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FIRST WORKSHOP SESSION

11.00 - 12.00 ►
Meeting Hall IV

7. Claims. How to evaluate and maximise insurer claims performance and to select the claims performance profile that best meets your needs

INSURANCES – Submitted by AIRMIC – UK

Moderator:
John HURRELL, *Chief Executive, AIRMIC, UK*

Speakers:
Kip BERKELEY-HERRING, *Group Risk Manager, BT, UK*
Nicola HARVEY, Group Risk Director, *Christie's, UK*

Content:

- Importance of claims capabilities in the selection of insurance carrier
- Components of best practice in claims culture, resources, operations and procedures
- Importance and evaluation of these components and utilisation of the results
- AIRMIC experience of insurers undertaking self evaluation of their claims capabilities
- How the risk manager can use the information available from the alternative insurance carriers

11.00 - 12.00 ►
Meeting Hall V

8. How to avoid your supply chain risks, keeping your CEO awake at night?

RISK TRENDS – Submitted by BELRIM – Belgium

Moderator:
Marie-Gemma DEQUAE, *Board member of FERMA*

Speakers:
Nick WILDGOOSE, *FCIPS, FCA, Supply Chain Product Manager, Zurich Global Corporate UK,*
Carl LEEMAN, *Chief Risk Officer Katoen Natie, Board Member FERMA, Board member IFRIMA, Belgium*

Supply chains are becoming longer and increasingly complex, with more reliance being placed on them by corporate companies. At the same time, lean, just-in-time production schedules have made the consequences of a supply chain failure more severe. Additionally, with these globalised operations, companies face increased exposure to perils including political risks, cyber attacks, supplier bankruptcy, and breakdowns in their just-in- time delivery strategies.

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This session covers:

- How risk managers can assess and manage the changes in the risk landscape for corporations who outsource their production or key services?
- What tools can be used to assess these risks?
- Examples of important incidents in the supply chains and the lessons that can be learned from them
- The best solutions (incl. insurances) that are available for those facing these challenges in global business?

11.00 - 12.00 ▶ North Hall

9. Project risk management - From the tender phase to successful execution: A practical case study

RISK MANAGEMENT – **Submitted by NARIM – The Netherlands**

Moderator:

Frits van BLITTERSWIJK, *Manager, Risk Management & Insurance, LyondellBasell Industries, The Netherlands*

Speakers:

Gijs CALIS, *Corporate Risk Manager, Stork BV, The Netherlands*

John SCOTT, *Head of Risk Insights global Corporate UK, Zurich Insurance Company, London Underwriting Centre, UK*

Project Risk Management is all about, preparation, managing risks, a proper execution, time management, cost management, contingency planning, dealing with unexpected situations, contract management, claims management, supply chain management, the right people on the job, Health & Safety, Technology Risks, Product liability, etc. Together with the Insurer a very experienced Risk Manager will guide you through the PROJECT and will give you insights in the do's and don'ts and some juicy Lesson's Learned in Project Risk Management

12.00 - 14.00 ▶ **BUFFET LUNCH**

Business Insurance European Risk Manager of the Year Award

SECOND WORKSHOP SESSION

14.00 - 15.30 ▶
Meeting Hall IV

10. Getting more from your insurance budget: Aligning Insurance with Corporate Finance

INSURANCE – Submitted by SIRM - Switzerland

Moderator:
Creighton TWIGGS, *Group Risk Manager, Clariant International Ltd, Switzerland*

Speakers:
Tom SKWAREK, *Head of Corporate Business Development, Swiss Re, UK*
Markus MENDE, *Managing Director, Aon Global Risk Consulting, Switzerland*
Thierry van SANTEN, *CEO, Allianz Global Corporate and Specialty, France*

In today's recessionary environment, insurance budgets are under attack. While other departments are cutting back, the CFO and Board are finding it difficult to understand why the insurance budget remains static – or is even increasing!

This workshop will focus on how to squeeze more value out of the insurance budget by aligning it with the firm's corporate finance strategy. Risk Managers and Treasurers need to understand their insurance strategy to meet critical goals such as maintaining free cash flow, reducing earnings volatility and supporting a firm's equity base. Techniques will be explored which enhance the value of insurance and attendees will come away with the ability to target their insurance spend more efficiently.

Join us to review how leading Risk Managers and Treasurers are facing this challenge and developing new techniques to get more value out of their insurance budgets.

14.00 - 15.30 ▶
Meeting Hall V

11. European affairs: What's going on?

RISK TRENDS – Submitted by FERMA

Moderator and speaker:
Peter den DEKKER, *President of FERMA, Corporate Insurance Risk Manager, Stork BV*
Speakers:
Guy SOUSSAN, *Partner, Steptoe & Johnson Llp, Belgium*
Stefan SIGULLA, *CEO Insurance, Siemens Financial Services GmbH, Vice-President of FERMA, Germany*
Jaap MEIJERS, *Chairman of BIPAR (European Federation of Insurance Intermediaries), Belgium*
Gabriela DIEZHANDINO, *Head of Public Affairs, Comité Européen des Assurances (CEA), Belgium*
Eric BLOEM, *Group Insurance Manager, Group Finance, Heineken International, Vice-President of European Captive Insurance and Reinsurance Owners Association (ECIROA), The Netherlands*

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During this workshop, delegates will be given an overview of FERMA's latest actions at European level. Don't miss to be involved !

1. The presentation will start with a summary of the regulatory process in Brussels and explain how FERMA represents its members towards the European institutions. It will present the monitoring support which has been enlarged to the members, the external support which has been reinforced with the reporting of the Law firm active in Brussels, the European Newsletter

2. FERMA will present, in the second part, the main issues that have been addressed this year. The workshop will explain were its stands and what the issues for the industry are, the actions that have been undertaken and the next steps to be followed. ECIROA will present their views on Solvency II from a Captive Owners perspective. CEA and BIPAR will also participate in the discussion to express their views. Amongst the topics discussed:
   1) Solvency II, the Captive status and the impact on corporate buyers
   2) Potential impact of EU legislation on Collective Redress
   3) Treatment of contingency commissions and disclosure of brokers remuneration
   4) EU antitrust inquiry in business insurance, outcome of Block Exemption regulation, ad hoc coinsurance

3. Questions and answers

14.00 - 15.30 ▶
North Hall

12. Fast Forward Risk Management

RISK MANAGEMENT – **Submitted by FINNRIMA / RIMS – Finland / USA**

Moderator:
Julia GRAHAM, *Chief Risk Officer, DLA Piper UK LLP, UK*

Speakers:
Joseph RESTOULE, *CIP, CRM, President, Risk and Insurance Management Society, Inc. (RIMS), Leader, Risk Management, NOVA Chemicals Corporation, USA*
Tapio HUOVINEN, *Director - Risk Management, UPM-Kymmene, Finland*
Paul TAYLOR, *Director of Risk Assurance, The Morgan Crucible Company plc, UK*

A number of factors are converging in the world of risk management, and what emerges is a picture of the key trends and challenges facing risk practitioners tomorrow and in the months and years ahead. This session features industry leaders in an open dialogue on the top risk management issues of today, including the move toward strategic risk management, the role and potential of the CRO, and the keys to effective ERM. We'll also explore some of the biggest risks out there today and take a peek into risk management's crystal ball to see the top risks we can expect to see tomorrow.

15.30 - 16.00 ▶ **COFFEE BREAK** – *sponsored by HDI-Gerling*

THIRD WORKSHOP SESSION

16.00 - 17.00 ►
Meeting Hall IV

13. How Insurance Legal Compliance is properly assured for Multinational Insurance and Risk Financing programs?

INSURANCE – Submitted by ANRA - Italy

Moderator:
Alessandro DE FELICE, *Group Risk Manager, Prysmian S.p.A., Italy*

Speakers:
Jens WOHLTHAT, *Member of the Executive Boards, HDI-Gerling Industrie Versicherung AG, Germany*
Martin STRNAD, *Head of Legal, Attorney at Law, Zurich Global Corporate, Switzerland*
Praveen SHARMA, *Practice Leader Insurance Regulation & Tax Consulting Unit, MARSH, UK*

Do/did multinational insurance programmes break any law? Traditionally, the whole insurance industry has been sitting on an unspoken and worrying little secret.

Indeed, toward the end of the eighties, when manufacturing companies became more globalised, moving operations into new territories, looking for cheaper manufacturing costs and unexploited markets, risk managers were asked to assure everywhere the same level of financial protection that the headquarters had enjoyed so far. In order to achieve this goal, with the assistance of both insurers and brokers, they structured global insurance programmes through master policies, under home jurisdiction, and local policies following the local jurisdictions where the policyholder operated, bundling everything up in DIC/DIL. From an insurance point of view, where they 100% legally compliant or not?

In this workshop a unique panel of speakers – a multinational insurer and a global broker – will provide the opportunity to attendees to learn how legal insurance compliance is assured, first without breaking any law and second assuring the required coverage is properly set.

16.00 - 17.00 ▶
Meeting Hall V

14. Broker's remuneration: do we want to advocate for a mandatory net-quoting system in the Business insurance sector?

INSURANCE – Submitted by AMRAE

Moderator:
Laurence DELAIRE, *Deputy Director, Insurance Departement, GDF SUEZ, France*

Speakers:
Gérard LANCNER, *Director Risk Management and Insurance, Groupe Yves Rocher, Chairman of AMRAE, France*
Anne-Marie FOURNIER, *Risk Manager, PPR, France*
Bruno VESVAL, *Managing Director, GRAS SAVOYE, France*
Stanislas CHAPRON, *Chief Executive Officer, MARSH S.A., France*
Jean-Paul RIGNAULT, *Chief Executive Officer, AXA CORPORATE SOLUTIONS, France*

Further to the debate on broker's remuneration transparency, the net quoting system has gained a lot of support within the Risk Managers community. It has been made mandatory in several European Countries. Following the Spitzer case, some large brokers have made public statements that they were abandoning the Contingent commission system; some months later, we learned that on some market, they had reached agreement (?) with insurers to receive additional brokerage...

Do we want remuneration transparency in business insurance transactions?
Do we want a common playing field for all brokers and insurance consultants?
Do we want throughout Europe a mandatory net-quoting system?
What are the pro and con of both system? What is the impact on transaction costs?

16.00 - 17.00 ▶
North Hall

15. Building and implementing a risk culture (internal clients' expectations, implementing a risk management programme)

RISK MANAGEMENT – Submitted by ASPAR CZ

Moderator:
Jana BICANOVÁ, *Chairman ASPAR CZ, Czech Republic*

Speakers:
Peter HACKER, *Partner & Global Head Communication, Media and Technology Practice, Jardine Lloyd Thompson, UK*
Radovan KOŽÍŠEK, *Head of Risk Management, E.ON Česká republika, s.r.o., Czech Republic*

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1. An integrated, successful risk culture implementation
2. Experience with implementing a risk management programme in an energy company

The global financial crisis and the economic slowdown are not only forcing corporations to enhance their risk transparency, and as part of that, they are increasingly looking at investing into a bespoke risk culture which minimizes risks and incurred cost. Whilst today's international transactions and operations create material opportunities, equally they trigger an unprecedented number of exposures which need to be handled prudently through an embedded, integrated risk culture. Faced with the impact of the recent financial crisis, restricted liquidity and resulting collapse of major financial institutions, corporations must take a proactive approach to manage their risk portfolio. This session will discuss practical and tested approaches ('beyond the obvious') for a successful implementation of a risk culture to adapt to the newly emerging internal and external challenges, the importance of a tailored and controlled enterprise-wide structure and its cost implications. It will also look at how E.ON Česká republika, s.r.o approached the development of the risk management programme and share practical experience gained during the process of implementing a comprehensive risk management framework concentrating on the risk management mission and placement within the company, main internal and external customers, task and process overview, structure, interfaces to the other processes, internal legislation and information base.

17.00 - 18.00 ► **NETWORKING & EXHIBITION VISIT**

22.00 - 1.30 ► **FERMA NIGHT at The DUPLEX** New!
Václavské námestí 21 - 113 60 Prague - (see page 9)

There's a lot more to Swiss Re than reinsurance. Isn't it time you found out how much more?

Don't let the name mislead you; we have a lot more to offer than reinsurance. Commercial insurance, industrial insurance, large corporate risks and specialty insurance. Insurance for aviation and space as well as environmental and commodity markets. Financial tools like insurance-linked securities and catastrophe bonds. Yet every service we offer and every challenge we face for our clients receives the same commitment and the same hands-on expertise. Why? Because no matter what business you're in, we're always dealing with the same raw material: risk. And what we create is always the same: opportunity.

Visit www.swissre.com/insurance to learn more or schedule a meeting with one of our experts at FERMA 2009 in Prague. You can also drop by and visit with us at our stand during the conference.

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35th ANNIVERSARY

PRAGUE
Prague Congress Centre
4-7 OCTOBER 2009

Speakers and Moderators' Biographies

Conference presentations will be available for download from the FERMA Forum website from 8 October 2009.

www.ferma-forum.eu – Conference abstracts
Login: FERMA2009 – Password: PRAGUE2009

Saturday, 3 October 09
14.45 - 15.45
Pre Conference Course

AMHOF Roger, *Partner, Business Risk Services, Ernst & Young*

Roger Amhof, Partner, Business Risk Services, Ernst & Young, is Head of the Enterprise Risk Management Services of Ernst & Young Switzerland.
He has 12 years of experience in advisory and coaching BoD and ExCo members in topics related to corporate governance, risk management and internal controls
Head of Task Force "Corporate Responsibility and Sustainability" of Ernst & Young Switzerland, Roger Amhof is responsible at E&Y for risk assessments with BoD and ExCo members in line with the new Swiss regulations (SCO 663b12).
He is sparring partner of risk management coordinators and assurance functions in the evaluation, development and implementation of (enterprise) risk management frameworks as well as development and implementation of common risk languages, RM processes, RM tools and risk reporting (internal/external).

Tuesday, 6 October 09
09.00 - 10.30
Risk Managers
on the grill

ANDERSON David, *Head of Insurance Risk Solutions, BP*

David Anderson joined BP in September 2006 as Head of Insurance Risk Solutions.
Born and educated in New Zealand, David moved to the UK in 1990.
Working for Imperial Chemicals Industries (ICI PLC) for three years as a Risk and Insurance Manager for Europe, David was then transferred to ICI Australia as Risk and Insurance Manager. After two years in the position David was transferred back to ICI PLC where he was to become Risk and Insurance Manager for 5 years.
David then joined Shell International as Deputy Risk and Insurance Manager for the Group. After 3 years in the role David then moved to the Gas and Power business as Deputy Director and Finance Manager for the Middle East and Africa and Vice President Gas and Power with responsibilities for Oman. In these roles, David was responsible for all finance matters for the region including planning. David led the negotiations for Qalhat LNG and was responsible for the governance of Oman LNG.

Monday, 5 October 09
09.00 - 09.30
Opening

BARON Franck, *Chairman of the Forum 2009*

Since August 2009 Franck Baron is in charge of Business Development Europe for Risk Consulting activities within AXA CS. He's based in Paris.
Previously he was Vice-President - Global Insurance & Risk Management for Firmenich (World Leader in Fragrance and Flavor Industry) in Geneva (Switzerland) since November 2003 and in Princeton (USA) since 2008. He was Deputy Director of the Risk Management Division of Groupe DANONE when he was specifically in charge of the Enterprise-Wide Risk Management program and Regional Risk Manager for Africa, Europe and Middle-East. Before that, he worked for 2 years as Risk Manager Deputy for MARS (US based Food Cy) in Europe and then he became Key International Account Executive respectively for Aon and Marsh (World leaders in the Brokerage industry) during 6 years.
He was Vice-Chairman, Board Member and Head of Education for AMRAE (the French Risk managers Association) until end of 2003. He was Board Member of the SIRM (Swiss Risk Managers Association) from 2004 to 2009. He was Board Member of FERMA until August 2009. He was chairman of both Geneva 07 and Prague 09 forums. He is giving regular lectures and courses on Risk Management topics. He holds a Political Sciences Master, Management Master, a Risk Management Master and is Associate in Risk Management (ARM) as well as European Fellow in Applied Risk Management.
He received the 2007 European Risk Manager of the Year Award. He's 42 years old and he's married with 3 children.

Tuesday, 6 October 09
11.00 - 12.00
Workshop 7

BERKELEY-HERRING Kip, *Group Risk Manager, BT Group plc*

Kip Berkeley-Herring is responsible for teams covering both enterprise risk management and risk financing/insurance programme design and purchase. He is responsible for liaison and negotiation with BT's insurance brokers and insurers throughout the global insurance market. He is also a Director of BT's captive insurance company, Communicator Insurance Company Ltd (Isle of Man). He has previously been involved in various aspects of risk assessment, risk control, risk financing and insurance since joining BT in 1988. Prior to that, he was a Loss Control Engineer for a major American insurance company and has worked throughout Europe. He is a Fellow of the Institute of Risk Management, an AIRMIC Council Member and Chairman of their Insurance Steering Group.
Kip Berkeley-Herring is married and lives in Buckinghamshire, UK. His interests include Purbeck history, motor sport, walking and going to the opera.

Tuesday, 6 October 09
16.00 - 17.00
Workshop 15

BICANOVÁ Jana, *Chairman, ASPAR CZ*

Currently with Telefónica 02 Czech Republic, a.s. as Corporate Insurance Supervisor. Prior experience includes work for Ceska Sedgwick Risk Services as a New Business Director and BOD member and Citibank in the Czech Republic.

Tuesday, 6 October 09
14.00 - 15.30
Workshop 11

BLOEM Eric, *Group Insurance Manager, Group Finance, Heineken International, Vice-President of European Captive Insurance and Reinsurance Owners Association (ECIROA)*

Eric Bloem has been working for many years as Group Insurance Manager at Heineken, where he runs a strong Risk Management Policy. Recently, he received the NARIM Risk Manager of the Year Award. Eric has been board member and president of NARIM for many years and has also played an active role in FERMA. At the moment, he is the vice president of ECIROA (Association of Captive Owners). He has been very progressive in developing a scorecard-system and he has taken care of a successful integration of an active captive-corporation.

Monday, 5 October 09
16.00 - 17.00
Workshop 6

BORGHESI Antonio, *Professor of Economics and Management of the Enterprises, University of Verona*

Born in Bolzano (Italy) 1949, September 30 , Antonio Borghesi is Full Professor of Economics and Management of The Enterprises at the Faculty of Economics of the University of Verona (from 1990). From 1995 to 1998, he was elected President (Governor) of the Province of Verona. He is a member of the Italian Parliament (Chamber of Deputies) (from 2006), where he is Vice President of "Italy of Values" Group. He is also member of the Finance Committee. From November, 1999 to December 2002 he was the Chairman of the Department of Finance, Industrial and Technological Studies, Faculty of Economics, University of Verona, now Department of Business Economics.
Member of AIDEA-Accademia Italiana di Economia Aziendale (Italian Academy of Business Administration) - Educational Member of the Risk and Insurance Management Society – New York - Director of the post-graduate course in Risk Management at the University of Verona (from 1994) - Chairmen of the UNI (Italian Institute for Standards) Working Group for Risk Terminology (from 2004) and a member of the ISO Working Group for Risk Management (from 2006).
He was speaker at the Ferma Forum of Risk Management 2001 in Barcelona (Spain) and 2003 in Rome (Italy). Antonio Borghesi is author of more than a hundred scientific works in the field of marketing, logistics and risk management.
In particular (in the field of risk management) among them:

- "Business Risk, risk management and insurance companies strategies", Il Risparmio, n. 9-1979
- "Corporate risk management. Economics and Organisation. Theory and practice". Cedam, Padue, 1985
- "Cyndinics and Risk management", Sinergie, n. 35-1994 - Risk management in small firms, Cedam, Padua, 1998 (with Timidei).

Monday, 5 October 09
11.00 - 12.00
Keynote Speaker

BRIDLE Paul, *International Business Speaker, Author, Facilitator, Advisor & Consultant*

Paul is a Leadership Methodologist and for over two decades he has studied effective organisations and the people that lead them.
As a result of his personal international research, he is called upon to assist both private and public organisations as an advisor or consultant on a range of projects relating to management and leadership issues or development. In 2005 he was asked by the UK Government to work with selected schools as an Advisor on enterprise in a School environment.
Paul is a Faculty Member of the Institute of Management Studies, Fellow of the Institute of Business Consulting, Fellow of the Professional Speaker Association and a Certified Speaking Professional. Paul was also voted 12th in The Top Most Influential Leadership Gurus in the World in 2007 & 2008 for his contribution to Leadership development.
Clients call on Paul because of his ability to explain things in a simple and uncomplicated way. He is very challenging but with respect and in a manner that helps people take a fresh look at what they need to do to raise their performance. His global perspective combined with personal research means he gives practical ideas that people can actually use to raise their ability to manage and lead.

Monday, 5 October 09
14.00 - 15.30
Workshop 2

CABOT Anthony L., *Director of Global Programs, Product Development Manager - Region Continental Europe and Asia, XL Insurance*

Anthony L. Cabot is Director of Global Programs for XL Insurance, as well as Product Development Manager for the region Continental Europe and Asia. A member of the Regional Management Board for Continental Europe & Asia, Mr. Cabot has over 25 years insurance industry experience, including risk management, on both the broker and carrier sides of the business. Based in Zurich, Switzerland, he is a sought after speaker in the European risk community and a member of the Board of Governors of the Chartered Property Casualty Underwriters (CPCU) Society, founding member of the European Chapter of CPCU and member of the Academic and Risk Management Association.

Tuesday, 6 October 09
11.00 - 12.00
Workshop 9

CALIS Gijs, *Corporate Director Risk Management, Stork B.V.*

Born in 1948, married, two children, Gijs Calis is a Mechanical Engineer (Eindhoven University of Technology, 1974). He has held various (management) positions within the Stork group of companies as of 1974 and is currently Corporate Director Risk Management, Stork B.V.; Corporate Head Office (2002 – to date). He is also Chairman of the Division of Mechanical Engineers of the Royal Institute of Engineers in the Netherlands ; Board member and arbitrator of the Council of Arbitration for the Metal Trade and Industry ; Member of the Advisory Board Graduate School of Engineering Mechanics in the Netherlands.

Wednesday, 7 October 09
10.45 - 12.15
Plenary Panel Session

CASE Gregory, *President & CEO, AON Corporation*

Greg Case is President and Chief Executive Officer of Aon Corporation, the leading global risk, reinsurance and human capital services firm. He is also a member of the company's Board of Directors.

Under Case's leadership, Aon has strengthened its position as a global organization offering integrated business solutions for clients. Leading the efforts of more than 37,000 colleagues in over 120 countries, Case continues to execute a three–part strategy focused on delivering distinctive value for clients, attracting the best talent and achieving operational excellence. Since joining Aon in April 2005, he has met with an average of 100 clients per month and more than 30,000 colleagues in many of Aon's 500–plus locations around the world. Before joining Aon, Case served on the Governing Shareholder Council and headed the Global Insurance and Financial Services Practice at McKinsey & Company, a leading international management consultant. Prior to McKinsey, he worked for the investment banking firm of Piper, Jaffray and Hopwood as well as the Federal Reserve Bank.

Case holds an MBA from Harvard Business School and graduated summa cum laude from Kansas State University. He serves on the boards of the International Insurance Society, Inc., Children's Memorial Hospital, the Financial Services Roundtable, the Economic Club of Chicago, the Chicago Symphony Orchestra and St. John's University School of Risk Management, where he was named the 2008 Insurance Executive of the Year.

Sunday, 4 October 09
09.00 - 09.45
Pre Conference Course

CHARMAN Chris, *Senior Executive Business Development, HSBC Insurance Management*

Chris Charman has worked in the insurance management industry since leaving the Royal Navy in 1981. He has lived and worked in the Far East for many years, with postings to Papua New Guinea, Hong Kong, Indonesia, and Singapore. He gained extensive CAR experience working on the Hong Kong airport construction project.
Chris Charman business achievements include:
Managing Director Commercial Union Risk Management - Asia 1997 — 1999
Managing Director Commercial Union Risk Management - Global 1999 - 2001
Managing Director Thomas Miller Risk Management - 2001 — 2007
Chris is an Associate of the Chartered Institute of Insurers, a Fellow of the Institute of Risk Management and a Board Director of the Institute of Risk Management

Tuesday, 6 October 09
16.00 - 17.00
Workshop 14

CHAPRON Stanislas, *Chief Executive Officer, MARSH S.A.*

Stanislas CHAPRON, born in 1959, is Chief Executive Officer of MARSH S.A., Member of the Executive Committees of Marsh EMEA and Marsh International, and Managing Director of MARSH Inc.
Stanislas CHAPRON is graduated from the Ecole Polytechnique (France), and holds a Master of Science in Electrical Engineering from Stanford University (California).
He was previously Assistant Director of the French AWACS E-3F programme, then a permanent representative of the French Ministry of Defense and co-director of the joint Anglo-French AWACS office with BOEING in Seattle (1987/1990). He was then Assistant Director for Latin America, Africa, Asia and Oceania in the International Relations Commission to the Délégation Générale pour l'Armement (General Delegation for Weaponry) between 1990/ 1993. Finally, before joining FAUGERE & JUTHEAU, he was an Advisor to the Minister of Industry, Postal Services, Telecommunications and Foreign Trade (1993/1995).
Stanislas CHAPRON joined FAUGERE & JUTHEAU in May 1995. In February 2005 he was appointed General Manager of Marsh S.A., then CEO of MARSH France in July 2006.
Stanislas CHAPRON is also part of the Group of Experts set up within the MARSH Group to study matters relating to Energy, Telecommunications and Aviation-Space, head of the CEPS Cercle Espace (CEPS Space Society) and was awarded Chevalier in l'Ordre National du Mérite in 2006.

Monday, 5 October 09
16.00 - 17.00
Workshop 4

CORNISH Andrew, *Partner, Lockton, former Chairman AIRMIC*

Andrew has over 30 years experience in the risk management industry, and is currently a Partner with Lockton Companies International based in London. Having joined Lockton from Centrica Plc where he was Head of Insurable Risk responsible for designing and implementing worldwide risk financing and insurance programmes. Previously Andrew was Risk Manager for COLT Telecom Group plc, and Insurance and Risk Manager for Sainsbury's. Andrew started his career in risk management and insurance at GRE (now AXA) before moving to broker, Sedgwick.
Andrew's experience ranges from 'internal-consultancy', designing, facilitating and presenting Business Risk or Enterprise-wide risk management processes, to risk financing, captive management and insurance programme design. He started his career as a property loss control consultant, focusing upon fire engineering and business continuity planning, and still has a strong interest in these specialist fields.
Industry experience covers: retail, telecoms, power, oil and gas, chemicals, lawyers and consultants. Andrew is a Fellow of the Chartered Institute of Insurance, a Bachelor of Science, and former Chairman of AIRMIC.

Monday, 5 October 09
14.00 - 15.30
Workshop 2

CRUYWAGEN Gert, *Director of Risk, Tsogo Sun Group*

Gert Cruywagen is the "Director of Risk" for the Tsogo Sun Group, Africa's largest owner operator of hotels and casinos: 85 hotels in Africa and the Middle-East, and 7 casinos across South Africa. He was previously the Group Risk Manager for Sappi Ltd, the world's largest producer of fine paper and chemical cellulose after serving as Senior Manager for Global Risk Management of the Mittal Steel Group (formerly the LNM Group), the world's largest steel maker with operations in 17 countries.

He is a member of King 3 (the latest Code on Corporate Governance), convener of their Risk Management Work Group and Chairperson of the Johannesburg Group Risk Management Committee. A non-executive independent director of Denel (aerospace and defense), he serves on the Boards and Audit and Risk Committees of the holding company and a number of subsidiaries.

Gert's management and risk management qualifications include a PMD from UDW and a Ph.D. from UAS. He has held a number of positions in risk management organizations including the post of past President of the Risk Management Federation of South Africa and past Chairman of the South African Risk and Insurance Management Association (SARIMA) and received the Risk Manager of the Year Award for 2001. He is currently a member of the U.K. Institute of Directors based in London.

A regular speaker at international risk management conferences and seminars, he has delivered a number of key note addresses on the topic "Jungle Risk Management – Risk Lessons from the Bush", based on his book with the same title. His latest book "Jungle Business Management – Business Lessons from the African Bush" was recently published.

Monday, 5 October 09
16.00 - 17.00
Workshop 6

DALI Alex, *Managing Partner, Atlascope sarl*

Alex Dali is managing partner of the consultancy company Atlascope and has specialised in the practical application of risk management for over 15 years. His main activities range from HPR risk assessment, crisis management, feasibility studies and loss prevention inspections to enterprise risk management. He has lived in the USA, Germany, France and Singapore, and has worked for the industry and for an insurance company before expending its risk management expertise with studies for international organisations like the European Commission. Based today in France, Alex proposes a global approach of risk management based on risk prevention through projects, auditing and teachings. Member of the French AFNOR commission on ISO 31000 for his expertise, he has given several workshops and has written articles on ISO 31000 with a practical guide on preparation.

Alex Dali is a chemical engineer with a master's degree in Risk Management and Insurance. He also holds the ARM and EFARM qualifications.

Monday, 5 October 09
14.00 - 15.30
Workshop 1

DAUGIRD Harry A., *President, ABB Komposit Risk Consultants and Insurance Brokers Ltd*

HARRY A. DAUGIRD is President of ABB KOMPOSIT Risk Consultants and Insurance Brokers Ltd. in Ladenburg near Heidelberg, Germany. He studied Law at Hamburg University and at the University of San Diego, USA. He passed his bar exam in 1976.
He has worked as a lawyer in various positions and was appointed President of KOMPOSIT in 1989. KOMPOSIT, the captive broker of the ABB Group, is responsible for the structure and implementation of the global insurance program of its parent.
In addition to his role at KOMPOSIT, Daugird is also President of the Executive Board of the Insurance Commission of the Federation of German Industries (BDI) in Berlin, Board Member of BfV (Bundesverband firmenverbundener Versicherungsvermittler), Board Member of DVS (Deutscher Versicherungs-Schutzverband, Bonn) and Member of various committees of FERMA, Brussels.

Tuesday, 6 October 09
16.00 - 17.00
Workshop 13

DE FELICE Alessandro, *Group Risk Manager, Prysmian S.p.A.*

Since 2005 Alessandro De Felice is the Group Risk Manager of Milan based Prysmian S.p.A., a leading multinational company operating in the energy and telecommunication cables and systems with a consolidate turnover in excess of Euro 5 billions, geographical presence in 34 countries, 54 factories and more than 12.000 employees. He is also Managing Director of Prysmian Reinsurance Company Ltd based in Dublin. His main role is to ensure that the company has the maximum protection at the lowest possible cost through the mix of retention, prevention, controlling and financing of the operative, pure, financial and strategic risks. He previously worked in the Risk Management Department of Pirelli, Marsh, Sedgwick and Winterthur. He is trainer in the Enterprise Risk Management Course held by University of Verona and in the Risk Engineering Course held by University of Engineering of Milan and he has also attended various conferences as notable speaker. He is member of ANRA, AIRMIC and RIMS.

Tuesday, 6 October 09
16.00 - 17.00
Workshop 14

DELAIRE Laurence, *Deputy Director, Insurance Department, GDF SUEZ*

Laurence DELAIRE is deputy Director Corporate of Insurance for GDF SUEZ since July 2008. She was previously Insurance Director of Gaz de France, which she joined in 2000 to set up the Insurance department and implement global insurance programs. She started her career in a law firm and afterwards, moved to Aon (France) as account executive, in charge of major global accounts. Since 2009, she has been a member of the board of AMRAE (French Risk Mgt association). Laurence is a master in law and has a master degree in law and insurance law.

Monday, 5 October 09
09.00 - 09.30
Opening

Tuesday, 6 October 09
09.00 - 10.30
Risk Managers
on the grill

Tuesday, 6 October 09
14.00 - 15.30
Workshop 11

den DEKKER Peter, *Corporate Insurance Risk Manager, Stork B.V.*

Peter den Dekker joined Stork in 2005 as Corporate Insurance Risk Manager. Stork's history covers over 180 years making it one of the oldest industrial companies in the Netherlands and is active in the following markets:

- Aerospace: design and production of structures, landing gears and electrical systems;
- Technical Services: subsystems and technical services for production installations for the oil & gas and chemical & energy industry.

He is also President of FERMA, Board member of the Dutch Risk & Insurance Managers Association NARIM and Scientific Committee member of the FERMA Forums since 2005.
Between 1998 and 2006 he was Group Insurance Risk Manager at the Dutch multinational Company Hagemeyer N.V. His career started in 1981. Since then he held several positions within the International Industrial Insurance Markets both as underwriter and broker.

Saturday, 3 October 09
16.00 - 17.00
Pre Conference Course

Monday, 5 October 09
14.00 - 15.30
Workshop 3

Tuesday, 6 October 09
11.00 - 12.00
Workshop 8

DEQUAE Marie Gemma, *Board member, FERMA*

Dr. Marie-Gemma Dequae is director of the research platform on risk management at the Vlerick Leuven Gent Management School (since February 2009. She was previously Group Risk & Insurance Manager of Bekaert, a worldwide market and technological leader in advanced metal transformation and advanced materials and coatings (until January 2009).
She is board member of FERMA (former president from October 2005 until June 2009) and board member of Belrim (Belgian Risk Management Association) (former president from 1994 to 2005).
Marie-Gemma is board member of Mensura Arbeidsongevallen, Mensura NV & Mensura Consult, risk manager of the Partena companies, active in services in the Belgian social sector, board member of AIB Vinçotte, and member of the audit committee (2008). She is also member of the Epegon Foundation (the European People Governance Network) in Belgium, purpose of which is to add the 'people' aspect into the corporate governance approach and promote people governance in Europe.
She was one of the founders of a post academic course in risk management in Flanders, and teaches several courses in this programme (in collaboration with the Catholic University of Leuven – Campus Kortrijk).
Marie-Gemma Dequae has received the following awards:

- Oeuvre award from the Dutch 'Genootschap voor Risico-Management' in 1999,
- European Risk Manager of the Year 2000
- 'Woman to Watch' Business Insurance USA, in October 2006.

Marie-Gemma Dequae holds the following academic degrees: Master (Lic.) in Applied Economics (operations research) - Catholic University of Leuven (K.U.L.); Licence in Applied Economics - Catholic University of Leuven (K.U.L.); A Ph. D in Applied Economics (Finance) - Catholic University of LEUVEN (K.U.L.); a Master (Lic.) in Insurance Law & Economics - Catholic University of LOUVAIN (U.C.L.).

Monday, 5 October 09
16.00 - 17.00
Workshop 5

DIAS Sandra Maria, *Safety, Health and Environment Manager, Safety & Health Office, Sonae Sierra*

Sandra Maria Dias graduated in Chemical Engineering (1994), with a later specialization in Safety Engineering (2002). She started her career in the chemical industry where she worked for 5 years as Quality, Health, Safety and Environment Manager.
Sandra Maria Dias then moved to consultancy with DuPont Safety Resources, as Project Manager, implementing Safety and Environment Management Systems in companies like Sonae Sierra and others companies from Oil & Gas, Electricity and Food Industry.
In January 2009, she moved to Sonae Sierra to be Safety, Health and Environment Manager, and is currently responsible for:

- monitoring the good execution of the Environmental Management System and Safety and Health Management System;
- Acting proactively in all Safety, Health and Environmental aspects (promoting innovative studies to improve environmental performance, anticipating legislation and consolidating an interdependent Safety Culture between all our stakeholders);
- Actively contributing to the risk management and environmental impact minimization in the organization in order to ensure business sustainability;
- Actively contributing to create a reputation of excellence on Safety, Health and Environmental practices & management.

Tuesday, 6 October 09
14.00 - 15.30
Workshop 11

DIEZHANDINO Gabriela, *Head of Public Affairs, Comité Européen des Assurances (CEA)*

Gabriela Diezhandino is Head of the CEA Public Affairs Department, where she is in charge of the representation of the industry's interests, the promotion of the insurance industry's views with legislators and policy makers, and the development and implementation of the EU lobbying activities. She has worked in Brussels for the last eleven years in the area of EU affairs in financial services. She has an academic background in both Law and Political Sciences. She holds a Master's degree in European Law from King's College and European sciences from the College of Europe. Gabriela speaks English, French and Spanish.

Monday, 5 October 09
14.00 - 15.30
Workshop 1

ELLIOTT Grant, *Chief Executive Officer, Aon Global Insurance Brokers Pvt Ltd*

Grant Elliot is the Chief Executive Officer of Aon Global Insurance Brokers Pvt Ltd, a joint venture between Global Insurance Services (Brokers) Private Limited and Aon Holdings b.v., which is a part of Fortune 500 Company since April 2009.
He was previously employed by Aon Limited in London for a period of 24 years and held the position of Executive Director with Aon's Energy Division, and latterly as a Strategic Account Manager (SAM).
Familiar with India and the Indian market, he has traveled extensively in the sub-continent and globally, working with Aon Clients.

Monday, 5 October 09
14.00 - 15.30
Workshop 2

ELOKHIN Andrey, *Head of Insurance Department, Finance & Treasury, JSC LUKOIL*

Andrey Elokhin was born in the USSR in 1957. He graduated from the Faculty of Digital Mathematics and Cybernetics of the Moscow State University in 1980 and became professor in 1994.
Andrey Elokhin worked for 15 years in the Scientific and Research Institute of Russian Ministry for Emergencies. From 1997 until 2003, he worked as the Chief of Risk Analysis Department of the "LUKOIL" Insurance Group. He is now Head of Insurance Department in JSC "LUKOIL" (since 2003), Member of Board of Directors in Industrial Risk Ltd (since 2000) and Chairman of Board of Directors in Industrial Risk Ltd (since 2006).
Andrey Elokhin is co-author of the Russian Law "About Industrial Safety of Dangerous Industrial Objects", the adviser of Russian government institutes in the fields of risk analysis and management, loss prevention and safety promotion in the process industries. He is the author of more than 350 scientific works, top - manager more than 250 Safety Reports, and member of Scientific Advisory Council for Russian Ministry for Emergencies.
Andrey Elokhin is member of the Presidium and Scientific Board of Russian Society for Risk Analysis, Vice-President of Russian Risk Management Society.
He is co-author of the work noted by the special Diploma of the European Society for Risk Analysis «For outstanding scientific achievement» (Stockholm, 1997).
He is the winner of the Premium of Russian Ministry for Emergencies in the field of science and engineering (2000) and of "Expert RA" rating agency Competition for "Best project of risk management at industrial enterprises and financial institutions" in Nomination "The best project in developing insurance protection" (2005).

Monday, 5 October 09
16.00 - 17.00
Workshop 5

FERNANDES Antonio, *APOGERIS*

António Negreiros Fernandes holds an electrotecnical engineering degree and a Masters Business Administration (MBA) and has been in the risk management area for more than a decade.
He started his activities as a Loss Prevention Engineer and has been involved in Risk Management activities of the Sonae Group providing an internal consulting service. He is one of the founding members of the Portuguese risk management association and has been responsible for management and international relations of this association.
He is also a teacher of Risk Management at the Faculty of Economics of Porto University in the masters of Economics and Management for the Environment.

Tuesday, 6 October 09
16.00 - 17.00
Workshop 14

FOURNIER Anne-Marie, *Risk Manager, PPR*

Anne-Marie joined PPR five years ago after having spent nearly 18 years with various insurance brokerage firms. She started with Sedgwick in the marine activities, then joined SGCA (AON Group nowadays) as an account executive in charge of some international accounts. Her latest position was with Gras Savoye as Director of its Global Casualty Department which was transacting business with all parts of the world, placing and administering liability, D&O and environmental programmes. Within PPR she is in charge of Insurance for the whole Group which includes identifying and quantifying exposures, deciding on insuring the risks, setting up global programmes, organising administration tools and selecting servicing brokers in order to implement these programmes worldwide for all Group Entities. She is also in charge of the Group Reinsurance Captive, and she is based in Paris.

Sunday, 4 October 09
09.45 - 10.30
Pre conference course

FOWLER Steve, *Chief Executive Officer, IRM*

Steve Fowler – Chief Executive Officer, The Institute of Risk Management
After previous careers as a chemical risk engineer, chief information officer and change management consultant, Steve joined IRM as CEO in April 2002. The Institute is the world's leading professional body for enterprise wide risk management education, training and knowledge. Earlier this year, the Institute was awarded the prestigious Risk Training Initiative of the Year at the European Risk Awards in Berlin. Steve is a graduate of Oxford University and an Honorary Fellow of the IRM, a Fellow of the Chartered Insurance Institute, a Fellow of the Royal Society of Arts, and a Chartered Member of the Institution of Occupational Safety and Health. A prolific writer and speaker on risk and change issues, Steve is particularly interested in the psychology and communication of risk, learning from the past to help predict the future, and the promotion of risk management as the career of choice. Steve chairs the education panel of the International Federation of Risk and Insurance Management Associations and sits on the Quality and Standards Committee of City and Guilds, the World's largest professional education body. Outside work, Steve's interests include mountaineering, skiing, cycling, classic cars, obscure films, growing exotic vegetables and industrial archaeology.

Tuesday, 6 October 09
09.00 - 10.30
Risk Managers
on the grill

Wednesday, 7 October 09
10.45 - 12.15
Plenary Panel Session

FROMME Herbert, *Insurance Correspondent, Financial Times Deutschland*

Herbert Fromme is insurance correspondent for Financial Times Deutschland. He has been in business journalism for more than 25 years, working for the FT, Reuters, Lloyd's List, Insurance Day and others.

Wednesday, 7 October 09
10.45 - 12.15
Plenary Panel Session

GLASER Daniel S., *Chairman and Chief Executive Officer, Marsh Inc.*

Daniel S. Glaser is chairman and chief executive officer of Marsh Inc., the world's leading insurance broker and risk advisor. Marsh is an operating company of Marsh & McLennan Companies, Inc. (MMC).
Prior to Marsh, Dan was managing director of AIG Europe (UK) Limited and the AIU Regional President, UK/Ireland Division. He was responsible for AIG's general insurance operations in the UK and Ireland. Dan was also a senior vice president of AIG Inc. and the chairman of AIU's strategic advisory group.
Earlier, Dan worked at Willis for eight years, ultimately becoming president of Willis Risk Solutions. Dan began his career in 1982 with Marsh and worked extensively with clients in the energy sector in Saudi Arabia. He subsequently held leadership positions in the firm's Marine & Energy Practice in London and New York.
Dan serves on the International Advisory Board of BritishAmerican Business, the leading transatlantic trade organization with over 700 member companies. Dan is a member of the Board for the American Institute for CPCU, a former member of the General Insurance Council of the ABI and previously served on the board of the IUA.
A graduate of Ohio Wesleyan University, Mr. Glaser also completed the Advanced Management Program at the Harvard Business School.

Tuesday, 6 October 09
14.00 - 15.30
Workshop 12

GRAHAM Julia, *Chief Risk Officer, DLA Piper UK LLP*

Julia has worked in the world of risk and insurance for over 30 years. She is the Chief Risk Officer for DLA Piper the largest legal services organisation in the world.
Previously Julia was head of Global Group Risk Management at the insurance company RSA where she had a background in underwriting, marketing, operational management and risk management, as the company's first Group Risk Manager.
Julia is the immediate past Chairman of AIRMIC, the UK association of insurance and risk managers and Chairman of the Risk Panel of the Managing Partners' Forum whose membership specifically focuses on professional services organisations. She was Chairman of the British Standards Institution (BSi) committee which published the first British standard for Risk Management BS31100 in 2008.
Julia is a frequent conference speaker and author on matters risk and insurance, a Fellow of the CII (the Chartered Insurance Institute), a Chartered Insurer, and Fellow of the BCI (the Business Continuity Institute).

Tuesday, 6 October 09
16.00 - 17.00
Workshop 15

HACKER Peter, *Partner & Global Head Communication, Media and Technology Practice, Jardine Lloyd Thompson*

Peter leads JLT's Global Communications, Media and Technology Practice. He has 10 years experience in the risk management and risk financing area for Fortune 500 CommTech clients. Peter's role at JLT includes developing sophisticated, tailor-made conventional and alternative risk financing solutions for communication and technology clients, assessing clients' objectives in terms of risk retention, risk landscape and cost of capital, and managing the transaction duties successfully. Peter also plays a significant role in developing new industry platforms and solutions.
Prior to joining JLT Peter spent three years as a Director and Divisional Key Position Holder in Swiss Re's Global Corporate Marketing Group in Zurich. In particular, he was responsible for its worldwide risk finance activities in the Consumer Electronics, Telecom and Technology Market from 1999.

Tuesday, 6 October 09
11.00 - 12.00
Workshop 7

HARVEY Nicola, *Group Risk Director, Christie's*

Nicola Harvey is Group Risk Director at Christie's International plc, the global art auction house. This new role encompasses enterprise wide risk management – managing the identification, assessment and control of global risk, setting and implementing new group strategies for risk management and including managing all Christie's internal and external insurance arrangements. Prior to joining Christie's Nicola was Head of Risk Financing at Lloyds TSB and before was Group Manager, Insurance & Risk Assessment at Cable & Wireless plc. Nicola also spent a number of years working at broker Willis. Nicola sits on the Council of AIRMIC and is Deputy Chairman of AIRMIC.

Monday, 5 October 09
14.00 - 15.30
Workshop 2

HOLEČEK Petr, *Risk and Environmental Manager, Plzensky Prazdroj, a.s.*

Graduate of the Czech Technical University in Prague in 1965, Faculty of Civil Engineering, water system section, after graduating Petr Holeček worked in a water company. Since 1993, he has worked in the brewing industry in the company Plzeòský Prazdroj, a.s., (a part of multinational corporation SABMiller) in various positions – Water Specialist, Environmental Protection Manager, and since 2004 as a Risk Manager. Petr Holeček established an Environmental protection system ISO 14001, Work safety and Protection of health at work system OHSAS 18001 and Risk and Crisis management system. In connection with the projects of the SABMiller, he has worked in Slovakia, Poland, Hungary, Russia, Ukraine, South Africa and Tanzania.

Monday, 5 October 09
16.00 - 17.00
Workshop 4

HOPKIN Paul, *Technical Director, AIRMIC*

Paul Hopkin BSc, FIRM, FIIRSM, FIOSH, FRSPH is based in London as Technical Director at the Association of Insurance and Risk Managers (AIRMIC). He was previously Director of Risk Management for The Rank Group Plc and prior to that was the Head of Risk Management at the BBC. A former HM Inspector of Factories with the Health and Safety Executive, he is a Fellow of the Institute of Risk Management and was Chairman of the International Institute of Risk and Safety Management from December 2002 until June 2008. Paul also held the positions of Loss Control Manager at BET PLC, Technical Director at Sedgwick Risk Control Services, Managing Director of Fenchurch Risk Management and Director of Richard Oliver International, part of the Willis (Insurance Brokers) Group. For four years he ran his own consultancy specialising in risk assessment and safety management. He has published a book entitled “Holistic Risk Management in Practice” (2002). The book highlights the contribution that Risk Management can make to corporate success, especially when Risk Management effort is fully aligned and embedded with the business processes in the organisation. In addition to being a member of the Board of the Institute of Risk Management, Paul is also the lead examiner for the Certificate in Risk Management (CIRM) qualification, as well as author of the course textbook. He is especially interested in the development of Enterprise Risk Management and the practical application of the concept of “Risk Appetite”.

Tuesday, 6 October 09
14.00 - 15.30
Workshop 12

HUOVINEN Tapio, *Director - Risk Management, UPM-Kymmene*

After obtaining a Master of Science in Engineering from Helsinki University of Technology (1991), Tapio Huovinen started his career as an underwriter for Enterprise Fennia in 1991. In 1994 he then became Risk Manager for Valmet Corporation.
In 1998 he obtained an MBA from Nottingham University Business School and moved to Business Risk Consulting at Arthur Andersen, as Senior Manager. From 2001 to 2006 he was Senior Manager at Aon Finland before being named to his current post as Director of Risk Management at UPM-Kymmene Corporation.

Monday, 5 October 09
16.00 - 17.00
Workshop 4

Tuesday, 6 October 09
11.00 - 12.00
Workshop 7

HURRELL John, *Chief Executive, AIRMIC*

Before joining AIRMIC as chief executive at the start of 2008, John Hurrell had spent nearly forty years in the insurance industry. He joined the Sedgwick Group (now part of Marsh) in 1978 after starting his career with Royal Insurance. Most recently, he was CEO of Marsh Risk Consulting Europe, Middle East and Africa from 2003 to 2007. He is a fellow of the Chartered Insurance Institute. Career history; 1978 to 2007 Marsh Inc (Previously Sedgwick Group plc) 2003 - 2007 CEO of Marsh Risk Consulting Europe, Middle East and Africa 1999 – 2003 CEO of Marsh Risk Consulting UK – following the acquisition of Marsh 1997 – 1999 CEO of Sedgwick Risk Management Services worldwide 1991 -1997 CEO of Sedgwick Global worldwide 1988 – 1991 Chairman of Sedgwick London Ltd 1985 – 1988 Leader of one of two major client divisions with 60 staff 1978 – 1985 Client Executive in Sedgwick UK, managing large corporate clients relationships 1968 – 1978 Royal Insurance Co Ltd 2 year training programme followed by 8 years' working in underwriting and sales.

Tuesday, 6 October 09
09.00 - 10.30
Risk Managers
on the grill

ILMONEN Ilkka, Group Insurance Manager, Neste Oil Corporation

Ilkka Kristian Ilmonen has been Group Insurance Manager at Neste Oil Corporation since 2005 and is responsible for insurance management and business continuity in Neste Oil, where he has two specialists working for him. He also works closely with enterprise risk management (ERM) matters. He previously held the positions of Insurance broker at Aon Finland (in 2003-2005), Vice president, R&D at If Industrial Ltd (in 2000-2003), Vice president, ART & New Products for Sampo Industrial (1996-2000), Department manager, Credit and Guarantee, at Sampo group (1994-1996),
Credit insurance manager at Sampo group (1990-1994) and Credit insurance negotiator at Sampo group (1987-1990)
Education: 2008 - EMBA Helsinki ; 1997- Master of Sciences (Econ.) Turku; 1990 - Law Bar exam 1987 - Master of Laws, University of Turku, Finland.

Wednesday, 7 October 09
10.45 - 12.15
Plenary Panel Session

KEOGH John, *Chief Executive Officer, ACE Overseas General*

An insurance executive with more than 20 years of experience in the industry, John Keogh joined ACE in 2006 to head the organization responsible for the company's property and casualty insurance operations outside North America. ACE Overseas General includes ACE International, with operations in Africa, Asia, Europe, Latin America, the Middle East and the Pacific, and ACE Global Markets, the company's London-based international excess and surplus lines business.
Prior to joining ACE, Mr. Keogh served as Senior Vice President, Domestic General Insurance, for American International Group (AIG), and President and Chief Executive Officer of National Union Fire Insurance Company of Pittsburgh (an AIG member company) from 2000 to April 2006. From 1998 to 2000, Mr. Keogh was Executive Vice President, AIG Domestic Brokerage Group, Head of Field Operations. He served as President and Chief Operating Officer, Lexington Insurance Company, from 1997 to 1998, and as President, AIG Domestic Brokerage Group, Commercial Accounts Division, from 1996 to 1997. Prior to those appointments Mr. Keogh was President, Commercial Risk Division, AIG Risk Management, from 1995 to 1996, and Division President, General Casualty, American Home Assurance Company, from 1993 to 1995.
John is a member of the board of directors of Junior Achievement of New York and serves on the board of overseers for The School of Risk Management, Insurance and Actuarial Science of St. John's University. Mr. Keogh holds a Bachelor of Arts degree in Economics from Brown University.

Monday, 5 October 09
16.00 - 17.00
Workshop 6

KNIGHT Kevin W., *Convenor/Chairman, ISO Working Group on Risk Management*

Kevin is well known through his very active work in the development of Standards relating to the management of risk. He is a founding member of the Standards Committee that produced the original AS/NZS 4360 Risk Management Standard in 1995 and its subsequent revisions in 1999 and 2004. Kevin was Convenor of the International Standards Organisation (ISO) Working Group that produced ISO/IEC Guide 73:2002 and currently chairs the ISO Working Group that developed the new ISO 31000 Risk Management Standard and the revision of ISO Guide 73. In 1996, the IFRIMA Board presented him with an award in recognition and appreciation for his outstanding contributions and leadership to IFRIMA. His work has been recognised by his peers in Australia through his election as a Life Member and a Fellow of the Risk Management Institution of Australasia. He was the 2001 Asian Risk Manager of the Year. In 2003, Standards Australia presented him with the Outstanding Service—Business Standards Award in recognition of his contribution to the development of Australian and International Standards for risk management. Kevin was included in the US Treasury & Risk's Magazine 2008 list of the 100 most influential people leaving their marks on the world of finance for his International Standards work. He was appointed a Member in the General Division of the Order of Australia by the Governor-General of Australia in 2008 "for service to risk management through executive roles with professional associations and as a contributor to the development of principles and practices".

Tuesday, 6 October 09
16.00 - 17.00
Workshop 15

KOŽÍŠEK Radovan, *Head of Risk Management, E.ON Česká republika, s.r.o.*

Born in 1970, Radovan Kožíšek graduated in 2004 from the Faculty of Economy and Management of Mendel's university, Brno (Accounting and tax, Marketing, Management, Financial analysis).
Between 1988 and 2003, he held different positions at Jihomoravska energetika IT.
He has been head of Risk management at E.ON Czech Republic since 2004 and is in charge of leading risk managers (trading, sales, distribution, services), of the Risk management committee meetings, of the Early warning system for the board, Management cockpit , of the Development of an information support of the Risk management in SAP environment (SAPrisk project), of the Implementation of the system of in other E.ON countries. He is also project manager in Business continuity management, in charge of the coaching of potential employees – trainee programme. He is also process group manager of the Sarbanes-Oxley 404 project and in charge of the Credit risk management – external and internal rating system, scoring, contract approval, setting of the payment conditions for big customers .
Radovan Kožíšek has worked in Turkey (in 2006 - Technical due diligence), in Sweden (in 2007-2008 - Credit risk management, BCM) and in Great Britain (in 2008 - Business Continuity Management E.ON international talents programme).

Tuesday, 6 October 09
09.00 - 10.30
Risk Managers
on the grill

KVORNING Flemming, *Group Risk Manager, Coop Danmark A/S*

Flemming Kvorning holds a degree in Risk Management from University of Malvern Pennsylvania (ARM - Associate in Risk Management) and is also a lawyer. He also studied at the Danish Insurance Academy. Flemming Kvorning is today group risk manager of Coop, Scandinavia's largest retailer. He is responsible for managing the group's hazard, financial, and operational risks and business continuity management and operates furthermore as group security manager in Denmark. Flemming Kvorning reports to the CFO. He has been with the company since 2003. Prior to joining Coop he was with Aon and before that head of policy and underwriting in the insurance industry. Flemming Kvorning has also presented on business continuity subjects at seminars in UK and mainland Europe. Flemming Kvorning is boardmember of DARIM, the Danish risk manager organisation, board member of security groups appointed by the government and member of ASIS.

Tuesday, 6 October 09
09.00 - 10.30
Risk Managers
on the grill

Wednesday, 7 October 09
10.45 - 12.15
Plenary Panel Session

LADBURY Adrian, *International Editor of Business Insurance*

Adrian Ladbury is the International Editor of Business Insurance, the U.S.-based weekly newspaper for the international risk management, insurance buying and insurance community published by Crain Communications. He has been a journalist for 20 years after studying Modern History at the University of London, and has covered the risk and insurance markets for the last 17 years.
Adrian has worked as a journalist on many leading international risk and insurance publications and been a publisher of a portfolio of insurance, financial risk, banking and technology publications, books and newsletters. He has also helped create and manage a number of industry events including debates, seminars and workshops, awards and full conferences. Adrian joined Business Insurance as a reporter in London in 1993, leaving in 1995 to join Lloyd's List as part of the launch team for Insurance Day newspaper.
He returned to Crain in August 2006 to take up the challenge of leading Business Insurance Europe which was launched in September of 2006. BIE was recently merged into BI and Adrian has taken on the role of International Editor to help drive the newspaper's non U.S. coverage. Adrian is a regular speaker and conference chair at major industry events such as the FSA annual conference, Insurance Institute of London, AGERS Spanish Risk Management meeting and World Insurance Forum.

Tuesday, 6 October 09
16.00 - 17.00
Workshop 14

LANCNER Gérard, *Director Risk Management and Insurance, Groupe Yves Rocher, Chairman of AMRAE*

Gerard Lancner graduated from the Ecole Supérieure de Commerce de Rouen and started his career in 1974 at Arthur Anderson International in Paris.
In 1981 he joined the Legal and Fiscal Department of the Yves Rocher Group to become its director. Named Director of the Risk Management and Insurance Department in February 2001 he now holds the post of Director of the Risk Management, Insurance, Internal Audit and Legal Affairs Department.
Since January 2008 Gérard Lancner is also the President of the French Risk Management Association, AMRAE.

Tuesday, 6 October 09
11.00 - 12.00
Workshop 8

LEEMAN Carl, *Chief Risk Officer Katoen Natie, Board Member Ferma, Board member IFRIMA*

Carl Leeman is Chief Risk Officer of the Katoen Natie group. Katoen Natie is an international, privately owned, company operating as a logistic and engineering supplier to the automotive, petrochemical, consumer goods, food and retail businesses, industry in 26 countries in Europe, North America, South America, Africa, Middle East & Asia. Worldwide Katoen Natie employs some 8000 people. Carl Leeman is in charge of Risk Management within the Katoen Natie group covering more than 100 companies. His responsibilities are operational contracts, legal issues, insurance, claim handling, safety, security and environmental issues. He does coordinate those on a worldwide basis. He is vice president of BELRIM, Belgian Risk Management Association, board member of FERMA, executive vice president of IFRIMA and wrote a number of articles in Newspapers and Magazines. He addressed national and international conferences and teaches in several Risk Management and Crisis Management programs. He graduated in Nautical College, Forwarding, Marketing, Insurance Brokering and Risk Management.

Sunday, 4 October 09
11.30 - 12.30
Pre conference course

LOUISOT Jean-Paul A., *Senior Director Knowledge Resources – Insurance Institute of America*
Professor of Risk Management – Université Paris 1 – Panthéon Sorbonne ENSI Bourges CARM Institute

Director Jean-Paul LOUISOT, ARM, holds a mining engineer degree, a Master in Economics and an MBA from the Kellogg School of Management He has serviced private and public entities in risk management for more than thirty years. He has worked as a broker, an underwriter and a risk-manager. Since 1993, his activity consists mainly in teaching and coaching post graduate students and risk management professionals, while still acting as a part-time risk manager for a few clients. He is a frequent speaker in professional conferences in Europe, in Australia, and in the USA. He has recently joined the Insurance Institute of America as a Senior Director in the Knowledge Resources Department and developed a new ERM course. As curriculum director for CARM Institute, Ltd, he supervises the ARM and EFARM (European Fellow in Applied Risk Management) designations. As a Professor at Paris 1 University (Panthéon Sorbonne), he teaches a postgraduate course in Risk Management (Master - Gestion des Risques & des Crises). He also teaches in several institutions at post graduate levels. Jean-Paul LOUISOT has published a number of articles and studies on risk management in specialized publications and periodicals, and contributed studies to the "Guide le la Sécurité" (AFNOR – 2003). He has published "Exposure diagnostic" (AFNOR – 2004), "100 Questions to understand Risk Management (AFNOR – 2005) and "Risk Quantification" (Wiley – 2006).

Tuesday, 6 October 09
09.00 - 10.30
Risk Managers
on the grill

MATHIJSEN Marc, *Head of Corporate Insurable Risks Management ING Groep NV, President of BELRIM*

Marc Mathijsen (42), married, 5 children, lives in Brussels. He holds a MA in Law, MA in Political Sciences (Catholic University of Louvain, Belgium), a BA in Management (Brussels EHSAL Business School) and Ghent Leuven VLERICK Business School. He is a Reserve Officer in the Belgian Leopard tanks combat unit. Marc Mathijsen is President of BELRIM, the Belgian Risk Management Association, since 2009. He started his career in 1992-1994 at AXA Belgium in professional liabilities. He moved to MARSH Belgium in the claims Department in 1994-1995. From 1996 until 2000, He was Head of non-marine Department at ASSUPAR Insurance brokers (controlled by Philips' Captive broker IAK). He was Managing Director BBL Insurance Brokerage (ING Group) in 2000 -2003, and until 2007 Insurable Risks Manager of ING South West Europe Region. Since 2007, Marc Mathijsen is Head of Corporate Insurable risks Management ING Group ING (situation June 2009). ING is one of the leading European Financial institutions with a credit rating of AA- (S&P long-term rating outlook – May 2009). N°6 among financial institutions according to Fortune Magazine, in the ranking of Most Admired Companies, based on a survey among business leaders, March 2009. • Total Assets 1,272 billion • Shareholders Equity € 19.4 billion • Assets under Management € 538 billion • Clients 85 million • Countries 40 • Employees Around 114.000

Tuesday, 6 October 09
14.00 - 15.30
Workshop 11

MEIJERS Jaap, *Chairman of BIPAR (European Federation of Insurance Intermediaries), Belgium.*

Jaap Meijers was born in the Netherlands in February 1947. At the age of 26 he founded together with his wife Tineke, Meijers Assurantiën BV in Amsterdam. He has served as Chairman of the Worldwide Broker Network, a network of independent insurance brokers in 56 countries, with a total annual premium turnover of $25 billion. Currently he is Chairman of the Brussels based BIPAR, the umbrella organization of all European insurance trade organizations in 31 countries with circa 250.000 employees.
Jaap Meijers' involvement in public life spans a wide variety of areas, reflecting his many interests and broad skills. He has served as a member of a Dutch Parliamentary Advisory Board regarding restitution of Holocaust era assets and investigation of outstanding credit balances of victims of Nazi persecution within Dutch banks and insurance companies. He was the Chairman of the Friends of the Jewish Historical Museum, and he has served as Chairman of the Board of the Circuit Park Zandvoort, a motorsport race track located in Zandvoort, where in his young years, he used to drive himself. He is currently Vice Chairman of the International Center for the Enhancement of Learning Potential (Feuerstein Center) for children with disabilities, and a member of the advisory board of the SAM Foundation, which promotes dolphin therapy for children with Down syndrome.
For all his activities in the non profit sector he was awarded as Knight by her Majesty the Queen of the Netherlands.

Tuesday, 6 October 09
14.00 - 15.30
Workshop 10

MENDE Markus, *MSc, PhD - Managing Director, AGRC (Switzerland)*

Markus Mende is responsible for AGRC's Consulting and Captive Management activities in Continental Europe and a director of Aon Re (Switzerland). Markus Mende joined AGRC in June 2000 from Allianz, where he last marketed global employee benefit funding programs to multinational companies as Regional Director, UK. He is now based in Basle focusing on structured insurance solution / integrated risk finance for large corporate clients. In this role, Markus has developed a number of "super" captive solutions for SMI and Dax Top 20 companies with capitalisation / premium volumes in excess of Euro 100 mill. He is a graduate of the London School of Economics, Corpus Christi College, Oxford and was awarded a PhD in econometrics and economic policy analysis from the Dresden University of Technology in 1997.

Wednesday, 7 October 09
9.30 - 10.15
Keynote Speaker

MERKOVSKY John, *Managing Director and Global Leader, Marsh Risk Consulting*

John Merkovsky serves as the Global Leader for Marsh Risk Consulting (MRC), overseeing and directing the daily operations and continuing growth of its consulting practices. In addition, he is responsible for Marsh's thought leadership activities around emerging risk issues such as corporate governance, climate change, pandemic, and supply chain. He also helps coordinate Marsh's participation in the World Economic Forum's Global Risk Network.
John began his risk consulting career in 1984, working for various firms until establishing his own in 1997, which then became part of Marsh in 2001. In these capacities, he participated in the review and measurement of economic damages, and in supply chain risk modeling. John has also testified in various Federal and state courts as an expert on financial damages.
John has authored many articles, been quoted in the press (for example, Reuters TV, Business Insurance, and the Financial Time), and presented seminars to the insurance industry, business audiences, and in-house personnel on such subjects as the risk life cycle, litigation support, business interruption, property damage, and emerging risk issues. Such speaking engagements have included presentations and keynote addresses at the Secure Trade in the APEC Region (STAR V) Conference, a United Nations leadership meeting convened by Secretary-General Ban Ki-moon, the Risk Management Institution of Australasia conference, the World Conference on Disaster Management, and the Turkish Stock Exchange in Istanbul. In 2008, John was named a Top 25 Consultant by Consulting Magazine.

Tuesday, 6 October 09
09.00 - 10.30
Risk Managers
on the grill

MICALE Maurizio, *Corporate Risk Management & Insurance Director, STMicroelectronics NV*

After having started his professional carrier as Sales & System engineer at IBM in the mid eighties in Milan, he was trained in property and casualty insurance, loss prevention and risk fire engineering at CHUBB & Son in Boston. Then, he established, managed and developed the Loss Prevention department for CHUBB at the Milan's branch office in the early '90. After few years, he joined Sedgwick Insurance Broker in London and then in Milan to establish and run the Risk Control & Risk Management professional services. He moved into corporate risk management & insurance, first with Pirelli Group and then with Impregilo Group in Milan respectively as Group's Risk Engineering Manager and as Head of Risk Management & Insurance. On 2000, he joined STMicroelectronics, in Geneva, as Corporate Risk Management and Safety Director and then as Corporate Risk Management & Insurance Director with responsibilities for development of global risk management and insurance strategy and overseeing its implementation. He has more than 20 years professional experience on designing, implementing and managing risk management, programs, initiatives and organizations as well as global insurance programs. His background includes a genuine passion for searching excellence and effective management execution, for developing insurance new products and business relationship, risk management process efficiency and P&L responsibility. He is focused, ethical and driven to succeed. Mr. Micale holds a High School Diploma in Humanistic Studies, a Degree in Mechanical Engineering and the Chartered Engineering, as Professional Engineer, from the "Università degli Studi" of Florence (Italy).

Wednesday, 7 October 09
10.45 - 12.15
Plenary Panel Session

PEIGNET Victor, *CEO, SCOR Global P&C, Board member of Groupe SCOR*

Victor Peignet, Marine & Offshore Engineer graduated from the Ecole Nationale Supérieure des Techniques Avancées (ENSTA), joined SCOR's Facultative Department in 1984 from the offshore contracting industry. He has more than 15 years underwriting & managing experience in Energy & Marine insurance with SCOR. He has been at the head of the Corporate Business Division of the Group (Business Solutions) since its formation in 2000, as Executive Vice President and as Managing Director from April 2004. Since July 2005, he has been the Chief Executive Officer of SCOR Global P&C that is one of the two operational entities of the Group and that manages all the Group Non-Life Business worldwide.

Sunday, 4 October 09
10.45 - 11.30
Pre conference course

POUNTNEY Brian, *Chairman Health Corporation UK Limited*

Brian Pountney is Chairman of Health Corporation UK Limited. – a company which trades principally in the UK. Its portfolio of products and services is dedicated to the provision of tailored solutions to large and small organisations for the containment of their deadweight costs associated with employee absence through illness and injury and the effective rehabilitation of the Human Asset. Until his retirement in 1996 Brian was the Director of Risk Management for Bass PLC. At Bass he led a team of professionals that developed and implemented strategies for the global operations of Bass (Breweries, Soft Drinks, Holiday Inn Hotels and other leisure based activities) that identified and cost effectively handled the varied risks of the business at corporate and local level. Brian is a Fellow of the Institute of Risk Management. He has a wide knowledge of risk management and has been at the forefront of Risk Management thinking and practice for the past twenty or so years. He has been and still is an active player in the affairs of both AIRMIC (Chairman 1989/1991) and the IRM (Board member 2002/2004). He is currently a Vice President of AIRMIC. He has been a leading contributor to the Risk Management and Business Risk Handbooks published by Kluwer Publishing and has presented papers on a variety of risk management topics at conferences in the UK, Europe USA and Australia.

Tuesday, 6 October 09
14.00 - 15.30
Workshop 12

RESTOULE Joseph A., *CIP, CRM, President, Risk and Insurance Management Society, Inc. (RIMS), Leader, Risk Management, NOVA Chemicals Corporation*

Joseph Restoule is a leader of risk management at NOVA Chemicals Corporation. NOVA Chemicals' risk management group contributes to the long-term financial success of the business by providing proactive risk analysis; motivating and assisting in cost-effective loss prevention; and providing long-term, stable risk financing. The risk financing program includes the use of alternative risk financing programs through the use of insurance, captive and other financial products. Mr. Restoule has been with NOVA's risk management group for the past 20 years. Previous experience includes responsibility for risk management activities in NOVA's previously-owned gas transmission and international business actively involved in mergers and acquisitions. Mr. Restoule currently serves as RIMS president. He has served on RIMS board since 2001 in various capacities, including vice president and secretary. Formerly, he was chair of RIMS Canada Council. Mr. Restoule is president of the Canada-based William H. McGannon Foundation. He has been an active board member on RIMS Southern Alberta Chapter since 1992. He is a member of the founding Board of Governors of the Institute of Risk Management and often lectures at the University of Calgary, Insurance and Risk Management faculty. In 2004, Mr. Restoule was the recipient of the Donald M. Stuart Award, RIMS highest honor for risk management in Canada. Mr. Restoule is currently a member of the AEGIS International Risk Management Advisory Committee and a former chair (1997-1998) of the American Gas Association Risk Management Committee.

Tuesday, 6 October 09
16.00 - 17.00
Workshop 14

RIGNAULT Jean-Paul, *Chief Executive Officer, AXA CORPORATE SOLUTIONS*

Jean-Paul RIGNAULT is the Chief Executive Officer of AXA Corporate Solutions Assurance, a wholly owned subsidiary of the AXA Group providing insurance, risk management and financial protection services to large international corporations (P & C Insurance) and dedicated to Marine, Aviation and Space specialty markets. Jean-Paul began his career in 1982 as an underwriter of international risks at UAP in Paris and then in New York (from 1986 to 1988). In 1989 he joined UAP International where he contributed to the creation of Paneurorisk, an entity dedicated to the P & C insurance and risk management for large European companies. Between 1993 and 1996, Jean-Paul managed UAP UK branch in London where he was responsible for large corporate risks for the UK market. More recently, Jean-Paul headed the Lorraine-Champagne-Ardenne Region of UAP France and then the P & C activities of AXA Conseil. Prior to joining AXA Corporate Solutions in July 2002, Jean-Paul was General Manager of AXA Assurance's Western Region. Jean-Paul, a graduate of Ecole Supérieure de Commerce de Rouen, is 52 years old.

Monday, 5 October 09
14.00 - 15.30
Workshop 3

SCHIAVONE Paul, *Global Head of Mergers & Acquisitions and Private Equity Group and CUO Management Liability Insurance, Zurich Global Corporate*

Paul Schiavone is the existing Global Head of Zurich's Mergers and Acquisition (M&A) Team, appointed April 1st, 2009. In this role Paul is responsible for developing and implementing the global strategy and financial plans for Zurich's M&A Team. One of Paul's goals in this role is to develop effective relationships with buyers of M&A insurance, focusing specifically on private equity houses and brokers of M&A insurance.

Paul Schiavone also is the acting Chief Underwriting Officer (CUO) of Zurich's Global Corporate Management Liability Insurance Division. In this role Paul has global responsibilities excluding North America. This role includes lines of business such as Directors and Officers Liability, Pension Trustee Liability and insurance for Initial Public Offerings.

Paul Schiavone joined Zurich Global Corporate on April 2nd, 2006 to be Chief Underwriting Office of Directors and Officers Liability (D&O) and Employment Practices Liability (EPL) Insurance for Zurich Global Corporate – for all countries outside of North America. Paul has over 13 years of experience in the insurance industry and Financial Lines (specializing in D&O and EPL insurance), working for American Wholesale Brokerage in San Francisco, California and AIG in both New York, New York and Paris, France.

Paul Schiavone started his career in insurance in 1993 working as Divisional Counsel for AIG's New York based subsidiary National Union Fire Insurance Company of Pittsburgh, Pa. (National Union) focusing on D&O and EPL. At National Union, Paul held many positions including Divisional Counsel for the middle market unit, Divisional Counsel for the commercial/national unit and Chief Underwriting Officer and Vice President of National Union. In March of 2001 Paul joined the Financial Lines Division of AIU (AIG's international arm of business) in New York as a Vice President, again focusing on D&O and EPL for all countries outside of North America. Paul subsequently moved to Paris with AIG in 2002 to be Chief Underwriting Officer for Financial Lines Europe. In 2004, Paul left underwriting to start a career as a broker for American Wholesale Brokerage Group, starting their Financial Lines office in San Francisco, leaving this position in 2006 to join Zurich.

Paul Schiavone graduated from Seton Hall University in 1990. He passed the New York and New Jersey bar in 1993. Paul obtained his law degree from New York Law School in Manhattan, graduating in 1993.

Tuesday, 6 October 09
11.00 - 12.00
Workshop 9

SCOTT John, *Head of Risk Insights for Zurich Global Corporate UK*

Dr. John Scott is Head of Risk Insights for Zurich Global Corporate UK, a part of Zurich, the insurance-based financial services provider with a global network. Zurich delivers insurance and risk management solutions and services especially in General and Life Insurance and distributes third party financial services products. Working with other colleagues around Zurich, John leads Zurich's Global Corporate UK's approach to developing and delivering risk insights to Zurich's largest corporate customers. A graduate of Oxford University, with a PhD in geology, John's early career was with BP in the upstream oil & gas industry, where he gained wide-ranging international experience. In 1995 he gained his MBA at Cranfield and joined BOC, where he led a number of strategic initiatives including M&A work and corporate strategy. He joined Zurich in 2001. John is a member of the Institute of Directors in the UK, has chaired the ACT/AIRMIC special interest group on risk: insurance and treasury and currently chairs the Carbon Capture & Storage Association group on risk. As a conference speaker, John has presented to professional audiences on a range of risk-related subjects including emerging risks e.g. climate change and nanotechnology as well as strategic risk management, corporate governance, quantification of risk and business continuity management.

Tuesday, 6 October 09
16.00 - 17.00
Workshop 13

SHARMA Praveen, *Global Practice Leader - Insurance Regulatory & Tax Consulting, MARSH*

Praveen Sharma is practice leader of the newly established Insurance Regulation & Tax Consulting unit within Global Risk Management. He provides multinational clients of Marsh with support and information that enable them to evaluate regulatory and tax risks arising from global insurance policies and programs. He is based in London.
Praveen Sharma is a qualified Chartered Accountant with significant experience in dealing with accounting, regulatory and taxation issues that affect risk financing arrangements - including global policies, captive vehicles and alternative risk transfer mechanisms.
For fourteen years, as tax adviser at both KPMG and Ernst & Young, He was involved with the management of UK corporate tax issues for some of the world's largest insurance companies. Praveen Sharma came to Marsh from Aon, where he was Head of Regulatory & Compliance for the EMEA region, a post he held since 2001. While at Aon, he advised multinational companies on their optimal insurable risk management strategy, including accounting, regulatory and taxation issues.
Regulatory and tax compliance is gaining increasing importance for senior executives and risk managers of multinational companies. With the establishment of its new Insurance Regulation & Tax Consulting unit, Marsh will be well positioned to capitalize on this growing area of opportunity.

Tuesday, 6 October 09
09.00 - 10.30
Risk Managers
on the grill

SIGULLA Stefan, *CEO Insurance of Siemens Financial Services GmbH*

Dr. Stefan Sigulla is the CEO Insurance of Siemens Financial Services GmbH (SFS). In his role he has global responsibility for Siemens AG insurance issues. He is member of the Financial Enterprise Risk Management Board, member of the Group Insurance Board, CEO of Siemens' in-house brokers and CEO of Siemens Captive. Dr. Sigulla is also President of the German Risk Owner/Risk Manager Association DVS (Deutscher Versicherungsschutzverband e. V.) and Vice President of the Federation of European Risk Management Associations (FERMA). Furthermore, he is Board member of the BDI Insurance Committee (Bundesverband der Deutschen Industrie). In 2008 Dr. Sigulla received the award "Risk Manager of the Year Honor Role 2008" of Business Insurance Europe. This year Siemens was winner with the "Best Risk Financing Programme of The Year" at the 2009 European Risk Management Award of Strategic Risk with one project initiated by SFS. He is author of various publications dealing with insurance and risk management.

Tuesday, 6 October 09
14.00 - 15.30
Workshop 10

SKWAREK Tom, *Head of Corporate Business Development, Swiss Re*

Tom Skwarek is Managing Director and Head of Corporate Business Development and is based in London. Prior to joining Swiss Re in 2000, Mr. Skwarek was President of Strategic Capital Management, which provided consulting services on alternative solutions to the traditional insurance programs of Swiss Re and its corporate clients. Before starting his consulting practice, he spent most of his nearly 20 year investment banking career at JPMorgan, where, as managing director, his responsibilities included heading European capital markets origination and structured finance. Swiss Re combines (re)insurance-based innovations with other elements of corporate finance to help our clients enhance capital efficiency, stabilise earnings and add shareholder value. Mr. Skwarek holds a post-graduate degree in Economics from Oxford University (St. Catherine's College) as well as undergraduate degrees from the California State University at Los Angeles and Uppsala University, Sweden in Economics and Political Science.

Tuesday, 6 October 09
14.00 - 15.30
Workshop 11

SOUSSAN Guy, *Partner, Steptoe & Johnson LLP*

Guy Soussan is Partner in the Brussels office of Steptoe & Johnson LLP and a member of the Paris Bar. With more than twenty years of experience, Mr. Soussan has advised extensively on EU regulatory, legal, tax, antitrust, international trade and compliance issues for insurers, reinsurers, captives, intermediaries and risk managers. At present, Mr. Soussan is particularly active in advising on EU regulatory issues impacting risk management and captive insurance. He deals regularly with the European institutions and national supervisory authorities and is a frequent contributor to insurance industry and legal publications and a regular speaker at international conferences.

Tuesday, 6 October 09
16.00 - 17.00
Workshop 13

STRNAD Martin, *Head of Legal, Attorney at Law, Zurich Global Corporate*

Martin has been employed within the Zurich Financial Services Group since 2002, currently heading up the legal department for Zurich Global Corporate, previously within the legal department at Centre Group LLC in New York, and the corporate legal department within Farmers Group Inc. Prior to joining Zurich, Martin was an associate at Benz & Partner, specialising in insolvency and marine law, and Associate at Lenz Iselin & Riggenbach, focussing on forensic work, civil and IP Law. Martin studied at the University of Basel, completing a Swiss Master of Law in 1994, then progressed to complete the Bar exam. In 1998 he was admitted as a Swiss Attorney at Law.

Tuesday, 6 October 09
14.00 - 15.30
Workshop 12

TAYLOR Paul, *Director of Risk Assurance, The Morgan Crucible Company plc, UK*

Paul Taylor is currently Director of Risk Assurance at Morgan Crucible plc. Morgan Crucible is a UK listed company operating in 40 countries manufacturing advanced ceramic and carbon components. He is responsible for creating and implementing a risk management strategy throughout the group as well as being responsible for the internal audit function.
With over 30 years experience in international working environments, Paul Taylor has lived in the USA, Australia, Belgium, Switzerland and France as well as the UK. He has been Head of Risk Management in 3 FTSE 100 international groups (paper industry, logistics and retail) and in a large packaging company in Switzerland.
Prior to his corporate roles he worked for a large multi-national insurance company initially as a consultant engineer and subsequently he managed commercial and underwriting operations.
Paul Taylor is a Chartered Engineer and is active in risk management in Europe. He has been Vice- President of FERMA is currently a Board Member. He is also Deputy Chairman of AIRMIC.

Monday, 5 October 09
16.00 - 17.00
Workshop 6

TERZAGO Marco, *Corporate Risk Engineering Manager Risk Manager for South and Western Europe & Far East SKF Industrie S.p.A., Airasca (Turin)*

As risk manager for SKF Group, the leading global supplier of products, solutions and services within rolling bearings, seals, mechatronics, services and lubrication systems, operating through 150 companies in 140 countries, Marco Terzago is responsible for supporting the development of the group's risk and insurance management policy, defined by SKF Reinsurance Co. Ltd., the group's captive and for the implementation of that policy in his area of responsibility. Vice-Chairman of ANRA (the Italian Risk and Insurance Managers Association), he has been ANRA's delegate in the FERMA Board of Directors (2006-2008) and in the Technical Committee of UNI (the National Standardisation Organism in Italy) for the issue of UNI 11230, the first Italian Risk Management Standard (2004-2007). Fellow of AIIA, the Italian Chapter of the SFPE (Society of Fire Protection Engineers), since 2000 he has been a lecturer in the "Fire Risk Management Master" by CFPA-E (European Confederation of Fire Protection Associations), Milan, Italy. Prior to joining SKF in 2001, he worked in Pirelli Group Risk Management dept. in Milan, Italy and in the Corporate Clients Department of Fondiaria-SAI, Ins. Co. in Turin, Italy. Educated in Italy, Marco Terzago holds a degree in Industrial Engineering from Turin's Polytechnic, and a master degree in "Risk Engineering and Insurance" by CINEAS - Milan's Polytechnic.

Wednesday, 7 October 09
10.45 - 12.15
Plenary Panel Session

THEIS Axel, *Chief Executive Officer, Allianz Global Corporate & Specialty*

Axel Theis is the Chief Executive Officer of Allianz Global Corporate & Specialty. He started working for Allianz as a trainee in 1986 after receiving his Ph.D. in law from the University of Tübingen. Following various positions at Allianz Germany P&C in commercial and industrial lines, he moved to Sydney as a board member of Allianz Australia. Axel Theis was then appointed a member of the board at Allianz Versicherungs-AG in June 2001, in charge of industrial lines and Allianz Global Risks Re in Munich, Germany. In 2004 he became Chief Executive Officer of Allianz Global Risks Rückversicherungs-AG. Under his management, this unit was merged with other Allianz subsidiaries in 2006 to become Allianz Global Corporate & Specialty (AGCS), which he has led to this day. AGCS has since become one of the leading global providers of corporate and specialty risk solutions and a benchmark performer within the Allianz Group. Axel Theis is 51 years old and married with three children.

Monday, 5 October 09
14.00 - 15.30
Workshop 1

THIERMANN Max, *Chief Executive Officer, ALLIANZ SEGUROS S/A*

Max Thiermann graduated in Business Administration at PUC – Pontificia Universidad Catolica de Chile. He joined Allianz Group in 1989 as Financial and Administrative Director of the Chilean branch. In 1994, he was appointed CEO of Adriatica de Seguros, in Venezuela. In 2000, he became CEO of Colseguros, when it became an Allianz´subsidiary in Colombia.

Monday, 5 October 09
09.30 - 10.30
Keynote Speaker

THORNILEY Daniel, *Senior Vice-President, The Economist Group*

Dr Thorniley was educated at Oxford University. He holds a Bachelor of Arts degree, a diploma and a doctorate degree in Soviet political economy. Dr Thorniley is the Senior Global Consultant of the Economist Group based in the Vienna office. Dr Thorniley has written regularly for Economist Group publications including The Economist magazine, and is the principal speaker at conferences and seminars around the world. He is managing director of several major client groups and senior consultant to some 250 client companies such as AIG, Cadbury Schweppes, Coca Cola, Dow, Ernst & Young, GlaxoSmithKline, Hewlett Packard, IBM, KPMG, Motorola, Procter & Gamble, PepsiCo, Oracle and Unilever. In this capacity he visits company headquarters to provide in-house consultation on business at regional manager and CEO/chairman level. He also writes each year 10-12 global position papers which are distributed to 2,000 client executives. Dr Thorniley also teaches occasional MBA courses on behalf of Oxford University, the University of Chicago, Instituto de Empresa, IESE and the Central European University in Budapest. The executive MBA students at Chicago have rated him “best speaker” on 12 occasions out of 12 over 5 years. He worked for the United Nations in Vienna as the United Kingdom representative from 1983-86 in a unit working on East-West economic and political developments. He has published three books, including one on Russia with Macmillan (UK/USA) and one with Profile Books on Doing Business in Global Emerging Markets. He is the very proud father of his 21-year-old daughter called Natasha.

Saturday, 3 October 09
14.00 - 14.45
Pre Conference Course

THYS Edouard, *Director of Education, FERMA*

Edouard Thys was until 2004 Risk Manager Europe of Canadian Bombardier, the global leader in rail equipment and aerospace. Coordinating risks policies and implementing loss prevention/control and insurance programs was his daily job. He was in charge of integrating risks policies and insurance programs of the merged entities in Europe and Asia. But it is in corporate insurance that Edouard acquired his professional skills: 18 years in a British engineering insurance company as Underwriter and Manager for Belgium. He then joined a major French Reinsurance broker for their operations in Belgium. He was also General Manager of a small Underwriting Agency active in marine and motor business. As a free lance consultant Edouard Thys specialized in university institutions.
Edouard Thys was also guest professor at "Haute Ecole Francisco Ferrer" in Brussels where he was lecturing on Engineering and Construction Insurance and Business Interruption. These courses are now given for the training and education body of Assuralia (Belgium Insurance Industry Association).
His educational expertise is also provided to ICHEC-Entreprises, a post-graduate business school where he is lecturing on Risk Management in Brussels and Luxembourg. A former Vice-President of BELRIM, where he is still responsible of education matters, Edouard Thys is collaborating with FERMA since 2004.As Director of Education of FERMA, he coordinates education information and actions, leads the pre-conference course of the FERMA FORUM and is the mentor of the Ferma invited students during this Forum.

Tuesday, 6 October 09
14.00 - 15.30
Workshop 10

TWIGGS Creighton, *Group Risk Manager, Clariant International Ltd.*

Creighton Twiggs has lived and worked in Switzerland since 2000 for Clariant International Ltd as Group Risk Manager with responsibility for insurances, pensions worldwide and Enterprise Risk Management. Creighton is a member of the Risk Management Steering Committee and chairs the Clariant Worldwide Pensions Committee. Clariant, listed on the Swiss Stock Exchange, is a global leader in speciality chemicals, represented on five continents, with over 100 companies, employing about 20,100 people. Between 1976 and 2000 he worked in the UK as a company secretary, the last 10 years with BTP plc, a listed UK speciality chemical company until it was acquired by Clariant. In addition to being company secretary Creighton was a member of the executive management board with specific responsibility for compliance, legal services, insurances, and pensions worldwide and was chairman of the risk management committee. Creighton has many years experience as trustee director of UK pension plans and is a fellow of the Institute of Chartered Secretaries and Administrators.

Tuesday, 6 October 09
11.00 - 12.00
Workshop 9

van BLITTERSWIJK Frits, *Manager, Risk Management & Insurance, LyondellBasell Industries*

Frits van Blitterswijk is Manager Risk Management & Insurance for LyondellBasell Industries. LyondellBasell is one of the world's largest polymers, petrochemicals and fuels companies. Headquartered in The Netherlands, LyondellBasell has combined annual revenues of USD 50.7 billion and more than 15,000 employees worldwide. Prior to working for LyondellBasell, Frits van Blitterswijk was Manager Risk Management & Insurance with ArcelorMittal. Before working as risk & insurance manager, he was broker with Marsh in the Netherlands and loss adjuster with Crawford.
Frits van Blitterswijk is board member of NARIM.

Tuesday, 6 October 09
14.00 - 15.30
Workshop 10

van SANTEN Thierry, *Chief Executive Officer, Allianz Global Corporate and Specialty*

Thierry van Santen has been Chief Executive Officer of ALLIANZ GLOBAL CORPORATE and SPECIALTY FRANCE, one of the Corporate Risk lead Insurers, since January 2009. He started his career with FACTORY MUTUAL INTERNATIONAL Paris (France), as Account Executive, before joining, in 1988, VALEO, one of the worldwide leaders in Automobile equipment, to implement the Corporate Risk Management Department. In 1993 he joined BSN, which became GROUPE DANONE, the 3rd largest European food manufacturer, to implement the Corporate Risk Management department including Insurance, Safety, and an Enterprise Risk Management Program (ERM). Thierry van Santen has also been Chairman of the « Association pour le Management des Risques et des Assurances de l'Entreprise », (AMRAE), from 1992 until 1998, and then Vice President and President of the « Federation of the European Risk Management Associations » (FERMA), from 1999, until 2005 and then Director for European Affairs until December 2008. He was also Vice-President of IFRIMA (International Federation of the Risk Management Associations) between 2002 and 2005. He is also Board member and Chairman of the Audit Committee of the « Caisse Centrale de Réassurance » (CCR). He was elected "Risk Manager de l'année" in 1990 (Journal de l'assurance), "European Personality of the year" in 1999 (Strategic Risk), "European Risk Manager of the year 2008" (Business Insurance).

Monday, 5 October 09
14.00 - 15.30
Workshop 3

VANDENBERGHE Jean-François, *partner, Baker & McKenzie CVBA, Belgium*

Jean-François Vandenberghe joined Baker & McKenzie in 1994 and was admitted to the Brussels' bar in the same year. Mr. Vandenberghe was made partner in 2006. He is a member of the Corporate Finance, Real Estate and Construction and Environmental Law Practice Groups of Baker & McKenzie. Mr. Vandenberghe advises national and international clients in (often croos-border) corporate M&A transactions and in real estate transactions mostly for international investors in Belgium and their environmental aspects mostly relating to soil. He obtained his law degree (cum laude, 1993) and a degree in philosophy (maxima cum laude, 1993) at the KULeuven, Belgium. He also obtained a Masters of Law Degree (LLM) at the University of Cambridge, U.K (1994). Mr. Vandenberghe speaks Dutch (native), French and English.

Tuesday, 6 October 09
16.00 - 17.00
Workshop 14

VESVAL Bruno, *Managing Director, Gras Savoye*

Bruno VESVAL is Managing Director at Gras Savoye - broker n° 1 in France with a 2008 turnover of € 541 Million, and a member of the Willis Global Network.
Bruno is in charge of the Large Corporate Accounts Department and has an experience of 25 years in the insurance and reinsurance brokerage activity for large international Corporate Groups of various nationalities in many sectors of the economy.
Before becoming a broker, he spent 9 years as a project manager in French and international engineering / civil development projects.
He is a graduate from Ecole Centrale de Paris.

Wednesday, 7 October 09
10.45 - 12.15
Plenary Panel Session

VITALE Mario P., *Chief Executive Officer, Global Corporate, Zurich Financial Services*

Mario P. Vitale is a member of the Group Management Board of Zurich Financial Services (Zurich) and CEO, Global Corporate. He joined Zurich in October 2006. Mr. Vitale has responsibility for all Zurich Global Corporate business in North America, Latin America, Europe and Asia/Pacific. Mr. Vitale embarked on his professional career at the Home Insurance Company, followed by 31 years of global experience in various insurance industry leadership positions. Prior to joining Zurich, he served with the global broker, Willis Group Holdings, for six years and as CEO of Willis North America, for four years. In October of 2002, he was appointed chairman of the global large account practice, overseeing the broker's efforts with the Fortune 1000. Mr. Vitale was a member of Willis' Group Executive Committee and Office of the Chairman, Willis Canada Board of Directors and Willis Reinsurance Board.
Mr. Vitale is a member of the Board of Trustees of St. John's University College of Insurance in New York, the Board of Directors of AICPCU, the Board of the American Insurance Association (A.I.A.) and a former member of the Board of Directors of the Council of Insurance Agents & Brokers. Mr. Vitale is a guest on Bloomberg Market Watch, CNBC and Squawk Box and has been quoted in The Wall Street Journal and Business Insurance Magazine as a property and casualty industry expert. Mario has also appeared on Zurich's Directors Forum sharing his expert insights into the implications of bankruptcy for directors and officers.

Monday, 5 October 09
14.00 - 15.30
Workshop 2

WARMAN Cliff, *EMEA Environmental Practice Leader, Marsh, UK*

Dr Cliff Warman is the Practice Leader for Environment within the EMEA region with responsibilities including acting as a senior environmental risk advisor to key clients on multinational projects and providing leadership on projects for clients in achieving environmental insurance. Cliff has responsibility for the development of environmental risk advisory services to clients in the region and is the primary contact with respect to the insurance markets for coverage for Climate Change related risks. Cliff has over 15 years of experience in assisting clients to assess and manage the key environmental risks in their businesses. Having previously worked as an engineer, an environmental consultant, and a management consultant, Cliff provides pragmatic, business-focused advice on the risks and costs associated with all aspects of environmental risk management. Cliff has an academic background in Environmental Science and has extensive experience in the quantification of environmental risks through fate and effects modelling and in the development of environmental risk management systems. Cliff has specialised in the quantification and management of key environmental risks in the context of large corporate Mergers and Acquisitions and has previously worked on environmental due diligence projects for target businesses in the oil & gas, waste management, industrial manufacturing and power generation sectors. Education BSc Biological Sciences PhD Eco-toxicology Trained Environmental Auditor Affiliations UK Environmental Law Association (UKELA) – Corporate Due Diligence Co-convenor.

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Tuesday, 6 October 09
11.00 - 12.00
Workshop 8

WILDGOOSE Nick, *BA (Hons) FCIPS, FCA, Supply Chain Product Manager, Zurich Global Corporate UK*

Nick Wildgoose is a qualified accountant and supply chain professional and has held a variety of financial, supply chain and commercial positions in a number of industry sectors, working for companies such as PriceWaterhouseCoopers, BOC Group, The Virgin Group, and currently Zurich Financial Services. This has included working extensively across Europe, Asia Pacific, USA and South America. He has spoken and written on a number of topics related to business intelligence and supply chain. He sits on the Board of the Chartered Institute of Purchasing and Supply which if the biggest professional body in the world with over 50,000 members. Nick is currently leading the rollout of Supply Chain Risk products for Zurich Financial Services, which has given him the opportunity to interact with a number of companies and understand how they are addressing the real issues they are facing in terms of Supply Chain Risk.

Tuesday, 6 October 09
16.00 - 17.00
Workshop 13

WOHLTHAT Jens Holger, *Member of the Executive Boards, HDI-Gerling Industrie Versicherung AG*

Married, three children, Jens Holger Wohlthat made his apprenticeship in insurance at HDI, Hannover Professional Qualification (Versicherungsfachwirt)
Between 1982 and 2006, he was employed by HDI, Hannover in various functions within industrial liability insurance
From 1999 until 2006, he was General Manager Multinational Division within HDI Industrie Versicherung AG, Hannover. In 2002, he was appointed Member of the Executive Board (Director) of HDI-Gerling International Holding AG, Hannover and in October 2006, then appointed Member of the Executive Board (Director) of HDI-Gerling Industrie Versicherung AG, Hannover.

Monday, 5 October 09
14.00 - 15.30
Workshop 1

ZHOU S. Michelle, *Juris Doctor, Vice President, Asia Global Client Services, Marsh Europe/Middle East/Africa*

Michelle Zhou is Vice President of Marsh's London-based Asia Global Client Services Group, responsible for developing and coordinating major Chinese commercial accounts. Working with Marsh's local operations in Asia, Europe, Middle East and Africa, she assists Chinese companies design and implement risk management programmes in the EMEA region. She also provides risk advisory services on China to Marsh's multinational clients.
Prior to joining Marsh, Ms. Zhou was a Director in the Corporate Product Development Group of AIG New York from 2006 to 2007. From 2002 to 2006, she was part of the AIG Greater China team based in Hong Kong, specialising in Consumer Lines insurances. She was responsible for building this business in Southern China and was also involved in integrating a local insurance company into AIG Taiwan.
Before she began her career in the insurance industry, Ms. Zhou worked as a Research Fellow for the Washington-based Centre for Strategic and International Studies and had spent a number of years working for Morgan Stanley and Merrill Lynch in the investment banks' headquarters in New York.
Ms. Zhou has a degree in international law from the American University in Washington DC and holds dual degrees in Business Administration and East Asian Languages and Cultures from the University of Southern California in Los Angeles. While in law school, she was chosen as an extern in the White House as part of the National Economic Council during 1997-1998.

TRAVEL

SKYTEAM GLOBAL MEETINGS
Official Alliance Network

TRAVEL INFORMATION

The airlines of SKYTEAM, Official Alliance Network for our event, offer attractive air faires for participants. **SKYTEAM** is comprised of 10 leading international airlines: Aeroflot, Aeromeixico, Air France, Alitalia, Continental, CSA Czech Airlines, Delta, KLM, Korean Air, Northwest Airlines, serving 728 cities in 149 countries with over 15,000 flights daily.
To benefit from these special offers, link up with the **http://globalmeetings.skyteam.com** and quote the event **ID** which is on your **registration confirmation**.

HOW TO GET TO THE PRAGUE CONGRESS CENTRE

To access the PCC from the city centre take the red underground line to the station Vysehrad.
The congress centre is about 100 metres from the station (M on the above map).
The Airport Ruzyne is situated to the north west of Prague and is approximately 20 kilometres/12 miles from the PCC, 30 to 45 minutes by taxi depending on traffic conditions.

CURRENCY

The official currency of the Czech Republic is the Czech crown (koruna), abbreviated as Kč, with the international abbreviation CZK. 1 crown consists of 100 hellers (haléř), abbreviated as hal. Heller coins have not been in use as of September 1, 2008, but hellers are still incorporated into merchandise prices. The final price is always rounded off to the nearest crown value.

The approximate value of 100 CZK is 4 EUR/5 USD
Coins: 1 Kč, 2 Kč, 5 Kč, 10 Kč, 20 Kč, 50 Kč
Banknotes: 50 Kč, 100 Kč, 200 Kč, 500 Kč, 1000 Kč, 2000 Kč, 5000 Kč

SHUTTLE BUS TIMETABLE

PCC = Prague Congress Centre

LINES ▼	HOTELS ▼
1 ▶	**Corinthia Towers**
2 ▶	**Holiday Inn**
3 ▶	**Corinthia Panorama**

TIME ▼	SERVICES ▼
SUNDAY, OCTOBER 4, 2009	
from 10.00 am to 6.00 pm ▶	Transfers from airport terminals to hotels - on the hour, every hour
6.15 pm ▶	Transfer from hotels to Municipal House - Welcome Reception
9.00 pm / 10.00 pm ▶	Transfer from Municipal House to all hotels
TUESDAY, OCTOBER 6, 2009	
01.00 am / 02.00 am ▶	Return transfers from Duplex - FERMA Night to hotels
WEDNESDAY, OCTOBER 7, 2009	
1.00 pm / 2.00 pm ▶	Transfers from PCC to the airport
2.00 pm ▶	Technical visit to Jirny departure from PCC
5.30 pm ▶	Return from Jirny to PCC

TAXIS

Fares: 25 CZK per kilometer, 1 minute waiting 5 CZK
It is generally preferable that you or a concierge, call a taxi on the phone, rather than finding one on the street. There are several large, reliable radio taxi companies in Prague with English-speaking operators and fast, courteous service:

Company	Web site	Tel.	E-mail
AAA Taxi	www.aaataxi.cz	221102233	sekret3@aaa.radiotaxi.cz
Credit Taxi	www.volny.cz/credittaxi	235300000	credittaxi@volny.cz
Taxi Sedop	www.sedop.cz	271726666	sedop@sedop.cz
Dimotaxi	www.dimotaxi.cz	220513355	
Halotaxi	www.halotaxi.cz	244114411	nonstop@halotaxi.cz

Never use taxis—especially expensive models—that are waiting in "tourist spots": Old Town Square, Wenceslas Square, etc., or cars marked otherwise than by the word "taxi", e.g. "taxiplus".

MAP OF PRAGUE - CONGRESS LOCATION

PRAGUE CONGRESS CENTRE

Prague Congress Centre
5. května 65, 140 21 Prague 4, Czech Republic
Tel.: +420 261 172 222, Fax: +420 261 172 012
E-mail: booking@kcp.cz, http://www.kcp.cz

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PUBLIC TRANSPORTATION IN PRAGUE

SUBWAY

Number of lines: 3 - designated by letters A, B, C
Operation: daily from 5:00 a.m.- 12 midnight
Frequency of trains: 2 - 3 min. in peaks on working days
Please note that the Prague subway system does not operate between the hours of 12 midnight and 5 a.m. During these hours, you can use special night trams (designated by a two-digit number starting with the digit 5) or buses. The schedules are listed at all bus and tram stops.
Information on the Prague public transit system is available at **www.dp-praha.cz**

TRAMS

Daytime operation: from 4:30 to 12 midnight
Frequency of trams during the day:
Majority of trams run on the average every 8 minutes in the early morning and afternoon hours on working days, 10 minutes in the mornings and 7.5 - 15 minutes on Saturdays and Sundays.
Nighttime operation: from 12:30 a.m. to 4:30 a.m.
Frequency of trams at night: 30 minutes
Night trams have numbers 51 - 54

BUSES

Daytime operation: from 4:30 p.m. to midnight
Frequency of buses during the day:
Majority of buses run on the average every 6 - 8 minutes in the early morning and afternoon hours on working days, 10 - 20 minutes in the mornings and 15 - 30 minutes on Saturdays and Sundays.
Nighttime operation: from 12:30 a.m. to 4:30 a.m.
Frequency of buses at night: 30 minutes
Night buses have numbers 501 - 512

Location of the Hotels / Municipal House

(See page 73 for hotels list and information)

1. Corinthia Towers
2. Corinthia Panorama
3. Holiday Inn Congress Center
4. Novotel Praha Wenceslas Square
5. Ibis Praha Wenceslas Square
6. Municipal House (see “Welcome Reception”, page 9)

General Insurance
Life Insurance
Risk Management

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ACCOMMODATION

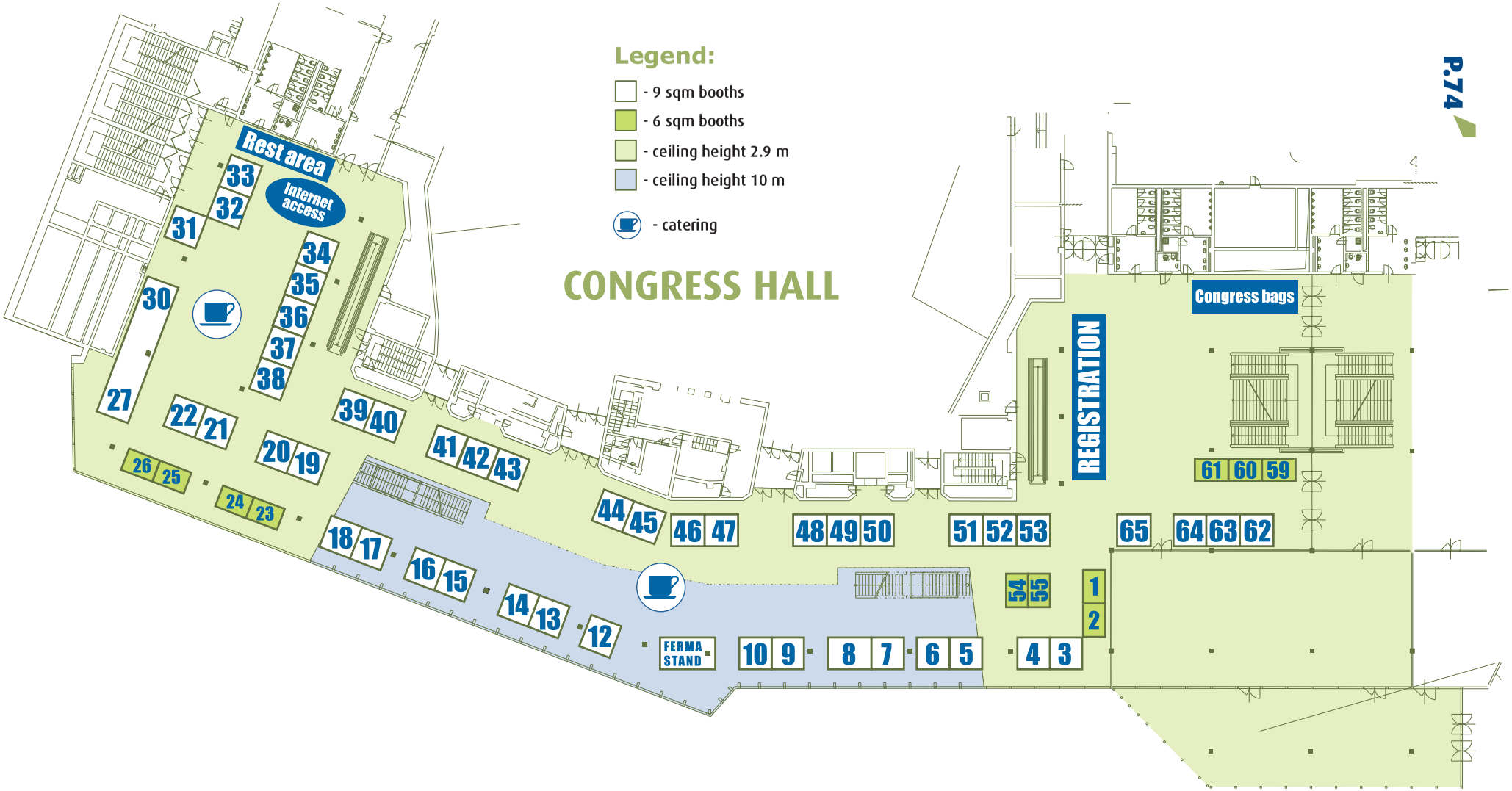
HOTELS LISTS

FERMA FORUM 2009 - CONTACT HOTELS

The Prague Congress Centre metro station is **Vysehrad**

(See the location of the hotels on the Map of Prague page 70)

Hotels 5*****	Hotels 4****	Hotels 4****	Hotels 4****	Hotels 3***
CORINTHIA TOWERS	**CORINTHIA PANORAMA**	**HOLIDAY INN CONGRESS CENTRE**	**NOVOTEL PRAHA WENCESLAS SQUARE**	**IBIS PRAHA WENCESLAS SQUARE**
ADRESS	ADRESS	ADRESS	ADRESS	ADRESS
Kongresova 1 140 69 Prague 4 CZECH REPUBLIC	Milevska 1 140 63 Prague 4 CZECH REPUBLIC	Na Pankraci 15/1684 140 21 Prague 4 CZECH REPUBLIC	Katerinska 38 12000 Prague CZECH REPUBLIC	Katerinska 36 12000 PRAGUE CZECH REPUBLIC
PHONE NUMBER	PHONE NUMBER	PHONE NUMBER	PHONE NUMBER	PHONE NUMBER
00 420 (0)261 191 240	00 420 (0)261 161 111	00 420 (0)296 895 000	00 420 (0)221 104 999	00 420 (0)222 865 777
FAX NUMBER	FAX NUMBER	FAX NUMBER	FAX NUMBER	FAX NUMBER
00 420 261 211 673	00 420 261 164 141	00 420 296 895 010	00 420 266 000 250	00 420 224 941 201
METRO	METRO	METRO	METRO	METRO
	Metro: Pankrac 2 stations from the Congress Centre		Metro: Museum 2 stations from the Congress Centre	Metro: Museum 2 stations from the Congress Centre
DISTANCE TO THE CONGRESS CENTER	DISTANCE TO THE CONGRESS CENTER	DISTANCE TO THE CONGRESS CENTER	DISTANCE TO THE CONGRESS CENTER	DISTANCE TO THE CONGRESS CENTER
Walking distance: 200 meters	5 minutes by metro	Headquarter hotel	10 minutes by metro	10 minutes by metro


Legend:
- 9 sqm booths
- 6 sqm booths
- ceiling height 2.9 m
- ceiling height 10 m
- catering
CONGRESS HALL
Rest area
Internet access
REGISTRATION
Congress bags
FERMA STAND
P.74
33 32 31 34 35 36 37 38 30 27 22 21 39 40 41 42 43 26 25 20 19 24 23 18 17 16 15 14 13 12 44 45 46 47 48 49 50 51 52 53 54 55 1 2 65 64 63 62 61 60 59 10 9 8 7 6 5 4 3

EXHIBITORS AND SPONSORS LIST

COMPANY	BOOTH NUMBER
PLATINUM	
ACE EUROPEAN GROUP	10
GOLD	
AXA CORPORATE SOLUTIONS	3 + 4
ALLIANZ GLOBAL CORPORATE & SPECIALTY	27 to 30
FM GLOBAL	21 + 22
GENERALI GROUP	39 + 40
MARSH	51 +52
SWISS RE	9
XL INSURANCE	7 + 8
ZURICH	37 + 38
SILVER	
WELLS FARGO GLOBAL BROKER NETWORK	45
EOS RISQ	12
CHARTIS	5 + 6
OTHER	
A. M. BEST EUROPE	65
AMERICAN APPRAISAL	25
AON CORPORATION	53
AON ESOLUTIONS	63
ARCALAUDIS	31
BELFOR	48
BROKERS LINK	15
CATLIN GmbH	42
CHUBB INSURANCE	19
CNA EUROPE	35
CRAWFORD & COMPANY	1
CUNNINGHAM LINDSEY	24
FINANCE MALTA	46
FITCH RATINGS	26
GLACIER INSURANCE AG	36
GLOBAL RISK CONSULTANTS	23
GUERNSEY INTERNATIONAL RISK CENTRE	2
HCC GLOBAL	47
HSBC INSURANCE MANAGEMENT	49
INFRASSURE LTD	16
INI INTERNATIONAL NETWORK OF INSURANCE	44
INSURANCE DAY	60
JARDINE LLOYD THOMPSON	13
LIBERTY INTERNATIONAL UNDERWRITERS	18
LLOYD'S REGISTER QUALITY ASSURANCE	64
MARP	50
McLARENS YOUNG INTERNATIONAL	20
MUNTERS MCS	43
QBE EUROPEAN OPERATIONS	41
RSA	55
STANDARD & POOR'S	61
VATRO GmbH	32
VRS ADJUSTERS	14
WILLIS GROUP	54

SPONSORS

LLOYD'S
BUSINESS INSURANCE
HDI-GERLING
SCOR GLOBAL P&C SE

HOSPITALITY ROOMS

COMPANY	ROOM(S)	LEVEL
ACE European Group	Terrace 1	2
AXA	Club B	1
MARSH	Club D	1
ZURICH	Club C	1

EXHIBITION HOURS

Sunday, October 4, 2009 → 14.00 to 17.00
Monday, October 5, 2009 → 08.30 to 18.00
Tuesday, October 6, 2009 → 08.30 to 18.00
Wednesday, October 7, 2009 → 08.30 to 12.00

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