



FERMA
RISK MANAGEMENT
FORUM 2011

**RISK MANAGERS SHAPING UP
FOR TOMORROW
AT THE EUROPEAN MARKETPLACE**

STOCKHOLM, SWEDEN

2-5 October 2011

**Stockholm Waterfront
Congress Centre**



International
Federation of
Risk and
Insurance
Management
Associations, Inc.

An IFRIMA designated conference



FERMA

Federation of European
Risk Management Associations

FINAL PROGRAMME

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WELCOME

Dear Colleagues,

Welcome to the FERMA Risk Management Forum 2011 and to the beautiful city of Stockholm.

This event brings together more than 1000 successful, resourceful and innovative risk professionals from across Europe and the rest of the world, and you are one of them!

In just three days, you can explore the future of risk and insurance management with colleagues and major risk service providers and learn about the latest developments along that route.

During the working and educational sessions, receptions, lunches and visits to the exhibition area, you will have the opportunity to meet risk managers, insurance professionals, trade experts, academics and others all participating in the 2011 FERMA Forum.

One innovation this year is the Marketplace in the centre of the exhibition hall where professional activities and social events will take place during breaks. Come and learn about new products and services in special, bite-sized presentations, for example. It's just one of several innovations in store for you.

We will be unveiling the new FERMA logo at the Forum. It has been created as an emblem to promote a fresh and future vision of the image of risk management.

The risk management profession is working in a shifting climate; the economic and the political landscape are moving fast. As a risk professional, you have here an excellent opportunity to **shape up for tomorrow** and enhance your skills!

We hope you enjoy the Forum!



Peter DEN DEKKER
President of FERMA



Florence BINDELLE
Executive Manager

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WHAT IS FERMA ?

FERMA – The Federation of European Risk Management Associations brings together the national Risk Management Associations of 17 countries representing Belgium (BELRIM), Czech Republic (ASPAR CZ), Denmark (DARIM), Finland (FinnRiMa), France (AMRAE), Germany (bfv/DVS), Italy (ANRA), the Netherlands (NARIM), Norway (NORIMA), Poland (POLRISK), Portugal (APOGERIS) Russia (RUSRISK), Spain (AGERS, IGREA), Sweden (SWERMA), Switzerland (SIRM), the United Kingdom (AIRMIC) and Turkey (ERMA).

FERMA's collective membership of over 4000 individual risk and insurance managers represents the major industrial and commercial companies in their respective countries. FERMA's objectives are to support the development of risk management in Europe and to be a significant stakeholder at European level on risk management and insurance issues.

Find more information on www.ferma.eu



PROGRAMME COMMITTEE

Charlotte BARNEKOW	Head of Insurance Risk Management, Ericsson • SWERMA • Sweden
Florence BINDELLE	Executive Manager • FERMA • Belgium
Hans BRANDT	H. Brandt Consulting • SWERMA • Sweden
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GENERAL INFORMATION

CONFERENCE VENUE

Stockholm Waterfront Congress Centre
Nils Ericsons Plan 4, Stockholm, Sweden
Tel +46 (0)8 50 50 6000

CONFERENCE ACTIVITIES

The Forum Registration Desk and Marketplace & Exhibition Area are located on Level 4.
The Plenary Sessions take place in the Main Congress Hall on Level 6, accessible via the exhibition area on Level 4.
The Sessions take place in the Main Congress Hall on Level 6 and the Conference Halls C1, C2, C3 and C4 on Level 2.

COFFEE BREAKS & LUNCHES

All coffee breaks and lunches will take place in the Marketplace exhibition area on Level 4.
Lunches are also served on the Balcony on Level 5.

REGISTRATION AND EXHIBITION HOURS

	<i>Registration hours</i>	<i>Exhibition hours</i>
Sunday, 2 October 2011	14:00 – 20:30	19:00 – 21:00
Monday, 3 October 2011	08:00 – 18:00	08:00 – 18:00
Tuesday, 4 October 2011	08:00 – 18:00	08:00 – 18:00
Wednesday, 5 October 2011	08:00 – 11:00	08:30 – 13:00

BADGES

The badge must be worn inside the conference rooms and sessions and at all events organised during the Forum.

Forum participants can be identified by specific badge colours:

- Risk Managers **BLUE**
- Other Delegates **YELLOW**
- Press **GREEN**
- Staff **RED**

CLOAKROOM

The cloakroom for coats and luggage is located on Level 4 at the main entrance to the Congress Centre and open during the official Forum hours.

EMERGENCY NUMBERS AND FIRST AID

The Congress Centre's and Radisson Blu Waterfront Hotel's emergency number is **112** which is only reachable from INTERNAL PHONES.

Attention! When dialing **112** from your personal phone, you will reach directly the general Swedish Emergency Service.

For medical assistance, please contact the Registration Desk (Level 4) or the Radisson Blu Waterfront Hotel's Front Desk.

FORUM LANGUAGE

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

PRESENTATIONS POST-EVENT

Conference presentations will be available for download from the FERMA website after the Forum:

www.ferma.eu

PRESS

The FERMA press area on Level 2 is a convenient resource to obtain news and press releases during the conference or to conduct interviews. The area is equipped with WiFi internet access, a printer is available in the Speakers' Preview Room located next door.

PRESS CONFERENCE

All journalists attending the Forum are invited to meet FERMA President Peter den Dekker and other FERMA directors on Tuesday, 4 October 2011 from 11:00 to 12:00 in Room C1+2 on Level 2.

For more information, please contact FERMA's press relations coordinator Lee Coppack (lee@coppack.co.uk).

PUBLICATIONS CORNER

Copies of journals and magazines from different countries are available in the Publications Corner in the exhibition area on Level 4.

INTERNET ACCESS

Free WiFi access is available throughout the congress centre and Radisson Blu Waterfront Hotel. You can connect by following the instructions below:

- Connect to SSID Waterfront (Congress Centre) or Radisson_Guest (Hotel) and open your internet browser. When entering any URL you are automatically redirected to the login portal.
 - Click on "Meeting Delegate" and accept the End User Agreement.
 - The next page asks you to select your meeting (FERMA Forum)
 - Then enter the Meeting Delegate Code "Ferma" and click "Connect"
- WiFi hot spots are **sponsored by FM Global**.

INTERNET CAFE

An internet café for all delegates to use is located in the exhibition area on Level 4. It is **sponsored by SCOR Global P&C**.

TAXIS

Please be careful and only take official taxis in Stockholm. The following taxi companies are recommended:

Taxi Stockholm - 15 00 00	+46 (0)8 15 00 00
Taxi - 020 20 20 20	+46 (0)20 20 20 20

EDUCATION AND PROFESSIONAL DEVELOPMENT

Promoting education in risk management is an essential part of FERMA's role and with the help of certain partners FERMA not only offers students the possibility of attending the Forum, but also promotes professional development through other projects:

“COMPETE IN RISK MANAGEMENT” ACE STUDENT AWARD

In order to promote best practice in risk management and reveal talent among the Swedish student community, a competition endorsed by ACE will recognise the best student thesis in the field of risk research and management.

The prize will be awarded on **Monday, 3 October 2011** in the **Plenary Session**.

PROFESSIONAL DEVELOPMENT INITIATIVE SPONSORED BY LLOYD'S

Lloyd's will launch a new training programme for talented risk management professionals. The programme will take place during three sessions in April and October 2012 and April 2013 and will cover the operation of Lloyd's and the London market, the international (re)insurance market, and general risk topics, such as claims and loss control.

Selected candidates will be announced during the **Plenary Session** on **Monday, 3 October 2011**.



To enhance your experience at the Forum, enable you to get-real time information and network better, FERMA has created official social media channels:

- Follow **@FERMAFORUM2011** on Twitter to get all real time information related to the Forum.
- Join the “**FERMA FORUM 2011**” group on LinkedIn to network with other Forum attendees.
- Find our documents and presentations on slideshare.net/fermaforum
- Read daily reviews and opinions pieces from the forum's thought leaders and speakers on our **blog** <http://blog.ferma.eu/>

FERMA would love you to participate on these channels: tweet your impressions about the Forum(do not forget to use **#fermaforum**),engage in discussions and connect with each other in theLinkedIn group. See you online!

YOUNG RISK PROFESSIONALS NETWORK

FERMA, together with Lloyd's Register, have begun working on a social network for young risk professionals. In the coming weeks, you will be able to find out more about FERMA's member associations and some of their younger members. Interviews, blogs and multimedia communications are only a part of our new social media activities. Visit the new FERMA website to participate in the latest discussions and stay tuned for lots more!

FERMA's Social Media Campaigns are **sponsored by LRQA, Lloyd's Register Group**

Managing your international insurance programme

The JLT International Network operates in over 130 countries, offering risk management and employee benefits solutions.

One of the leading global insurance broker networks in the world, it is the only network to use a unique service model and utilise the combined resources of owned, part-owned and independent operations.

With service models and style adapted to our Clients' needs, we give our Clients control, both of their insurance programmes and the ability to use the JLT International Network in a way that best suits their objectives and requirements.

If you would like to know more about our distinct service offering, please come and see us at the Stand 18 - 28 or visit www.jltgroup.com/jlt-international-network.

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JLT International Network



JLT KlikIN – your Digital Business Card and Electronic Carrier Bag

Upon registration you will have received the JLT KlikIN device, preloaded with your personal details which allows you to:

- **Exchange virtual business cards with other Forum participants**

Just touch someone else's device and press the button. The blue light will be blinking first, once it becomes permanent the data exchange is complete. To download contact details directly into your address book or email service, just connect the device to your PC and follow the simple instructions below.

- **Collect digital content from the exhibitors**

Be green and avoid paper waste. Instead of collecting brochures and leaflets, click the posters on display at the exhibition booths and get digital information such as pdf brochures, weblinks or other digital media. Place the JLT KlikIN colored top on the poster sign and press the button. When the blinking blue light becomes permanent, the content has been transferred.

- **Retrieve contacts and content online**

To retrieve the information and contacts you have clicked, connect your device via USB to a computer with an internet connection. Open the USB drive, click on start.html and choose a password to log in and get access to your online account. Once connected you can organise your media and manage your contacts in a simple way.

If you need assistance or have questions on the use of your **JLT KlikIN**, visit the helpdesk on Level 4.

The JLT KlikIN is *sponsored by JLT International Network*



MAKE YOUR OPINION COUNT ON THE SPOT

Ask questions, express your views and vote on polls on the spot via SMS. During sessions or activities, you will be able to send your comments using your mobile or smart phone to a number or via a website that will be announced on site. Your contribution will then come up on screen (with those of other participants).

Here is a great way to exchange ideas through an inter-active discussion and to learn from each other.

The solution is powered by Balloon (balloonup.com).





Empower Results

Going to FERMA? Stop by the Aon booth and find out how we can empower your profit, growth and continuity.



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Aon is the principal sponsor of Manchester United.



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Risk. Reinsurance. Human Resources.



MARKETPLACE ANIMATION

Let us surprise you with a variety of activities organised during the breaks! The Marketplace at the FERMA Forum, which features more than 45 exhibitors, stands out with its impressive social and networking opportunities that run alongside the main programme.

WELCOME RECEPTION

All registered participants are invited to attend the welcome reception on **Sunday, 2 October 2011 from 19:00 to 21:00** in the Marketplace Exhibition Area at the Stockholm Waterfront Congress Centre.

Do not miss this first opportunity to network with your peers and service providers during a Swedish cocktail reception kindly sponsored by the Stockholm Visitors Board.

SHAPE UP FOR THE DAY

Start the day healthy with some easy exercise and refreshments on **Monday, 3 and Tuesday, 4 October 2011 between 8:30 and 8:45**. The first ones to join in will receive an extra reward.

FERMAPEROS

After the sessions on **Monday, 3 and Tuesday, 4 October 2011** the networking continues from **17:00 to 18:00** in the Marketplace. Enjoy drinks, conversation and surprises from the sponsors Aon and Swiss Re Corporate Solutions.

TREASURE HUNT

Visit our Platinum and Gold Partners and collect their stickers in your treasure hunt pass which you can pick up at the FERMA booth. Please hand in the completed pass at the FERMA booth **before 17:00 on Tuesday, 4 October 2011**.

Winners will be drawn on **Wednesday, 5 October 2011** during the coffee break from **10:00 to 10:45** at the Marketplace and must be present to collect their prize. Only Risk Managers are eligible to participate.

EXHIBITOR AWARD 2011

As a special recognition for their support and excellence, FERMA will reward the efforts of the exhibitors at the Forum with the Exhibitor Award 2011. The criteria for selection are the visual impact of the stand, the historical presence and attendance at the FERMA Forums, as well as the sponsorship contribution.

All major Partners (Platinum, Gold and Silver) are eligible for the Exhibitor Award which will be presented on **Tuesday, 4 October 2011** during the FERMApero from **17:00 to 18:00**

PRODUCT INNOVATION PITCH

Throughout all the breaks, sponsors and exhibitors will be able to make presentations of no more than three minutes about their existing or future products or services that aim to help risk managers become more efficient in their jobs.

Risk managers will vote for the best presentation and product, and the winner will be announced at the end of the **Plenary Session on Wednesday, 5 October 2011**



Fast fast forward
to the **XL BOOTH** where **CHANGE IS CHANGING**

SPECIAL EVENTS

YOUNG RISK PROFESSIONALS' BREAKFAST Tuesday, 4 October 2011, 08:00 – 09:00

All Young Risk Professionals are invited to join us for breakfast in the **bar on Level 4** of the Congress Centre. The session supported by Lloyd's Register will share experiences from one of the Forum's top risk professionals and from one of FERMA's young risk professionals.

We will also be giving away a new Apple iPad, but you have to be there to win! Good luck and see you there!

LADIES' LUNCH Tuesday, 4 October 2011, 12:00 – 14:00

With the support of Zurich's and Aon's Women International networks, a special lunch session for European women risk and insurance professionals will take place in the **bar on Level 4** of the Congress Centre.

Mirella VISSER, Managing Director of Centre of Inclusive Leadership, will moderate and will also give her vision on leadership and the war of talent in Europe and beyond, following the international launch of her book "The Female Leadership Paradox".

Josephine GREEN, Social and Cultural Change Agent with Beyond20, will then brief the audience on the evolutionary gap and discuss the various developments in today's world. She will give her refreshing perspective "from pyramids to pancakes" including how traditional leaders are giving way to multi-change agents including women, Gen Y, cultural creatives and ex-'60s baby boomers.

Please note that seats for this session are limited and only delegates who have pre-subscribed during registration can be admitted.

FERMA NIGHT Tuesday, 4 October 2011, 22:00 – 03:00

The exciting FERMA Night will take place at **Café Opera, Operahuset, Karl XII:s torg, 111 86 Stockholm**. When it opened up in 1980 as a brasserie with nightclub and casino, Café Opera immediately became the most famous club in the country and has remained so. Among its guests are royalty and international stars and celebrities. Wyclef Jean, Mariah Carey, Dire Straits, Ricky Martin, Alanis Morissette and many more have also performed here. This will be an informal event out at a unique venue, allowing you to mingle, move and enjoy the party. It will undoubtedly be a night to remember!



No shuttle buses are organised, but there will be sufficient taxis around, and it is only 10 - 15 minutes' walk from the main hotels.

FAREWELL LUNCH Wednesday, 5 October 2011, 13:00 – 15:00



Enjoy a farewell lunch at the **Stockholm City Hall**, the principal symbol for the capital of Sweden and venue of the annual Nobel Prize banquet. Architecturally it is one of Sweden's foremost examples of "national romanticism" and was inaugurated on Midsummer's Eve in 1923.

The City Hall Tower, surmounted with the three crowns of Swedish national coat of arms, rises 106 metres above the edifice. With its many offices, meeting rooms, council chambers and stupendous banquet halls, City Hall provides a workplace for politicians as well as civil servants.

PROGRAMME AT A GLANCE

Sunday, 2 October 2011		Monday, 3 October 2011		Tuesday, 4 October 2011		Wednesday, 5 October 2011				
19:00 21:00	Welcome Reception			08:00 09:00	Young Risk Professionals' Breakfast	Bar Level 4	p. 13			
		08:30 08:45	Shape Up for the Day	Market place & Exhibition Area	p. 11	Market place & Exhibition Area	09:00 10:00	Breakfast Sessions	Plenary & Session Rooms	p. 33
		09:00 09:30	Opening	Plenary Room	p. 17	Plenary & Session Rooms	10:00 10:45	Networking Break Sponsored by If P&C Insurance Company	Market place & Exhibition Area	
		09:30 10:15	Keynote	Plenary Room	p. 17	Market place & Exhibition Area	10:45 12:15	Panel	Plenary Room	p. 35
		10:15 11:15	Networking Break Sponsored by JLT International Network	Market place & Exhibition Area		Plenary & Session Rooms	12:15 12:30	Closing	Plenary Room	
		11:15 :15	Keynote	Plenary Room	p. 17	Plenary & Session Rooms	13:00 15:00	Farewell Lunch	Stockholm CityHall	p. 13
		12:15 14:00	Lunch and Networking Sponsored by QBE European Operations	Market place & Exhibition Area		Market place & Exhibition Area				
		14:00 15:00	Sessions	Plenary & Session Rooms	p. 18	Bar Level 4	p. 13			
		15:00 15:45	Networking Break Sponsored by XL	Market place & Exhibition Area		Plenary & Session Rooms	p. 27			
		15:45 17:00	Sessions	Plenary & Session Rooms	p. 19	Market place & Exhibition Area				
		17:00 18:00	FERMApero Sponsored by Aon	Market place & Exhibition Area	p. 11	Plenary & Session Rooms	p. 30			
						Market place & Exhibition Area	p. 11			
						Market place & Exhibition Area	p. 13			
						Café Opera				

SESSION OVERVIEW

Monday, 3 October 2011				Tuesday, 4 October 2011				Wednesday, 5 October 2011						
14:00 15:00	1	Live Risk Assessment – a Unique Experience	Plenary Room	p. 18	09:00 10:15	10	Risk Managers' Industry Group Sessions	C1+2	p. 23	Breakfast Sessions	25	Navigating Risk in an Uncertain World - determining Political and Economic Risks in Global Markets	C3	p. 33
	2	Disaster Recovery: What to Do Before, During and After	C3	p. 18		11	Contract Risks- Meet your Legal Counsel	C3	p. 23		26	The Risks related to Human Resource Management: The People Risk Index	C4	p. 33
15:45 17:00	3	Cross-Cultural Risk Management in a Globalised World	C2	p. 18	11:00 12:00	12	Film Workshop: Identifying and Managing Fraud and Bribery Risk	C4	p. 25	09:00 10:00	27	Insuring Major Infrastructure Projects in Europe	A4	p. 34
	4	Chaotic or Deterministic, the Real Nature of Risk - The Heathrow Terminal 5 Story	C1	p. 19		13	The Risk Manager's Challenging Role Tomorrow	Plenary Room	p. 25		28	Sustainability - Managing the Risks	C1	p. 34
	5	Could I Have Saved a Life Today? Health and Safety at Work	C2	p. 19	14:00 15:15	14	The Headache of Export Compliance	C4	p. 26	09:00 10:00	29	Innovations in Construction - A Look at New Building Technologies for Life and Business	32	p. 34
	6	The Risks of the Virtual World	Plenary Room	p. 21		15	Successful Risk Management through Coordination with Governance and Assurance Processes	Plenary Room	p. 26		30	Risk Management in a Time of Global Uncertainty	C2	p. 35
	7	Latest Issues of Solvency I and Captives	C3	p. 21	16:00 17:00	16	Dos and Don'ts: International Travel Security	C3	p. 27					
	8	EU- Russia Energy Dialogue	C4	p. 21		17	Shaking up the European Insurance Market through Regulations	C1+2	p. 27					
	9	Enterprise Risk Management around the World	C1	p. 22		18	Managing a Travel Crisis: How Prepared Are You?	C4	p. 29					
						19	Advanced Risk Management View on Marine and Cargo	C3	p. 29					
						20	Risk Manager: Provider of Information for Audit Committees and CEOs	Plenary Room	p. 29					
						21	Global Compliant Programmes- a New Dynamic - Tools and Solutions	Plenary Room	p. 30					
						22	Do Not Risk your Reputation - a Strategic Asset	C1+2	p. 30					
						23	Innovation in the Insurance Industry -Wishful Thinking or a Realistic Perspective?	C4	p. 31					
						24	Managing Business Interruption - Hard to Understand but a Must to Survive	C3	p. 31					

Rooms C1 – C4 are located on Level 2 of the congress centre, Plenary Room and Room A4 on Level 6, and room 32 on Level 3.



Success does not come from eliminating risk.
**SUCCESS COMES FROM
MANAGING RISK
FOR GROWTH.**

We help you balance your strengths
against the risks that come with growth.

MONDAY • 3 OCTOBER 2011

- 08:30 – 08:45** **Shape up for the Day** see p. 11
- 09:00 – 09:30** **Opening of the FERMA Risk Management Forum 2011** Plenary Room
 Peter DEN DEKKER, Corporate Insurance Risk Manager, Stork, and President of FERMA
 Charlotte BARNEKOW, Head of Insurance Risk Management, Ericsson, and Chairman of SWERMA
- 09:30 – 10:15** **Keynote: “The Future of the Financial Industry”** Plenary Room
 Josef ACKERMANN, Chief Executive Officer, Deutsche Bank

Prior to the financial crisis that started in 2007, the financial industry was considered to be a growth industry and indeed developed positively in many respects. Since then, the environment for the industry has undoubtedly become more challenging: The prospects for top-line growth are muted while households deleverage, uncertainty and risk aversion prevail, and many economies seem destined to low growth rates for an extended period as a result of austerity programmes. In addition, the new regulatory environment will force banks to hold more and better capital as well as more liquid assets, while at the same time the costs of doing business will rise because of higher funding costs, tougher consumer protection rules, a greater share of fixed costs in remuneration and higher investments into market infrastructure. Competition will become even tougher in this environment as banks compete for a business volume that will grow slowly at best. On top of these developments, banks, like any other industry, will have to adjust to a new world where growth shifts from the West to the rising powers in Asia and Latin America. Such a challenging environment puts a premium on superior management.

- 10:15 – 11:15** **NETWORKING BREAK**
Sponsored by JLT International Network

- 11:15 – 12:15** **KEYNOTE: “The Attack of the Unexpected
 A Trendspotter's View of Tomorrow's Risks and Uncertainties”** Plenary Room
 Magnus LINDKVIST, Trendspotter

Magnus Lindkvist is difficult to put in a box. Is he a futurologist, a writer, a researcher, a professor, a professional speaker or all at once? He names himself a trendspotter which means he is able to detect trends and project them into the future. He combines insights about them with exuberant energy and personal warmth to create vivid images of the world we live in and the world we will live in. He mixes measurable, tangible data with imaginative, emotional ideas to discover the point at which business logic and human magic meet. His new book “The attack of the unexpected” is a guide to surprises and uncertainty.
 Magnus Lindkvist was elected best speaker in Sweden in 2009.

- 12:15 – 14:00** **LUNCH AND NETWORKING**
Sponsored by QBE European Operations

14:00 – 15:00 SESSIONS**1. Live Risk Assessment – a Unique Experience**

Plenary Room

Moderator:

Jacqueline PLESSIUS, Global Insurance Manager, TNT Express

Speakers:

Hans Miedema, Risk & Insurance Manager, AVEBE

Mark Braam, Senior Consultant ERM, Aon Global Risk Consulting

Witness – but also participate in – a risk management process cycle based on the experiences of a risk manager. Ensure efficient and effective embedding of a solid risk management process within your company based on real life issues and challenges. Profit from the added value of a good risk management process, bearing in mind dos, don'ts and important pitfalls. Assure and secure the risk management process with monitoring of up to date risk management information at all company levels.

2. Disaster Recovery: What to Do Before, During and After

Room C3

Moderator:

Peter KLATT, Managing Director, BMW Group, Bavaria Wirtschaftsagentur

Speakers:

Malwine BRAUNWARTH, Group Risk Engineer, Bombardier Transportation

Otto KOCSIS, Principal Engineer Business Resilience, Zurich Risk Engineering

Hans-Peter WOLLNER, Managing Director Marketing & Sales, BELFOR-Relelectronic

The objective of this workshop is to demonstrate how business interruption following a major disaster can be minimised by professional loss management, which ideally begins before disaster strikes. Participants are guided through a case study of the severe flood damage that hit the transport and rail technology company Bombardier in Germany in August 2010. The lessons learnt will be presented from different points of view. Among others, the group risk engineer of Bombardier will share her experiences as will the insurers and a damage restoration company. The participants are invited and challenged to check their own business continuity concepts with regard to recovery opportunities by transferring this major disaster experience to their everyday life. The workshop aims to provide concrete advice on how to manage the consequences of a disaster in order to restart business operations swiftly.

3. Cross-Cultural Risk Management in a Globalised World

Room C2

Moderator:

Björn MÜLLER, Central European Area Manager, LRQA

Speakers:

Joacim FOGELSTRÖM, Director Quality, Six Sigma & Strategic Projects, SKF Industrial Division

Throughout the world, there are many, seemingly minor differences in business behaviour which can have varying degrees of severity in consequences. This variety in culture can lead to a good laugh but also to conflict.



This session will help you to see the opportunities in understanding and working with other cultures to avoid cross-cultural business pitfalls and to discover the related new risks. Will the current risk manager's skills be sufficient for this challenge? If not, what new skills will be needed? How should we adapt current behaviour?

4. Chaotic or Deterministic, the Real Nature of Risk The Heathrow Terminal 5 Story

Room C1

Moderator:

Julia GRAHAM, Chief Risk Officer, DLA Piper

Speaker:

David Hancock, Head of Risk, London Underground

The €4.9bn Heathrow Terminal 5 Project has been criticised and praised in equal measure. What was the true story behind such statements as: "Heathrow's new terminal is on time and budget, How Odd" – Economist 2005; "On time, on budget and built with union labour" – Trades Union Congress 2006, "Terminal 5 chaos caused by big project" – Daily Telegraph 2008 and "The end was as we now know, a successful and happy outcome" – Swiss Re 2008.

What led to a change in culture and behaviours in which a major client saw the opportunity to do things differently across the project and engage with suppliers, contractors and underwriters in a way never tried before?

What, then, were some of the reasons for the disastrous opening? What can we learn from this project and what, if anything, might we do differently with hindsight?

Dr David Hancock, who was the risk manager at the time, will provide some insights into this unique project which has useful lessons for risk managers, project managers, financiers, underwriters and the whole supply chain.

15:00 – 15:45 NETWORKING BREAK *Sponsored by XL*

15:45 – 17:00 SESSIONS

5. Could I Have Saved a Life Today? Health and Safety at Work

Room C2

Moderator:

Gruska FOLKMANN MUSAEUS, Group Director, Compliance Management, Hempel

Speakers:

Lena WESTERHOLM, Head of Sustainability Affairs, ABB Sweden

Katalin SAS, Project Manager Prevention and Research Unit, European Agency for Safety and Health at Work

It is estimated that 15-20% of workplace accidents are connected with maintenance, and in some sectors over half of all accidents are maintenance-related. The goal of the Healthy Workplaces Campaign 2010-2011 on Safe Maintenance is to raise awareness of the importance of proper maintenance work.

This session will highlight the risks associated with maintenance and the need to conduct it safely. Furthermore, what responsibilities does the employer have towards the employees? What is the benefit for a company of providing a safer workplace for its employees? Whether you are a risk or insurance manager, this master class will raise your awareness of the seriousness of the topic, and it will take you through an ABB case study on how to improve health and safety at your workplace – and highlight the benefits.

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6. The Risks of the Virtual World

Plenary Room

Moderator:

Michel DENNERY, Deputy Chief Risk Officer, GDF SUEZ

Speakers:

Laurent DELHALLE, Secretary General, Bureau Européen d'Information Commerciale
 Christian AGHROUM, Chief Security Officer, SICPA Management
 Luc VIGNANCOUR, Deputy Manager, Marsh FINPRO Department

Who owns information, and what is its value tomorrow?

WEB 2.0, social networks, tweets, blogs and smart tools... New technologies appear and disappear as quickly as the buzz goes through the net. People volunteer much more information than they would if they were asked. They talk freely about their job, their company, their business and themselves.

This information is an open door into a business for competitors and other opponents. An expert in economic intelligence, a chief security officer and a broker for non-material damage and e-reputation will explore cyber-security to help you to identify, assess, control and transfer risks.

7. Latest Issues of Solvency II and Captives

Room C3

Moderator:

Alessandro DE FELICE, Group Risk Manager, Prysmian

Speakers:

Urs NEUKOMM, Director Corporate Strategic Solutions, Swiss Re
 Markus MENDE, Managing Director, Aon Global Risk Consulting

This session will be an update on the adoption of Solvency II: how it will affect captives and the insurance and reinsurance market with a particular focus on captives' capitalisation, premium and loss reserves, domiciles and insurance, and how the reinsurance market could change in dealing with captives.

8. EU – Russia Energy Dialogue

Room C4

Moderator:

Ivan ZHURAVEL, Managing Partner, Risk Informatics

Speakers:

Ralph MUCERINO, Chairman Global Marine and Energy, Chartis International
 Nicholas GAILLET, Risk Manager, Nord Stream
 Peter SUDOPLATOV, Head of Industrial Property and Energy, Willis CIS

The EU-Russia Energy Dialogue is a significant instrument to ensure mutual energy security for Russia and the European Union. The last decades have resulted in a number of multi-billion energy projects between the EU and Russia which would have been unthinkable in the past because of the volume of capital they require and the magnitude of risks that they generate.

Risks associated with the projects are so exceptional that they require the involvement of leading risk managers, insurers and financial institutions from both the EU and the Russian Federation.

MONDAY • 3 OCTOBER 2011

This workshop is designed to share cutting-edge knowledge derived from these projects. A unique panel of speakers will provide the opportunity to:

- Learn about exceptional risk management practices for the biggest energy risks.
- Update their information on the most relevant pipeline and offshore energy projects in the EU and Russia.
- Learn about the latest developments in area of the EU - Russia Energy Dialogue.

This workshop is directed to risk managers who deal with the most ambitious international projects and international brokers and insurers engaged in the management of risks related with the projects, as well as interested financial and governmental entities.

9. Enterprise Risk Management around the World

Room C1

Moderator:

Jorge LUZZI, Director Risk Management, Pirelli Group

Speakers:

Scott B. CLARK, President, Risk and Insurance Management Association

Pablo ZINI, Risk Manager, International Monetary Fund

The world is small, but countries have their own ways of doing ERM. Seeing how other nationalities and types of organisations approach common issues can generate new ideas for risk managers to take back for use in their own work.

This session will provide a holistic view of the development of ERM around the world, particularly outside Europe. It will discuss the distinctive approaches of the USA and Canada, and consider how Latin American, African and Asian companies apply ERM and how government institutions manage their risks.

17:00 – 18:00 **FERMAPERO**
Sponsored by Aon

see p. 11



FERMA

Federation of European
Risk Management Associations

TUESDAY • 4 OCTOBER 2011

08:00 – 09:00 Young Risk Professionals' Breakfast see p. 13

08:30 – 08:45 Shape up for the Day see p. 11

09:00 – 10:15 **SESSIONS**

10. Risk Managers' Industry Group Sessions

Room C1+2

Moderator:

Alessandro DE FELICE, Group Risk Manager, Prysmian

Speakers:

Risk managers representing various industry groups and a panel of relevant international insurers

These sessions will be roundtables for specific industry sectors, for example retail, energy, aerospace, banking and financial services, chemistry/pharmaceuticals, transportation, electronics/high tech, automotive, and construction. They will discuss common issues and draft a list of topics to debate with a panel of insurers. The outcome will be evaluated by FERMA for promoting permanent pan-European industry sector groups.

11. Contract Risks - Meet your Legal Counsel

Room C3

Moderator:

Edouard THYS, Director of Education, FERMA

Speakers:

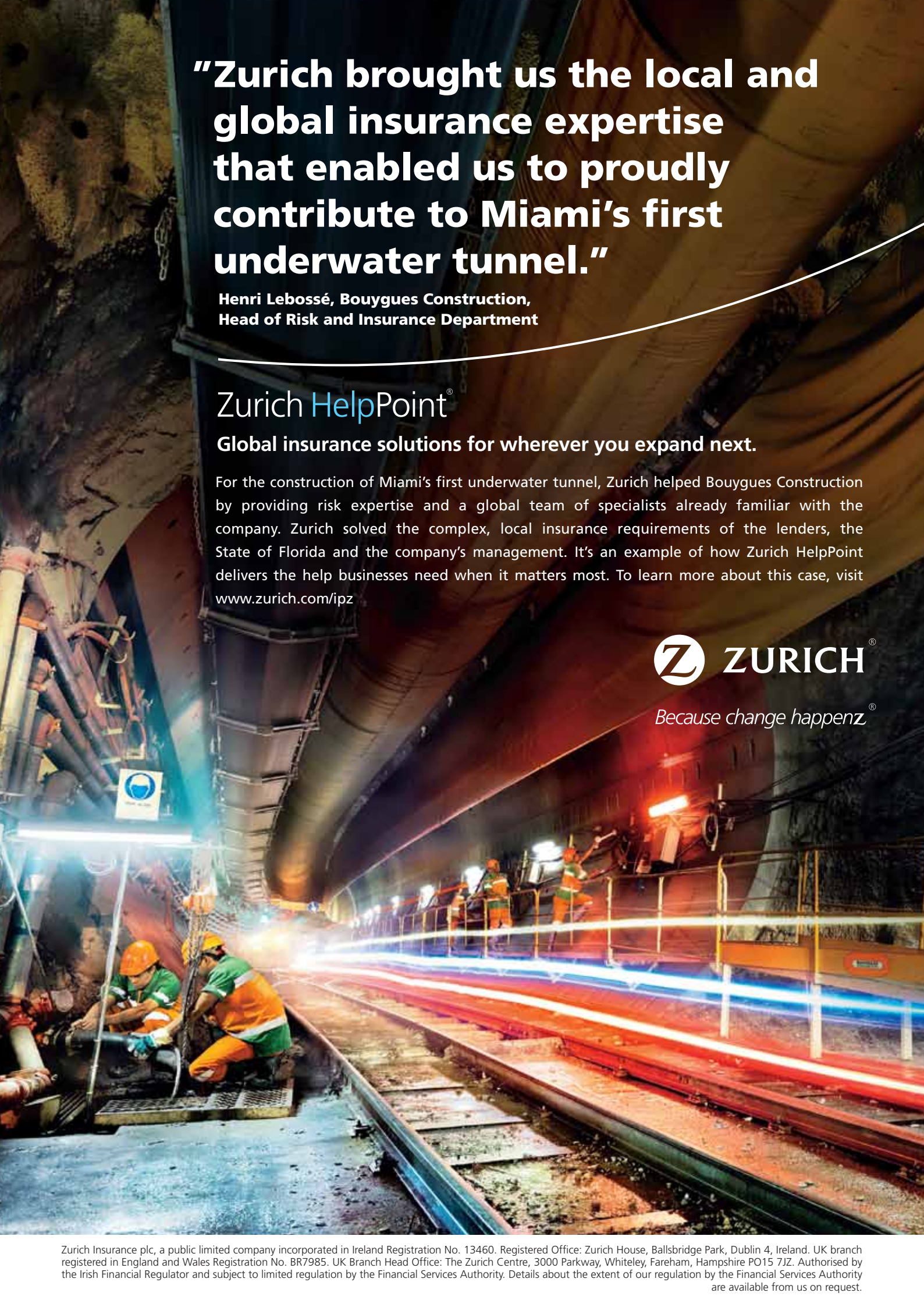
Hélène DESLAURIERS, Board Member, FLUXYS and former Vice-President Contracts, Bombardier Transportation

Guy BREITENSTEIN, General Counsel for Europe, Middle East and Africa, Special Materials, Honeywell

Mathieu GODIN, Vice-President Contracts & Legal Affairs Services, Bombardier Transportation

This workshop will deal with contractual risks and approaches to risks and the legal function: how to handle the risk assessment process from a full-blown multi-disciplinary bid approval process to a simple exchange of information between the legal and risk management functions. The aim is to stimulate discussion about the value that lawyers can have in the development of risk assessment tools. What are the dangers of developing a risk register without legal input?

Legal advice can identify and mitigate various contractual risks, such as change of law, unlimited liabilities, uncapped liabilities and improperly defined scope of work, etc. The discussion will consider mitigation, transfer and avoidance of risks through classical techniques. Finally, case studies will show the benefits of cooperation between risk managers and counsel.



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**Henri Lebossé, Bouygues Construction,
Head of Risk and Insurance Department**

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12. Film Workshop: Identifying and Managing Fraud and Bribery Risk Room C4**Moderator:**

Julia GRAHAM, Chief Risk Officer, DLA Piper

Speakers:

Duncan WIGGETTS, Partner, DLA Piper

Andre BASILE, Senior Vice President, Chartis

Fraud and corruption are two of the most serious regulatory risks for global corporates. Enforcement is more aggressive and wide-ranging than ever before, with potentially drastic consequences. Compliance and executive training on how to combat these threats have never been more important.

International law firm DLA Piper has created a movie drama, "Counting the Cost", featuring a fictitious company called Merriston. It shows graphically how a company's board, audit committee and key internal gatekeepers, such as its legal, audit and risk teams, respond and react to allegations about fraudulent conduct and the consequences for the company and for them personally from their actions.

"Counting The Cost" was produced by a DLA Piper partner, and has been launched successfully across four continents, featured in many boardroom workshops and was "highly commended" in the FT Innovative Lawyer awards.

The session will involve the showing of "Counting the Cost" in three 10 minute parts, with observations from expert panellists between each part, and an opportunity for interaction with the audience.

13. The Risk Manager's Challenging Role Tomorrow

Plenary Room

Moderator:

Chris LAJTHA, Managing Director, Adageo

Speakers:

Paul TAYLOR, Director of Risk Assurance, Morgan Crucible Company, and Chairman of Airmic

Arnout VAN DER VEER, Chief Risk Officer, Reed Elsevier Group

Charlotte BARNEKOW, Head of Insurance Risk Management, Ericsson, and Chairman of SWERMA

We are living on a "shrinking" planet where the rate of change seems to be increasing and the nature of these changes becoming more intense. Executive management and governance bodies – whether in government or private companies – have to be nimbler and more efficient to deal with information flows and decision-taking demands in a timely manner.

However, there are many significant challenges: information overload; changing customer expectations; supply chain dependencies; increasing regulatory compliance complexity; emerging business threats and opportunities; future workforce requirements and welfare and others.

How is the risk manager's role being influenced by these changes? What contribution to the organisation's success can the risk manager make or imagine? How might the job profile evolve? What skills, competences and experience will be required to fill the position effectively? And will appropriate education and training programmes be available? Will the position still exist to be filled?

A panel of experienced risk managers and consultants will discuss these questions and possible directions for the risk management professional growth path model. The results of the discussion panels of the FERMA Seminar 2010 in London will be taken into account.

10:15 – 11:00 NETWORKING BREAK
Sponsored by XL

11:00 – 12:00 SESSIONS

14. The Headache of Export Compliance

Room C4

Moderator:

Michel DENNERY, Deputy Chief Risk Officer, GDF SUEZ

Speakers:

Denis SIMONNEAU, Diplomatic Adviser, GDF SUEZ

Nick ROBSON, Financial Risk Broker, JLT Specialties

Globalisation generates many risks for all companies. Country risks impact the business, costs and reputation, particularly when export is involved. Knowing about these risks is essential, and managing export compliance is mandatory. Exporting has to comply with different international and local laws according to countries and activities. Soft laws vary depending on culture and lifestyle; what is just courtesy in one country may be considered as corruption in another one. This session will go through diplomatic relationships, export risk management and transfer to insurance to help you to mitigate your risks and to develop your business and export income.

15. Successful Risk Management through Coordination with Governance and Assurance Processes

Plenary Room

Moderator:

Hans BRANDT, H. Brandt Consulting

Speakers:

Bengt SVENSSON, Chief Risk Officer, E.ON

Torgny BOGÅRDE, Partner, Allevo

This session will cover risk management and governance processes, risk management and assurance, and benefits, including:

- Risk control of business plans and strategies - a description of how risk control could be integrated into financial control to get a more comprehensive basis for management to steer the business.
- E.ON's experiences in implementing a unified and coordinated risk management process.
- Descriptions of a steering model, risk organisation, reporting tool, etc.
- The way risk managers' interaction with internal control and internal audit functions/processes can increase the effectiveness of the risk management process.
- References to good Swedish examples.
- Risk reporting (comprehensive), activities/actions, follow-up, management alignment, stakeholder confidence (transparency) and benchmarking.



17. Dos and Don'ts: International Travel Security

Room C3

Moderator:

Adam STRANGFELD, Associate Director Nordic Region, Control Risks

Speakers:

Tim WILLIS, Regional Security Manager, Control Risks
Mette BONDE, Travel Security Manager, FLSmidth

How can we best prepare for a safe trip for our employees? Which threats must be monitored? You will learn from Control Risk's years of consultancy experience about what to do and what not to do when travelling abroad – from hotel room security to kidnapping threats – and how companies can be trained to react efficiently to critical events.

In February 2011, the Danish turnkey cement factory builder, FLSmidth, decided to proactively evacuate their employees from Egypt because of the sudden political turmoil. Hear how they benefited from having a travel security system in place, about their thoughts that led to the evacuation, the challenges they faced during the withdrawal of employees and the lessons from the event. This session is for travellers, travel insurance buyers and providers, and risk managers.

12:00 - 14:00 LUNCH & NETWORKING

12:00 – 14:00 LADIES' LUNCH: "Is Europe Using its (Female) Talent?" see p. 13

14:00 – 15:15 SESSIONS

17. Shaking up the European Insurance Market through Regulations Room C1+2

Moderator:

Pierre SONIGO, Secretary General, FERMA

Speakers:

Denis SIMONNEAU, Diplomatic Adviser, GDF SUEZ
Marguerite SOETEMAN-REIJNEN, Group Managing Director, Aon GRIP Solutions
Guy SOUSSAN, Partner, Steptoe & Johnson

New legislation coming from Brussels will have an impact on the way insurance and risk management will be conducted in the future, not only in Europe but also in the rest of world. With some of the best experts, we will debate how these new regulations are being prepared, how we can influence them and what impact they will have on our companies' businesses.

If you are not sure about attending this workshop, please take this quick test:

- What does comitology mean?
- What are the pros and cons of equivalence under Solvency 2?
- What is considered a large risk for the new Insurance Mediation Directive?
- Is collective redress just an import of the US class action concept?
- What will a high performance insurer look like in the future?
- Do you manage infobesitas?

If you can answer three or more questions, choose another workshop! Otherwise, join us.

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18. Managing a Travel Crisis: How Prepared Are You?

Room C4

Speaker:

Steven THOMPSON, Senior Security Advisor, red24

Travel can be risky, and all sorts of events can make a trip a bad experience. For organisations with travelling employees, therefore, having a travel crisis management system in place is important. But what should the travel crisis management system contain to be a truly practical tool and not just another file in the bookshelf? Who should be involved and how should it be implemented in the organisation? During this workshop for risk managers and insurance managers, two global security experts will provide inspiration on how to design a travel crisis management system to suit your organisation. Furthermore, participants will work in groups to handle an actual case and thereby test a travel crisis management system.

19. Advanced Risk Management View on Marine and Cargo

Room C3

Moderator:

Alessandro DE FELICE, Group Risk Manager, Prysmian

Speakers:

Marco TERZAGO, Corporate Property Risk Manager - Risk & Insurance Manager for South Europe & Asia, SKF

Pascal MATTHEY, Head of Marine Risk Engineering, XL Insurance

John COCHRANE, Senior Violent Risk Forecaster, Exclusive Analysis

This session focuses on how to enhance risk assessment and loss prevention for shipments of goods, contractual analysis and physical protections, and how they relate to supply chain risk management.

20. Risk Manager: Provider of Information for Audit Committees and CEOs

Plenary Room

Moderator:

Michel DENNERY, Deputy Chief Risk Officer, GDF SUEZ

Speakers:

Paul TAYLOR, Director of Risk Assurance, Morgan Crucible Company, and Chairman of Airmic

Marie-Hélène LAIMAY, Board Member, European Confederation of Institutes of Internal Auditing (ECIIA)

Richard NELSON, Board Member, European Confederation of Institutes of Internal Auditing (ECIIA)

With the 8th EU Directive, audit committees have to monitor the effectiveness of internal control, internal audit if applicable, and risk management systems. FERMA and the European Confederation of Institutes of Internal Auditors have published guidance to help boards of directors implement this new law.

What information do board members need? How should they communicate about risks in a way that encourages taking good risks in line with the company strategy? What links should there be between risk management, audit and internal control to get reasonable assurance that risks are taken and steered conscientiously?

This workshop is for you if you think risk management is a booster for your business.

15:15 – 16:00 NETWORKING BREAK*Sponsored by XL***16:00 – 17:00 SESSIONS****21. Global Compliant Programmes - a New Dynamic Tools and Solutions**

Plenary Room

Moderator:

Julia GRAHAM, Chief Risk Officer, DLA Piper

Speakers:

Helen HAYDEN, Group Insurance Risk Manager, Prudential

Martin STRNAD, Legal Counsel, Zurich Financial Services

Yves DE MESTIER DU BOURG, Head of the International Network, AXA Corporate Solutions

Praveen SHARMA, Global Leader of Insurance Regulation and Tax Consulting, Marsh

This interactive and open facilitated discussion will focus on current issues, tools and techniques using case studies. A pre-event brochure providing basic knowledge on the subject will support the session, so participants can address the issues at a more advanced and solution-oriented level.

22. Do Not Risk your Reputation - a Strategic Asset

Room C1+2

Moderator:

Sabrina HARTUSCH, Global Head of Insurance, Triumph International Spiesshofer & Braun

Speakers:

Johan HALLENIUS, Partner, Kream Gavin Anderson

Olivier KETELAER, Group Risk Manager, Silfin

Mark HARMAN, Chief Executive Officer, Continental Europe, Middle East & Africa, Crawford & Company

Peter FITCH, Head of Communications, Lloyd's

History has proven that the reputation of a company with different stakeholders can suffer severe and long-lasting damage, whether from corporate misbehaviour, non-performance, poor customer relations, supply chain issues, employee relations, environmental issues or products. In addition, increased media activism and attention puts a company rapidly into the public spotlight.

This session will show why it is of paramount importance for a company to protect and build on its reputation and why it is wise to invest pro-actively and correctly in advance in reputational risk management strategies. It will also analyse the role of corporate communication in creating a positive image and how the media can influence public perception and thus the reputation of a company.

**23. Innovation in the Insurance Industry
Wishful Thinking or a Realistic Perspective?**

Room C4

Moderator:

Ingo R. ZIMMERMANN, Head of Group Executive Finance & Treasury, EADS

Speakers:

Mark NEWBOULD, Claims Manager, AXA Corporate Solutions
Tassilo HUMMEL, Global Head of Property, Allianz Global Corporate & Specialty
Hans MEDERER, Global Head of Property Claims, XL Insurance
Nick RNJAK, Chief Underwriting Officer for Travelers Syndicate 5000, Lloyd's
Werner SCHLÄPFER, Managing Director, Head Single Risk Property, Swiss Re

Week-long air traffic disruption caused by the eruption of Iceland's Eyjafjallajökull volcano in 2010 highlighted the potential losses that companies can suffer from non-physical business interruption, especially in relation to loss of production and interruption to service provision. The ensuing debate in the risk management community was sparked off by the notion that insurers' responses to this challenge had been lagging behind the legitimate expectations of risk managers. The following questions are the heart of this discussion: "How innovative is industrial insurance when it comes to new risks? To what degree are insurers willing and capable of meeting the demands of their customers in a rapidly changing environment?" by bringing together insurers with their clients, this workshop will attempt to find a way out of a situation which is largely felt to be unsatisfactory. It further intends to equip risk managers with useful information as to the best approach when addressing insurers about their needs for risk transfer, while at the same time helping insurers to understand better their clients' operational needs.

24. Managing Business Interruption - Hard to Understand but a Must to Survive

Room C3

Speaker:

Staffan LJUNG, Nordic Business Interruption Specialist, If P&C Insurance Company

This presentation is aimed at risk managers within larger companies with knowledge of business interruption-related risks. It will pinpoint aspects of choosing the best indemnity period to get the right risk exposure while saving money on the premium. It will also deal with the topic of getting the right solution for dependencies, mainly focusing on suppliers and customers' extensions. Claims examples will show the importance of having the right solution and knowing your own exposures.

17:00 – 18:00 FERMAPERO see p. 11
Sponsored by Swiss Re Corporate Solutions

22:00 – 03:00 FERMA Night at Café Opera see p. 13
Operahuset, Karl XII:s torg, 111 86 Stockholm

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If you have any questions or would like to arrange a meeting at FERMA please contact

Jason Mortimer, European Client Relationship & Business Development Director
e: jmortimer@torusinsurance.com
t: +41 44 560 7916



WEDNESDAY • 5 OCTOBER 2011

09:00 – 10:00 BREAKFAST SESSIONS

25. Navigating Risk in an Uncertain World – Determining Political and Economic Risks in Global Markets

Room C3

Submitted by ACE

Speakers:

Stephen Capon, Political and Trade Credit Risk, ACE
Wolfgang Piccoli, Director Europe/Eurasia, Eurasia Group

Following events in the Middle East and North Africa, this session will provide risk managers with expert insight into key risks on the horizon and how to prepare for them.

It will examine how the insurance market assesses political and economic risks facing multinational business.

Global business faces an array of political and economic risks, not only in emerging markets. What will be the key geopolitical developments over the next 18 months, according to Eurasia, a global political risk research company? To what extent does China remain a reliable source of growth and investment for global business after calls for a jasmine revolution and growing concerns about an overheating economy? Will the Eurozone remain intact or will divergence between the core and peripheral markets become unmanageable?

26. The Risks related to Human Resource Management: The People Risk Index

Room C4

Submitted by Aon

Speaker:

Rick Payne, Human Capital Practice Leader, Aon Hewitt Asia Pacific

People are the backbone and personality of a business, a showcase of your organisation's talent, and success. But people are also a key source of risk that is associated with recruitment, education, and employment practices like compensation, healthcare and retirement benefits, etc.

Because risk management is the fundamental driver to sustainable success, understanding the various risks associated with your employee population and employment deals must be a top priority for business leaders and policy makers. A systematic and consistent method of assessing people risk is an invaluable tool in human resources (HR) strategy and policy planning.

The Aon Hewitt People Risk Index (PRI) is designed to facilitate a quick yet thorough understanding of comparative risk by location. It helps business leaders identify sources of people-related risk in order to improve their overall risk management strategy.

27. Insuring Major Infrastructure Projects in Europe

Room A4

Submitted by JLT International Network**Speakers:**

Bernadette Hackett, Partner, European Construction Practice Leader, JLT Specialities
Jeremy Osborne, Partner, Head of Infrastructure Construction Team, JLT Specialities

This session is for infrastructure owners, major contractors, investors and engineers. Infrastructure projects are large items usually involving the investment of pension funds or taxes, and it is important that they are properly insured so all stakeholders are protected. Panellists with up to the minute experience on major infrastructure projects around the world will discuss solutions for insuring such projects including tunnels, bridges, roads and rail. They will compare traditional construction to public-private partnerships (PPP) and consider the impact of this on insurance. They will also look at some key elements of coverage, claims and how to get them paid, and project back up and running after a major loss event. The result for participants will be an understanding of the options available to them when constructing a major infrastructure project.

28. Sustainability – Managing the Risks

Room C1

Submitted by Marsh**Speakers:**

Cliff Warman, EMEA Environmental Practice Leader, Marsh
Caroline Woolley, EMEA Property Practice Leader, Marsh

There is a growing interest from business in adopting a sustainable approach. There is a specific role for insurance in assisting companies in the achievement of goals in this area, including in the management of environmental risks and the development of environmentally friendly and resilient properties.

Sustainability – managing the risks will focus on the risks associated with adopting a sustainability agenda, and will look at the potential costs and risks associated with property and operations in the context of environmental damage and emissions.

29. Innovations in Construction – A Look at New Building Technologies for Life and Business

Room 32

Submitted by XL**Speaker:**

Christian MÜLLER, Senior Underwriter, International Property Construction, XL Insurance

Global issues such as population growth, urban convergence and sustainability are putting pressure on land use and challenge urban developers to find new and innovative uses of space and employ sustainable materials and efficient operating systems. How will cities of the future look? What are the benefits of new building technologies on business?

We will look into some of the ways how companies and manufacturing facilities become more eco-friendly and in turn have a positive impact on the the bottom line. In addition, we will explore the dramatic changes in building design, improving buildings to withstand natural disasters such as flood, earthquakes and wind storms. The session will include practical examples to inform risk managers today and beyond.

30. Risk Management in a Time of Global Uncertainty

Room C2

Submitted by Zurich

Speakers:

Angelia HERRIN, Research & Special Projects Editor, Harvard Business Review
Daniel RADULOVIC, Proposition Manager, Zurich

Large and multinational companies are recovering quickly from the recession of 2008, as many are reporting record profits. Major companies are refocusing on growth in the form of new markets - both domestically and internationally - and via internal growth versus acquisitions.

The workshop will present the findings from a 2011 Harvard Business Review Analytic Services research study that looks at how companies are equipping themselves to anticipate, prepare for, and possibly, insulate themselves from a variety of interconnected effects.

- Who 'owns' risk management today within the organisation? What is the role of the board, C-suite, the finance function, and the corporate risk officer?
- How have companies analyse layered and interconnected risks that they now face in the post-crash world?
- How do they decide whether the best course of action is to eliminate or minimise these risks, once foreseen?

10:00 – 10:45 NETWORKING BREAK

Sponsored by If P&C Insurance Company

10:45 – 12:15 PANEL DISCUSSION: “What keeps You Awake at Night?”

Plenary Room

Moderators:

Adrian LADBURY, Editorial, Commercial Risk Europe
Nathan SKINNER, Editor, StrategicRisk

Speakers:

David BATCHELOR, Chief Executive Officer, Marsh
Alex BAUGH, Chief Executive Officer, Chartis Europe
Greg CASE, Chief Executive Officer, Aon
Ralf GECK VON KAENEL, CEO of Industrial and Commercial Broking, Ecclesia Group
Torbjörn MAGNUSSON, Chief Executive Officer, If P&C Insurance Company
Jeff MOGHRABI, Country Manager France, ACE
August PRÖBSTL, Head of Divisional Unit Corporate Insurance Partner, Munich Re

All delegates are welcome to take part in this lively session where key service providers will discuss questions and opinions from the audience, addressing strategic key issues for the industry in the upcoming years and insurance market trends for the next renewal.

12:15 – 12:30 CLOSING

Plenary Room

13:00 – 15:00 FAREWELL LUNCH at Stockholm City Hall

see p. 13

WEDNESDAY • 5 OCTOBER 2011



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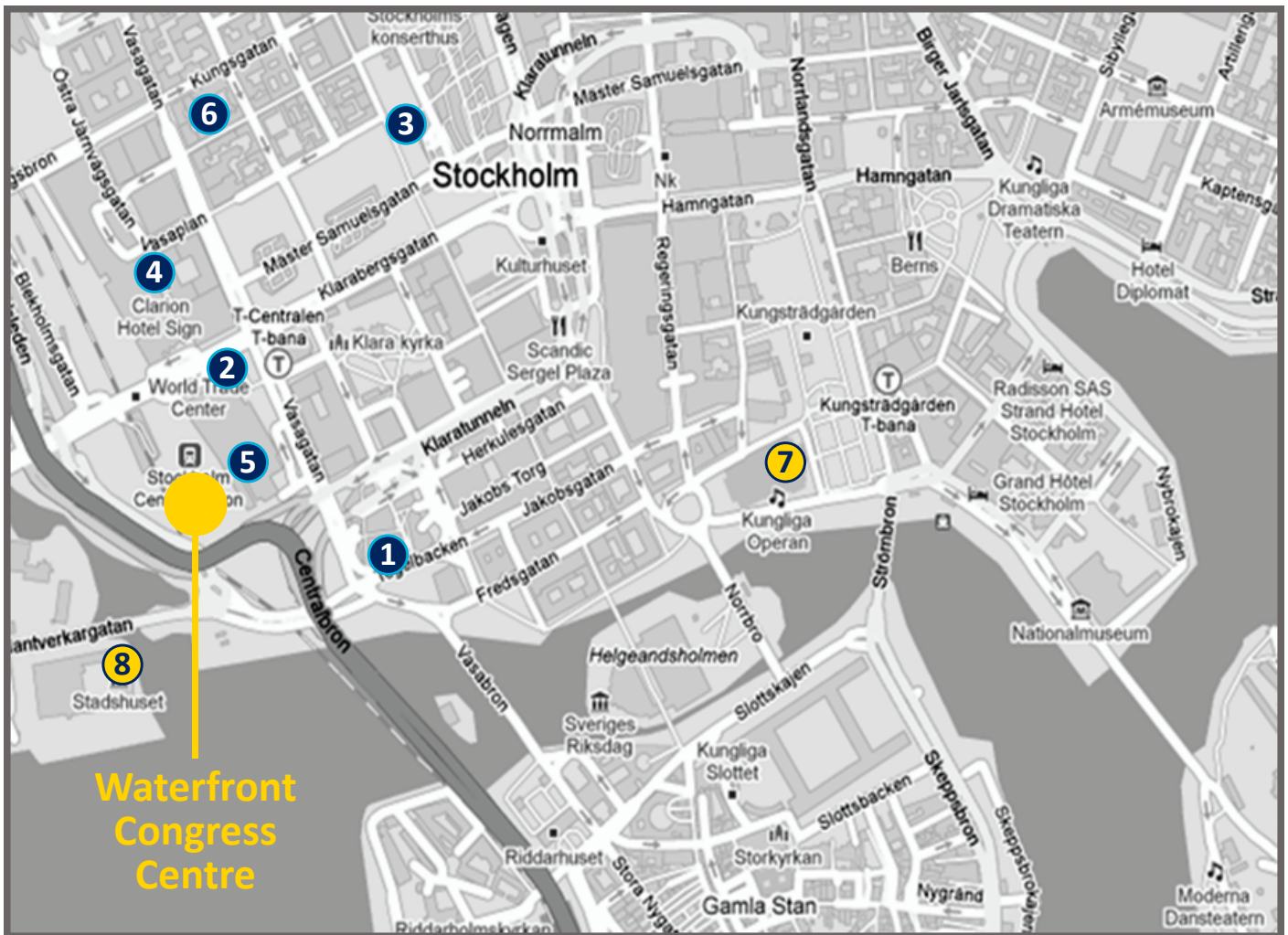
Come and visit us at Stand 42 where you can find out more about our impressive risk management expertise. Alternatively, you can visit www.QBEurope.com/rm or email us at enquiries@uk.qbe.com



QBE is proud to be a Gold Partner of the FERMA Risk Management Forum 2011.



MAP OF STOCKHOLM



HOTELS

Nr. on Map	1	2	3	4	5	6
Hotel	Sheraton Stockholm	Radisson Royal Viking	Rica Stockholm	Clarion Sign	Radisson Blu Waterfront	Adlon Hotel
Category	5*	5*	4*	4*	4*	3*
Address	Tegelbacken 6 101 23 Stockholm	Vasagatan 1 101 24 Stockholm	Slöjdgatan 7 111 57 Stockholm	Östra Järnvägsgatan 35 101 26 Stockholm	Nils Ericsons Plan 4 111 64 Stockholm	Vasagatan 42 111 20 Stockholm
Phone	+46 (0)8 412 34 00	+46 (0)8 506 54 000	+46 (0)8 723 72 00	+46 (0)8 676 98 00	+46 (0)8 5050 6000	+46 (0)8 402 65 00
Website	www.sheratonstockholm.com	www.radissonblu.com/royalvikinghotel-stockholm	www.rica-hotels.com/Hotels/Rica-Hotel-Stockholm/	www.clarionsign.com	www.radissonblu.com/waterfronthotel-stockholm	www.adlon.se
Distance to Congress Centre	3 min. walk	5 min. walk	8 min. walk	10 min. walk	at the venue	10 min. walk

7 – Café Opera 8 – Stockholm City Hall

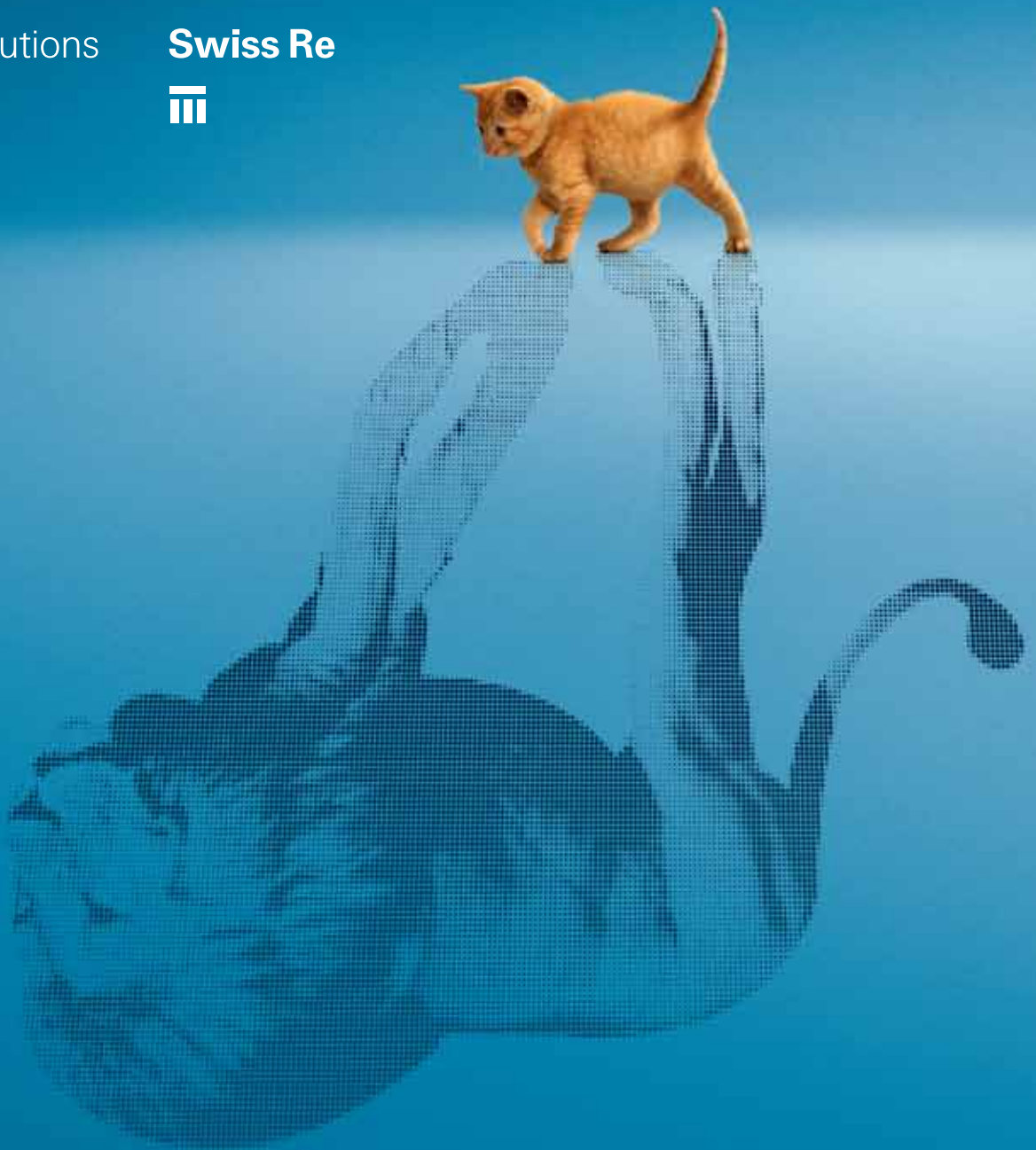
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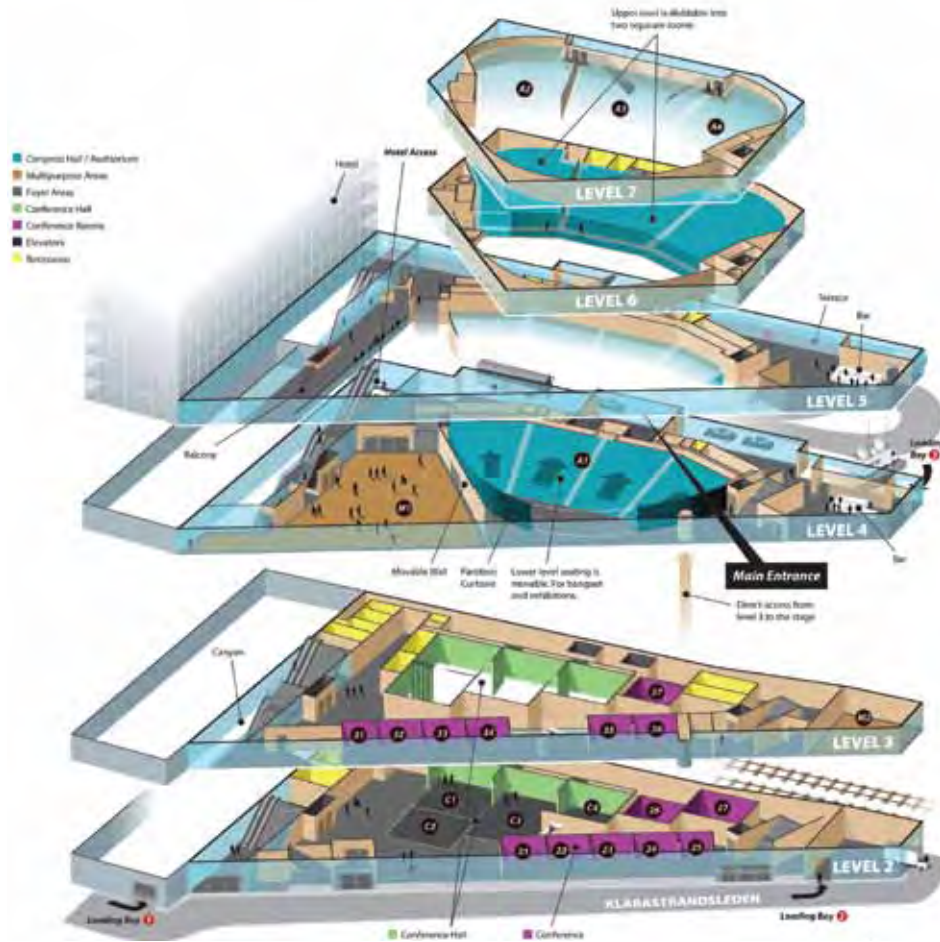


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Swiss Re Corporate Solutions is proud to be a sponsor of the 2011 FERMA Risk Management Forum.

CONGRESS CENTRE FLOOR PLANS



HOSPITALITY SUITES

Company	Room(s)	Level
ACE	Bar	5
Aon	33, 34, 35, 36, 37	3
AXA Corporate Solutions	27	2
IFP&C Insurance Company	23	2
JLT International Network	31	3
Marsh	24, 25, 26	2
XL	32	3
Zurich	21	2

OTHER HOSPITALITY SUITES AT RADISSON BLU WATERFRONT HOTEL

Company	Room(s)	Level
Munich Re	Meeting Room	Ground Floor
XL	Junior Suite Nr. 1534 Rooms Nr. 1530 and 1532	15th Floor




MARKETPLACE & EXHIBITION AREA



EXHIBITION HOURS

Sunday, 2 October 2011	19:00 – 21:00
Monday, 3 October 2011	08:00 – 18:00
Tuesday, 4 October 2011	08:00 – 18:00
Wednesday, 5 October 2011	08:30 – 13:00

PARTNERS, EXHIBITORS AND SPONSORS

PARTNERS		EXHIBITORS	
Company	Booth Number	Company	Booth Number
PLATINUM PARTNERS 		4C Strategies	72
ACE	38	Allianz Global Corporate & Specialty	51-52
Aon	14-30-31	American Appraisal	43
If P&C Insurance Company	39	ArcaLaudis	3
JLT International Network	18-28	BELFOR	55-56
Marsh	33-34-35	BWise	59
XL	80-81-82	Catlin	66
Zurich	17-29	Chubb Insurance	70
GOLD PARTNERS 		CIGNA	6
Chartis	78-79	CNA Insurance	65
FM Global	36-37	Crawford & Company	44
QBE European Operations	42	Cunningham Lindsey	19
Swiss Re Corporate Solutions	26-27	EOS RSQ	13
Torus Insurance	75-76-77	FERMA	9
SILVER PARTNERS 		Global Risk Consultants	15
AXA Corporate Solutions	53-54	Grafton Europe	71
IBM	63	Guernsey Finance	5
Munich Re	40-41	HCC Global Financial Products	62
Royal & Sunalliance	1-2	iFACTS	20
SCOR Global P&C	Internet Café	Infrassure	69
SPONSORS		Isle of Man Captive	60
HDI-Gerling		Liberty International Underwriters	12
Lloyd's		LRQA Lloyd's Register Group	47-48
		Malta Financial Services Authority	49
		MAPFRE	58
		McLarens Young International	16
		Navigators	57
		Polygon	73
		Standard & Poor's	8
		Strategic Risk	64
		Vrs Adjusters	21
		Wells Fargo GlobalBroker Network	7
		Willis Group	50

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VISIT FERMA AT STAND 9

Come and visit the FERMA team and board members on stand 9 and

- See a demonstration of our **new website**
- Learn about FERMA's **social media** networks and how you can get involved
- Hear about FERMA's upcoming **activities and projects**
- Find out more about FERMA's **future and strategy**

Who will be on the stand?

Monday, 3 October 2011		
10:45 11:15	Networking Break	Jorge LUZZI Director Corporate Risk Management, Pirelli Group Julia GRAHAM, Chief Risk Officer, DLA Piper
12:00 12:30	Lunch	Günter SCHLICHT, Risk Manager, DVS Wirtschaftsgesellschaft Cristina MARTINEZ, Director Corporate Risk Management, Campofrio Food Group
12:30 13:00	Lunch	Magnus LINDKVIST, Keynote Speaker, will sign his books Pierre SONIGO, Secretary General, FERMA
13:00 13:30	Lunch	Magnus LINDKVIST, Keynote Speaker, will sign his books Helle FRIBERG Group Risk & Insurance Manager, Hempel A/S
13:30 14:00	Lunch	Peter DEN DEKKER, Corporate Insurance Risk Manager, Stork, and President of FERMA Fernand DE WINTER, Treasurer, FERMA
15:15 15:45	Networking Break	Florence BINDELLE, Executive Manager, FERMA Carl LEEMAN, Chief Risk Officer, Katoen Natie Group, and President of IFRIMA
17:00 17:30	FERMApero	Michel DENNERY, Deputy Chief Risk Officer, Audit & Risks Division, GDF SUEZ Arnout VAN DER VEER, Chief Risk Officer, Reed Elsevier
Tuesday, 4 October 2011		
10:30 11:00	Networking Break	Florence BINDELLE, Executive Manager, FERMA Marie -Gemma DEQUAE, past FERMA President
12:00 12:30	Lunch	Jorge LUZZI, Director Corporate Risk Management, Pirelli Group Igor MIKHAYLOV, Head of Risk Management Division, MTS
12:30 13:00	Lunch	Michel DENNERY, Deputy Chief Risk Officer, Audit & Risks Division, GDF SUEZ Günter SCHLICHT, Risk Manager, DVS Wirtschaftsgesellschaft
13:00 13:30	Lunch	Carl LEEMAN, Chief Risk Officer, Katoen Natie Group, and President of IFRIMA Fernand DE WINTER, Treasurer, FERMA
13:30 14:00	Lunch	Peter DEN DEKKER, Corporate Insurance Risk Manager, Stork, and President of FERMA Arnout VAN DER VEER, Chief Risk Officer, Reed Elsevier
15:30 16:00	Networking Break	Cristina MARTINEZ, Director Corporate Risk Management, Campofrio Food Group Pierre SONIGO, Secretary General, FERMA
17:00 17:30	FERMApero	Julia GRAHAM, Chief Risk Officer, DLA Piper Helle FRIBERG Group Risk & Insurance Manager, Hempel A/S
Wednesday, 5 October 2011		
10:00 10:30	Networking Break	Igor MIKHAYLOV, Head of Risk Management Division, MTS Marie -Gemma DEQUAE, past FERMA President

















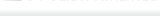












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ACKNOWLEDGEMENTS

The Forum Committee would like to thank the following for their contribution towards the success of the event:

City of Stockholm

Stockholm Convention Bureau

Stockholm Waterfront Congress Centre

Colloquium Brussels and Paris



Onsite filming is kindly provided by **brandformula**

COLLOQUIUM is the official secretariat for the Risk Management Forum 2011 .

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