

WESTERN REGIONAL CONFERENCE

September 17 - 19, 2018 | Sentinel Hotel | Portland, OR



Monday, September 17th, 2018

1:00 PM - 2:00 PM

Governor Ballroom
4th floor



Registration & Networking

Kick off the conference with peer networking while meeting new business contacts.

registration sponsored by: Woodruff Sawyer

2:00 PM - 3:00 PM

Governor Ballroom
4th floor



Compromised on the Inside – Real World Insider Threats

A brief description on how employees can be your greatest threat with real world examples from the field. The speaker will give examples of intentional and unintentional insider threats, discuss human single points of failure, and how alert managers can identify and prevent insiders from negatively impacting their organization.

This course is approved by Office of Insurance Commissioner for 1 hour of CE credit. (WA Course #623442 & OR Course #6000035461)

Speakers:
Joe Voje

Chief Information Security
Officer | Information
Privacy & Security -
Oregon Health & Science University

3:00 PM - 3:15 PM

Governor Ballroom
4th floor



Networking Break

3:15 PM - 4:15 PM

Governor Ballroom
4th floor



Autonomous Driving: Shaking up the Traditional Auto & Truck Insurance Market.

It's not a matter of will driver-less cars hit the market, but rather when will it happen. Is the public ready for such a massive technological shift? Will motor vehicle accidents decrease by 90% as forecasted? How will that impact the traditional auto insurance market? Will medical costs plummet, and repair shops lay barren as there would be fewer cars to repair? If there is no longer a driver, will liability lay with the Original Equipment Manufacturer, or possibly the software designer? If that the case, will auto insurance as we know it today will no longer exist in 25 years. But what will it look like? And what are the other consequences of this new, disruptive technology?

This course is approved by Office of Insurance Commissioner for 1 hour of CE credit. (WA Course #623407 & OR Course #6000035349)

Speakers:
Dan Holden

Risk Operations Manager - BBSI

4:15 PM - 5:30 PM

Billiard
2nd floor



Networking Reception & Exhibit Hall

Celebrate day 1 success while networking at our Oregon RIMS Chapter hosted reception.

reception sponsored by: ServiceMaster Recovery Management

7:30 AM - 8:00 AM

Governor Ballroom
4th floor



Registration, Networking & Continental Breakfast

Join industry peers prior to the conference to network and enjoy a continental breakfast. Educational program will immediately follow.

registration sponsored by: Woodruff Sawyer

8:00 AM - 8:30 AM

Governor Ballroom
4th floor



RIMS Update

This will be a discussion by RIMS Society President on his theme of "Your Legacy, Our Legacy-a call to action" and how members and Chapters are driving the strategic plan of the Society. A recap of the goals of the 2018 President and the focus on Diversity and Inclusion as a risk management discipline. This will also be a great opportunity to "ask the President" on risk management challenges you face.

Speakers:
Robert Cartwright Jr

Manager-Northeast Environmental,
Health, Safety and Sustainability
Bridgestone Retail Operations

8:30 AM - 9:30 AM

Governor Ballroom
4th floor



Unanticipated Political Risk

Is political change hitting your organization at a fast pace? Do you find your organization pivoting or completely altering directions as a result of US or foreign legislative laws that impact your company's ability to maintain their focus due to: 1) shifting accountability and responsibility to do or report more; 2) government controls becoming more restrictive causing major process alterations; and/or 3) deregulating consumer access to goods/services modifying operations. Join us as we examine how some of the more recent governmental changes had unexpected impacts on today's business and the role you play as the organization's risk manager.

This course is approved by Office of Insurance Commissioner for 1 hour of CE credit. (OR Course #6000035430)

Speakers:

Donna Tyner

Corporate Risk Manager
The Greenbrier Companies

Cameron Williams

Global Risk Management
Columbia Sportswear Company

9:30 AM - 10:30 AM

Governor Ballroom
4th floor



Your Reputation is on the Line: Quality and Supply Chain Risk

Manufacturing a product with the same consistency and quality is critical to a brand's reputation. Using examples from the craft brewing industry, this session will explore supply chain risk, quality control and business interruption. Speakers will discuss product interdependencies and risks associated with sourcing seasonal raw materials.

This course is approved by Office of Insurance Commissioner for 1 hour of CE credit. (WA Course #623455 & OR Course #6000035462)

Speakers:

Heidi Neff

Supply Chain Manager - Q-I

Andrea Jones

Vice President of Business Operations
Crosby Hop Farm

Brad Loucks

Commercial Director
Great Western Malting

Doug Rehberg

Senior Director of Brewing & Quality
Craft Brew Alliance

10:30 AM - 10:45 AM

Lodge
2nd floor



Networking Break, Food & Refreshments

sponsored by: FM Global

**Concurrent
Session 1**

10:45 AM - 11:45 AM

Billiard
2nd floor



Damage to Your Brand & Reputation – Risk and Resiliency

How vulnerable is your organization to brand damage and reputational risk? Learn how to recognize and understand potential threats as well as prevent and mitigate their impact to your profitability; learn about the most effective approaches to protecting enterprise value and how to transfer risk where appropriate.

This course is approved by Office of Insurance Commissioner for 1 hour of CE credit. (WA Course #623438 & OR Course #6000035432)

Speakers:

Ward Ching

Managing Director - Aon

Leona Lik

Global Product Development Leader
Managing Director - Aon

Laura Langone

Senior Director - Pay Pal, Inc.

10:45 AM - 11:45 AM



Library
2nd floor

Speakers:

Art Dickerson
Executive Vice President - Paul Davis

Patrick Hughes
Chief Risk Officer
Oregon State University

Steven Korasidas
Executive General Adjuster - McLarens

Scott Ritto
Vice President, Risk Management
Kilroy Realty Corporation

John Shaw
Sr. Vice President, Claims Management
Marsh Risk & Insurance Services

Property Loss Panel Discussion

Ask the experts - with a panel of seasoned professionals representing Risk Management, Brokerage, and Loss Adjusting moderated by a veteran from Paul Davis National. Attend this session if you are interested in tapping into decades of experience with commercial property losses, and you want to learn from their successes and missteps. From how to prepare in advance to reduce business interruption all the way to how to react when the worst happens, these guys have seen it all and you can learn from their experience. This is an interactive session and you are encouraged to provide questions or scenarios for discussion prior to attending.

This course is approved by Office of Insurance Commissioner for 1 hour of CE credit. (WA Course #623440 & OR Course #6000035433)

10:45 AM - 11:45 AM



Card
2nd floor

Speakers:

Bryan Conner
Western Regional Manager
Workers' Compensation - American Airlines

Validate the Trust

Organizational communication and trust principles can make an organization a compelling place to work even when injured. This session will present a framework and communication concepts to help build and validate trust with injured workers. Learn how trust can be lost and how it affects communication within an organization. Understand how implementation of policies related to trust can affect injured workers.

This course is approved by Office of Insurance Commissioner for 1 hour of CE credit. (OR Course #6000035431)

11:45 AM - 12:15 PM



Governor Ballroom
4th floor

Networking Lunch



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Visit aon.com/fullpicture to learn more or contact Peter Johnson at peter.johnson@aon.com.



12:15 PM - 1:15 PM

Governor Ballroom
4th floor

Speakers:
Steven Eberlein
Creator of Prepare Out Loud
American Red Cross



Prepare Out Loud

The American Red Cross Prepare Out Loud presentation will empower you to be ready for disasters of all kinds (including a Cascadia earthquake) by taking practical steps to start preparing, being vocal about your preparedness and encouraging others to start preparing. Learn more about:

- The science and history of the Cascadia Subduction Zone
- Human behavior during disasters
- What to expect during and after a Cascadia earthquake
- How to prepare to quickly locate your loved ones following a disaster
- How much food, water, and supplies you will need to take care of yourself and others

This course is approved by Office of Insurance Commissioner for 1 hour of CE credit. (WA Course #623408 & OR Course #6000035457)

1:15 PM - 1:30 PM

Lodge
2nd floor



Networking Break

1:30 PM - 2:30 PM

Governor Ballroom
4th floor

Speakers:
J.P. Agnesse
Manager, Insurance & Claims Risk
Management - Portland General Electric

Bob Brandkamp
Risk Manager - Avista Corp

Ron Gibbs
Insurance Manager
Chelan Public Utility District

Steve Walti
Risk & Land Manager
Northwest Natural Gas

Julie A. Yount
Insurance Risk Program Manager
Puget Sound Energy



Critical Infrastructure: Basic Necessities, Complex Risks

This session will be a panel discussion with several NW utility risk managers that will focus on the top risks facing many electric and gas utilities in the U.S. Risk managers will discuss varying topics such as:

- Aging infrastructure – from gas pipelines to the electric grid
- Cyber risks to critical infrastructure assets
- Aging workforce
- Natural catastrophes (e.g., wildfires, earthquakes)
- New technology and disruptions
- Climate change and environmental regulations
- Regulatory environment

This course is approved by Office of Insurance Commissioner for 1 hour of CE credit. (WA Course #623409 & OR Course #6000035429)

2:30 PM - 2:45 PM

Lodge
2nd floor



Networking Break

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RIMS 2018 Western Regional Conference.

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Concurrent Session 2

2:45 PM - 3:45 PM

Card
2nd floor

Speakers:

Matt Anderson
Partner - MacArthur Capital LLP

Jessica Morgan
Co-Chair, Financial Services Group -
Tonkon Torp

Alex Tinker
Co-chair, Cannabis Industry Group
Tonkon Torp



Joint Session: How Close Can You Get to Marijuana Without Being Burned

In a rapidly changing legal environment with states stepping in to regulate a market that is still prohibited under federal law, how is a marijuana business supposed to operate, and how can other businesses engage with the cannabis industry? In this program, our panel will discuss emerging state laws regulating recreational and medical cannabis, the evolving state of federal enforcement policy, and practical problems facing business owners and investors in the industry. The presentation will offer tips on operational structure and will provide an overview of how federal banking and tax law has impacted this industry.

This course is approved by Office of Insurance Commissioner for 1 hour of CE credit. (WA Course #623410)

2:45 PM - 3:45 PM

Library
2nd floor

Speakers:

Elizabeth Francy Demaret
Chief of Staff and EVP, Carrier Relations
Sedgwick Claims Management Services, Inc.

Wendy Humphrey
Home Office Settlement
Strategy Director - AIG

Moderator:
Dale Lindstrom
Risk and Safety Manager
Dewitt Construction Inc

Jay Price
Global Treasurer - Mercy Corps



Risk Without Borders: An Employer's Duty of Care Responsibility

In today's legal environment, an employer's duty of care extends beyond providing a safe working environment, particularly when employees travel beyond their country of residence. The safety of employees on international assignment brings into consideration travel security, emergency response and evacuation protocols, and the coordination of benefits should an employee become disabled. The "Risk Without Borders: An Employers Duty of Care Responsibility" breakout panel presentation and discussion will draw from four company representatives and their experiences and perspectives when managing the risk management consideration of an international workforce.

This course is approved by Office of Insurance Commissioner for 1 hour of CE credit. (WA Course #623441 & OR Course #6000035455)



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2:45 PM - 3:45 PM



The Millennial Dollar Question

Billiard
2nd floor

Speakers:

Dan Beaty
VP, Workers Compensation - Vigilant

Scott Krisvoy
AVP Account Executive
Old Republic Risk Management

Xiaoxiao Tan
Insurance Partnerships Manager
Uber

Individuals from the Millennial generation have been involved in the Risk Management industry for the past decade and have started to move into leadership roles, but how does the insurance industry continue to attract, develop and retain this and the next generation of risk and insurance professionals? Four risk management professionals will explore The "Millennial Dollar Question" on developing and retaining young risk management professional of today to successfully lead and navigate our industry of tomorrow.

This course is approved by Office of Insurance Commissioner for 1 hour of CE credit. (OR Course #6000035460)

3:45 PM - 4:00 PM



Networking Break, Food & Refreshments

Lodge
2nd floor

sponsored by: DigiStream Investigations, Inc.

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Concurrent Session 3

4:00 PM - 5:00 PM

Card
2nd floor

Speakers:

Dale Lindstrom
Risk and Safety Manager
Dewitt Construction Inc

Chad Rosenberg
Principal - Rosenberg & Parker



How to be a Hero to your CFO through the use of Surety Bonds

The surety and banking industries have seen significant changes over the past ten years. The Great Recession and the concurrent international banking crisis, followed by sweeping changes to the banking industry occurred at the same time that the surety industry began to experience what has become the softest markets in the past three decades. As a result, the use of surety has increased dramatically around the globe. During this session, the speakers will provide a detailed look at the forces that have caused the changes and what this means to Risk Managers and their companies. They will also discuss how Risk Managers can utilize bonds to potentially reduce balance sheet liability, and costs, while at the same time increasing liquidity.

This course is approved by Office of Insurance Commissioner for 1 hour of CE credit. (WA Course #623411 & OR Course #6000035456)

4:00 PM - 5:00 PM

Billiard
2nd floor

Speakers:

Sam Galal
Risk Management Consultant
Origami Risk

Monte Griffin
Senior Specialist - Vestas

Alan Kubitz
Global Risk & Insurance - eBay



Measuring Risk Management ROI and Communicating to Executive Leadership

While risk management is very much about measurement, value-add, and data inference, determining what to measure and how to do that presents its own challenges. It is advantageous to measure "return on risk management" for several reasons. It provides:

1. Demonstrable evidence of risk management as a value-add, rather than merely downside protection
2. Assurance of continuous improvement of your program
3. An objective way for management to gain confidence in the effectiveness of controls and processes
4. A foundation for tying compensation to strong risk management practices

In this session, we will discuss several constructs around metrics & measurements used to 1) identify and reduce risk exposures, 2) enable better decision making, and 3) frame your own program through examples and scenarios. In addition, we will discuss corporate buy-in and risk culture.

This course is approved by Office of Insurance Commissioner for 1 hour of CE credit. (WA Course #623441)

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4:00 PM - 5:00 PM



Library
2nd floor

Speakers:
Dan Holden

Risk Operations Manager - BBSI

Katie Wade

National Accounts Manager
BELFOR PropertyRestoration

Who You Gonna Call? Getting Up-and-Running after a Property Loss

Preparing for a property loss requires more than just securing insurance coverage and implementing loss prevention measures. Recognize your need for immediate property restoration, especially in an industry that requires zero downtime. Break down a case of a narrowly avoided fire loss and the resulting what-if concerns. Familiarize yourself with the basic building blocks of an RFP. Consider who would respond to your needs in the aftermath of a natural disaster to help get your facility back online.

Learning Objectives:

- Set up the first steps to vet a restoration contractor before a disaster
- Generate a schedule for rolling out a restoration response plan at your organization
- Anticipate the first hours after a disaster strikes at your organization

This course is approved by Office of Insurance Commissioner for 1 hour of CE credit. (WA Course #623412 & OR Course #6000035427)

6:00 PM - 8:00 PM



Punch Bowl
Social Portland

Origami Risk Platinum Party

Join the RIMS Western Regional for an evening of platinum service and peer networking without worrying about picking up the tab! Network with attendees at Punch Bowl Social for a fun night of pool, shuffleboard, handcrafted brews, made-from-scratch food and spirits in a relaxed, casual environment.

Punch Bowl Social Portland
340 SW Morrison St, Portland, OR 97204
Punch Bowl Social is located on the 3rd floor of the Pioneer Place Mall.

Please meet in 2nd floor Billiard room at 5:45 PM to walk to the Platinum Party as a group.

event sponsored by: Origami Risk

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XL Catlin received the highest numerical score among 11 insurers in the J.D. Power 2016-2017 Large Commercial Insurance Studies. 2017 study based on 2,238 total responses, measuring the opinions of the professionals in the U.S. and Canada with commercial insurers, surveyed April-June 2017. Your experiences may vary. Visit jdpower.com.



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Wednesday, September 19, 2018

7:30 AM - 8:30 AM

Governor Ballroom
4th floor



Registration, Networking & Continental Breakfast

Join industry peers prior to the conference to network and enjoy a continental breakfast. Educational program will immediately follow.

registration sponsored by: Woodruff Sawyer

8:30 AM - 9:30 AM

Governor Ballroom
4th floor



Innovative Approach to Risk Management

Ask some people outside of the risk industry what risk management is and you will get the same old responses (e.g., risk is legal, financial, insurance, or safety). In actuality, risk is all of that plus more! This session will provide you with new innovations of how business leaders should approach risk management. Go beyond traditional and enterprise risks to learn about cognitive and behavioral risk methodologies that impact businesses today and moving forward.

This course is approved by Office of Insurance Commissioner for 1 hour of CE credit. (OR Course #6000035415)

Speakers:
Edward K. McDonald III
Risk Director - Port of Portland

9:30 AM - 9:45 AM

Lodge
2nd floor



Networking Break

9:45 AM - 10:45 AM

Governor Ballroom
4th floor



Civic Unrest/Terrorism

This session will discuss civil disturbances and the potential risks to businesses, communities and organizations. It will provide a better understanding of the motives, driving factors and triggers, that can assist towards a more comprehensive risk assessment and protection plan. Additionally, the session will discuss domestic terrorism, the violence against the civilian populations and organizations, and the challenges facing law enforcement today.

This course is approved by Office of Insurance Commissioner for 1 hour of CE credit. (WA Course #623415 & OR Course #6000035458)

Speakers:
Rich Austria
Special Agent In Charge Criminal Justice Division - Oregon Department of Justice, Criminal Justice Division

10:45 AM - 11:00 AM

Lodge
2nd floor



Networking Break, Food & Refreshments

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Concurrent Session 4

11:00 AM - 12:00 PM



Billiard
2nd floor

Speakers:

Steve Bauman

Head of Global Programs and
Captive Practice - XL Catlin

Anthony Spacciante

Risk financing manager
Starbucks Coffee Company

Elevating Risk Management with Captive (Re)Insurance

For a couple of generations now, many companies have used captive insurance companies as an effective tool for good corporate risk management. Striking an effective balance between risk retention & risk transfer and short and long-term risk management strategies are key components for companies as they navigate business through numerous economic & insurance cycles and changing risk environments. Once used only by the largest corporation, captives are now mainstream for many more companies and applied across the broadest spectrum of risks.

- Overview of captives over time to present
- Review of captive feasibility study process
- Discussion of corporate risk management insights into captive formation and utilization
- Dynamic use of captive insurance companies in emerging risks
- Captive utilization in a growing world of compliance and regulatory concerns

This course is approved by Office of Insurance Commissioner for 1 hour of CE credit. (WA Course #623439 & OR Course #6000035459)

11:00 AM - 12:00 PM



Library
2nd floor

Speakers:

Jonna Papaefthimiou

Planning, Policy, and Community
Engagement - Portland Bureau
of Emergency Management

Managing Disaster in the City of Roses

Local governments provide critical public services, and are first responders in any emergency. The Portland Bureau of Emergency Management works to ensure the continuity of essential City functions and to reduce the city's exposure to risk over time through hazard mitigation, response and recovery planning, and by encouraging (or sometimes, compelling) Portlanders to get prepared. Jonna will provide an overview of the threats the City plans for, and describe efforts to ensure continuity of operations, encourage voluntary household preparedness, and require some building owners to seismically retrofit their buildings. She'll also address lessons learned from recent local emergencies.

This course is approved by Office of Insurance Commissioner for 1 hour of CE credit. (WA Course #623414 & OR Course #6000035454)

11:00 AM - 12:00 PM



Card
2nd floor

Speakers:

Whitney Craig

Director of Government Relations - RIMS

Risk Management and the Political Landscape

As risk managers government regulation and legislation play a significant role in your practice. Be prepared to learn the current legislative hurdles which may affect the practice of risk management. Including issues such as healthcare, cyber security, the Americans with Disabilities Act, and the National Flood Insurance Program reauthorization. You will also hear an update on the current political landscape and how the midterm elections may affect these issues. The lesson will end with key takeaways and ways in which risk managers may become more involved with RIMS advocacy and fundraising efforts.

This course is approved by Office of Insurance Commissioner for 1 hour of CE credit. (WA Course #623413 & OR Course #6000035413)

12:00 PM - 12:45 PM



Governor Ballroom
4th floor

Networking Lunch

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12:45 PM - 1:45 PM



Governor Ballroom
4th floor

Speakers:

Heidi Bastien

Director of Risk Management
Rubio's Restaurants, Inc.

Kurt Leisure

Vice President,
Risk Services/Asset Protection
The Cheesecake Factory Incorporated

New Realities in the Foodservice Industry

Be prepared to experience new realities in Risk Management. Join us to explore case studies of attempted fraud utilizing camera systems, social media extortion, the "invited and uninvited guest" consequence and much more! This session is packed with an entertaining first look at some of the more nagging scenarios we experience in the risk industry. We will complete the session with a lessons learned and key takeaways on new realities before they come knocking on your door.

This course is approved by Office of Insurance Commissioner for 1 hour of CE credit. (WA Course #623416 & OR Course #6000035414)

1:45 PM - 2:00 PM



Lodge
2nd floor

Networking Break, Food & Refreshments

sponsored by: Exigis

2:00 PM - 3:00 PM



Governor Ballroom
4th floor

Speakers:

Xiaoxiao Tan

Insurance Partnerships Manager - Uber

Evolution of Risk: The Uber Story

8 years ago, Uber was just an app to request premium black cars, today Uber is a part of the logistical fabric of more than 600 cities around the world. Beyond rides, Uber is working on new modalities, self-driving cars and urban air transportation. Uber is reimagining how people move from one place to the next. What fueled Uber's growth engine? What made Uber Eats become the fastest growing meal delivery service? How has Uber's Risk Management team helped the business expand and the insurance industry evolve? The speaker will share her observation, insights and culture shock moving from Insurance to the Technology Industry.

This course is approved by Office of Insurance Commissioner for 1 hour of CE credit. (WA Course #623456 & OR Course #6000035434)

3:00 PM



Governor Ballroom
4th floor

Closing Comments

3:15 PM - 4:30 PM



Card
2nd floor

WRC Delegates Meeting

This is the business meeting of the Western Regional Conference Delegates. Delegates are individuals that each Chapter in the Western Region of RIMS has selected to represent their Chapter. A call-in number for those Chapter's that are not attending the conference will be provided

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