

# RETHINKING RISK

## RIMS WESTERN REGIONAL CONFERENCE September 13 - 14, 2021 | Sheraton Park City | Park City, UT

### Monday, September 13, 2021

7:00 AM - 8:00 AM

Foyer



#### Registration, Networking & Coffee Hour

Join industry peers prior to the conference to network and enjoy a gourmet coffee hour. Welcome comments and educational sessions will immediately follow.

Registration Sponsored by: Gallagher Bassett

Morning Coffee Break Sponsored by: BluSky Restoration Contractors, LLC

8:00 AM - 8:50 AM

Prospector Ballroom



#### Method to the Madness: Risk Management for Risk Takers

Extreme sports athletes are rarely known for risk management, much less innovation in the field. This talk will review how Jim consults with professional extreme athletes, service members, heli-skiers, and the avalanche community to better understand and reduce risk. The methods used evolved out of true need working with professional athletes in some of the most extreme environments on the planet. Many of these methods ended up paralleling risk management programs used by the military and industry. While extreme sports can never be made safe, by adapting accepted risk management practices in a unique way, even some of the world's most dangerous activities can be practiced responsibly.

Speaker:

**Jim Conway**  
President - GlisseMedia

8:50 AM - 9:00 AM

Silver Mine Ballroom



#### Networking Break & Exhibit Hall

9:00 AM - 9:50 AM

Prospector Ballroom



#### Mitigating the Risks Associated with Cryptocurrency

Overstock has accepted Bitcoin since January 2014. Learn from Overstock CEO Jonathan Johnson why a retailer should accept cryptocurrency as a form of payment, how easy a process that can be, and best practices to mitigate cryptocurrency risk when accepting and holding cryptocurrency. Also, learn more about the varied world-changing uses of cryptocurrency's underlying blockchain technology.

Speaker:

**Jonathan Johnson**  
CEO - Overstock

9:50 AM - 10:00 AM

Silver Mine Ballroom



#### Networking Break & Exhibit Hall

10:00 AM - 10:50 AM

Prospector Ballroom



#### Ongoing Turbulence in the Aviation Industry

Brad Wood details his experience in the aviation industry during the COVID-19 pandemic (one of the biggest challenges the aviation industry has yet to encounter). Brad will share how risk managers should approach crises both proactively and reactively to the best of your abilities, key learnings for what to do when crises that are beyond your control arise, and how to better serve your companies and customers while working through the risk management process.

Speaker:

**Brad Wood**  
VP Risk Management - Delta Global Services

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- ✓ Water Damage
- ✓ Storm Damage
- ✓ Roof Damage
- ✓ Fire Damage
- ✓ Mold Damage
- ✓ Reconstruction

10:50 AM - 11:00 AM

Silver Mine Ballroom



### Networking Break & Exhibit Hall

11:00 AM - 12:15 PM

Prospector Ballroom



### Senior Executive Forum

Speakers:

**Roger Andrews**

Director of Risk Management, E.D. Bullard (Retired)

**David J. Bidmead**

President - Global Clients - Marsh

**Matt Merna**

SVP, Division President, NA Major Accounts - Chubb

**David North**

Executive Chairman - Sedgwick

**George Plesce**

Executive Vice President - FM Global

These are unusual times for the insurance industry—wildfires throughout the west; a worldwide pandemic; serious supply chain interruptions; tropical storms; crippling ransomware demands and many other issues. This moderated question and answer session will be an opportunity for conference attendees to ask questions of a panel of senior executives from two large insurance companies, a major broker and an important TPA. David Bidmead, President - Global Clients of Marsh; Matt Merna, SVP, Division President, NA Major Accounts from Chubb; George Plesce, Executive Vice President, U.S., Latin America and Sales of FM Global; and, David North, Executive Chairman of Sedgwick, will share their insights on our industry.

12:15 PM - 12:45 PM

Silver Mine Ballroom



### Networking Lunch

Sponsored by: Pivot-Onsite Innovations

12:45 PM - 1:30 PM

Prospector Ballroom



### What's Brewing at Starbucks: Evolution of a WC Program

Speaker:

**Steve Legg**

Director, Risk Management - Starbucks

When Starbucks set out to reimagine its workers compensation program in 2014, the primary goal was simple; to evaluate all components through the lens of the injured partner (employee) experience. The program foundation was built on an extension of trust in the Company's partners and a desire to simplify a complicated process as much as possible. In the years that followed additional initiatives have been added to improve upon the experience of injured partners, generating significant returns as measured by partner experience and favorable reserve development. Steve Legg, director of risk management for Starbucks, will shed light on this journey.

1:30 PM - 2:20 PM

Prospector Ballroom



### Going Global: Risks and Rewards

Speaker:

**Paul Rytting**

Director of RM  
The Church of Jesus Christ of Latter-day Saints

With operations, facilities, and missionaries in over 190 countries, unique risks emerge with the dawning of each new day for The Church of Jesus Christ of Latter-Day Saints. Join us for a round-the-world overview of risks, trends, exposures, obstacles & rewards of this growing, global faith-based organization.

## VISIT VERTIKAL AT THE WESTERN RIMS CONFERENCE

SEPTEMBER 13-14, 2021



CertFocus PreQual

2:20 PM - 2:30 PM

Silver Mine Ballroom



## Networking Break & Exhibit Hall

Sponsored by: CRC

2:30 PM - 3:20 PM

Prospector Ballroom



## Cyber Security: What Every Risk Professional Should Know

Speaker:

**Agent Casey Harrington**

Salt Lake City FBI

Across the world, hackers are exploiting security weaknesses and holding the data of companies, governments and healthcare organizations hostage, often demanding tens of millions of dollars in ransom. Most recently in 2021, cyber criminals have perpetrated attacks on Colonial Pipeline, JBS, and even the Washington D.C. Metropolitan Police Department and have demanded significant payments. In this session, Special Agent Casey Harrington, the current Supervisor of the FBI Cyber Squad in the Salt Lake City office, will discuss current cyber threats and will detail the FBI's approach to investigating cyber crimes. The presentation will include details on cyber risk mitigation with the use of case examples.

3:20 PM - 3:30 PM

Silver Mine Ballroom



## Networking Break & Exhibit Hall

3:30 PM - 4:20 PM

Prospector Ballroom



## Business Continuity Planning at The Walt Disney Company

Speaker:

**William Duff**

Sr. Manager, Business Continuity  
Walt Disney Company

"The mission of the Walt Disney Company is to entertain, inform and inspire people around the globe through the power of storytelling, reflecting the iconic brands, creative minds and innovative technologies that make this organization the world's premier entertainment company." Like any major organization, Disney employs teams of experts dedicated to protecting its people, assets and intellectual property. But what about the business operations, how are they protected? In this E-ticket presentation I will take you Backstage and explain how Disney approaches Business Continuity Planning to protect its business operations, enabling Disney's storytelling to continue.



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4:20 PM - 4:30 PM

Silver Mine Ballroom



## Networking Break & Exhibit Hall

4:30 PM - 4:50 PM

Prospector Ballroom



## RIMS Update

RIMS Board Director Penni Chambers explores the recent, explosive evolution of risks and how the world's leading risk management association shifted strategies, transformed digitally and enhanced resources to meet the immediate changing needs of the global risk community.

Speaker:

**Penni Chambers**

Board Director - RIMS  
AVP, Risk Management - Hillwood a Perot Company

4:50 PM - 5:00 PM

Prospector Ballroom



## Spencer Education Profile

Speaker:

**Emily Pancoast**

Health and Benefits Analyst - Willis Towers Watson

5:00 PM - 6:30 PM

Timbers Outdoor Patio



## Networking Reception

Network with peers and meet new business contacts without worrying about picking up the tab.

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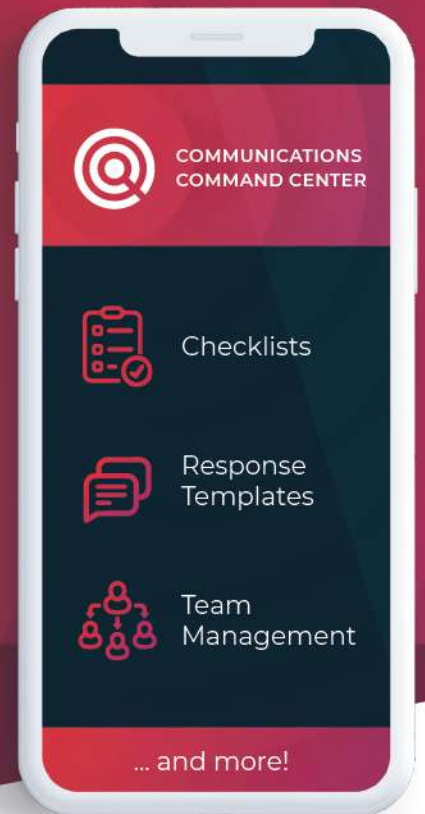
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7:00 AM - 8:00 AM

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## Registration, Networking & Coffee Hour

Join industry peers prior to the conference to network and enjoy a gourmet coffee hour.

Registration Sponsored by: Gallagher Bassett

Morning Coffee Break Sponsored by: Rimkus Consulting Group

### Concurrent Session 1

8:00 AM - 9:00 AM

Prospector 1&2



## Diversity and Inclusion in Risk Management

"My Journey...and Why DEI&B Matters" The business case for diversity, equity, inclusion and belonging is a major discussion in both the business world and communities at large. Being the first Black President of RIMS provided me a platform to launch my passion for DEI&B and mentoring the next generation. Come join me as I revisit my journey to arrive at this point in my life and why it still matters.

Speaker:

**Robert Cartwright Jr.**

Division EHSS Mgr. - Bridgestone Retail Operations  
2018 RIMS President

8:00 AM - 9:00 AM

Prospector 3&4



## The Future of Workers' Compensation

Worker's Compensation has been an essential element of our social safety net for over 100 years. It has been a dynamic system that has evolved to keep up with changes in the economy, medical science, social values and other things that affect the way the system works. This session, based on Dr. Rick Victor of Sedgwick Institute's book "Scenario 2030: Threats and Opportunities for WC Systems.", will review the key forces, drivers and predictions that could define the future of WC over the next ten years and beyond. It will cover how risk leaders can be better prepared for these changes.

Speaker:

**Max Koonce**

Chief Claims Officer - Sedgwick



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9:00 AM - 9:15 AM

Silver Mine Ballroom



## Networking Break & Exhibit Hall

### Concurrent Session 2

9:15 AM - 10:15 AM

Prospector 1&2



## Is your Return-to-Work Processing Wasting Precious Dollars and Boggling you Down?

Speaker:

**Pankaj "Romy" Malviya**

Founder & CEO - Pubstream

Having a workplace injury is the last thing that any employer wants to have on their watch but having an inefficient and inflexible way to manage your RTW cases only makes the situation more stressful for everyone. Not to mention the time and money spent manually managing each step. In this session, we will discuss how a digitized logic-driven process gives you the power to capture and reimagine your RTW process that not only streamlines the flow but also helps your employees when they need it most.

9:15 AM - 10:15 AM

Prospector 3&4



## Utilization of Captives in the Hardening Insurance Market

Speakers:

**Ray Anchustegui**

Director of Risk Management - J.R. Simplot Company

**Helen Kim**

SVP, Account Executive - Old Republic Risk Management

**Eric Moselle**

Chief Risk Officer & Chief Economist  
Weidner Asset Management

**Mike Pati**

General Manager - The Pope Group, Inc.

With the insurance market hardening the past couple of years, we have seen more insureds utilizing captives. We have a panel of risk managers from 3 different industries (construction, agriculture, real estate) who have firsthand experience with this topic. This Q&A panel discussion will explore their use of captives prior to the hard market vs. now (in the hard market); how they got buy-in on the captive use from their C-suites; what coverages are included in their captives; and what the captive provides in this volatile insurance marketplace.



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10:15 AM - 10:30 AM

Silver Mine Ballroom



## Networking Break & Exhibit Hall

### Concurrent Session 3

10:30 AM - 11:30 AM

Prospector 3&4



## Actuarial Lighthouse – Shedding Light on your Claims Trends

Speaker:

**Mary Daly**

Principal at Actuarial Practice - Oliver Wyman

Take the data you have and make it the data you need! Learn about Oliver Wyman Actuarial Lighthouse, a data visualization tool to help risk managers leverage artificial intelligence (AI) to understand potential concerning trends, allowing them to act quicker on those trends, monitor impact of any loss control efforts, understand bottom line impact, and communicate opportunities or good news to all internal stakeholders and business partners.

10:30 AM - 11:30 AM

Prospector 1&2



## Cyber

Speaker:

**Carla Borda**

Executive & Professional Risk Solutions - USI

As the cyber insurance market evolves and matures, particularly in response to the rapidly increasing attacks, focus has shifted to how companies are managing this risk. One element of managing risk is an understanding of what sensitive data you have, where it is stored and who has access. Another is having an Incident Response Plan/Business Continuity Plan. Having a plan that is comprehensive and has been tested will be pivotal in your ability to recover from an attack. This session will focus on what controls need to be in place to protect against known attack vectors as well as the essential elements of an Incident Response/Business Continuity Plan.

# Insurance & Federal Claims Services

## The driving force in insurance claims

- ▶ Global reach
- ▶ Scalable approach
- ▶ End-to-end solution
- ▶ Cash advance protocols
- ▶ Maintain relationships
- ▶ Business interruption
- ▶ Property damage
- ▶ Contingent business interruption
- ▶ FEMA Public Assistance Grants
- ▶ HUD CDBG-DR
- ▶ Supply chain
- ▶ Cyber
- ▶ Special event
- ▶ Product recall
- ▶ Crime and fidelity

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**11:30 AM - 12:30 M**

Silver Mine Ballroom



## Networking Lunch

Sponsored by: DigiStream Investigations

**11:30 AM - 12:30 M**

 See registration desk  
 for location details


## RIMS WRC Delegates Lunch Meeting

This is the business meeting of the RIMS 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 Chapters that are not attending the conference will be provided.

## Concurrent Session 4

**12:30 PM - 1:30 PM**

Prospector 3&amp;4



## Surety Bonds & Claims: Get in the Know

This session will examine surety bonds and the surety claims process. How do you make a claim on a bond? Explore strategies that make a company more successful in receiving positive results from making a claim. Also discussed will be how to communicate effectively with your sureties when a claim is made against your company. We will answer all the questions you ever had about the surety claims process.

Take-away items:

- The benefits of bonding
  - Relatively minimal cost (.05% to 2% of the contract)
  - Risk mitigation tool - assuming the conditions under the bond are met and that claims are covered under the bond
- Learn about making a claim, and the claims process start to finish
- Discuss how to optimize your outcome w/ proper communication w/ your surety
- Find out the steps you should take if someone makes a claim against you

**12:30 PM - 1:30 PM**

Prospector 1&amp;2



## Transaction Liability Insurance: State of the Market

This session will examine the transaction liability insurance market and product offerings ranging from representation & warranty insurance to tax insurance to contingent liability coverage. We will discuss the evolution of these products, current use cases and best practices for utilizing these products in an efficient and productive manner in the context of a transaction. We will also provide a glimpse into current market trends and developments, both from an economic and a coverage perspective, including claims activity.

Take-away items:

- When to engage on exploring transaction liability insurance solutions
- Underwriting process and trends
- Claims submission and resolution

**1:30 PM - 1:45 PM**

Silver Mine Ballroom



## Networking Break & Exhibit Hall



# WHAT HAPPENED?

## Complex Questions Answered.


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# Pulpstream



## Concurrent Session 5

1:45 PM - 2:45 PM

Prospector 3&4

Speakers:

**Jim Christensen**

Claims Manager - Utah Division of Risk Mgmt.

**Jon Soules**

Director of Corporate Insurance - Big-D Companies, Inc.

**Cindi Heffernan**

National Account Executive - McLarens



### Best Practices in Handling Property Insurance Claims: Incident Start to Payment Close

During the COVID era, Property / Business Interruption claims have proven to be one of the most difficult situations ever to face the risk industry. While many think Property claims to be relatively easy adjustments, these can be fraught with pitfalls and complexities. This panel will walk the audience through all the intricate steps in the life of a Property claim.

1:45 PM - 2:45 PM

Prospector 1&2

Speaker:

**Shannon Berg**

Berg & Associates



### Solve the Blind Spot: Uplevel your Crisis Communications Preparedness

Communications is the blind spot in most business resilience programs. Case studies show poor messaging and delayed communication can torpedo even the strongest operational management of a crisis. Yet true communications preparedness is hard to come by. Studies show only half of US companies have a crisis communications plan. Most plans that do exist are non-actionable, non-practiced and not risk informed. The problem lies in a disconnect among communicators, risk professionals and crisis managers, and in what communicators have to offer. Shannon Berg, APR, is the founder of the award-winning crisis communications consulting firm Berg & Associates. Shannon will reveal new survey research on CEOs' attitudes towards crisis communications readiness. She will explore how to engage communicators in a more integrated approach to crisis management, and how to bring communicators into the tent as partners in resilience.

Session participants will learn:

- How to transform communications from a blind spot to a core strength
- Key components of risk-informed crisis communications program
- Why and how you - risk professionals - must lead the way!

2:45 PM - 3:00 PM

Silver Mine Ballroom



### Networking Break & Exhibit Hall

Sponsored by: Riskconnect, Inc.

## Concurrent Session 6

3:00 PM - 4:00 PM

Prospector 3&4

Speakers:

**Harlan Hammond**

AVP, Corporate Risk Management  
Intermountain Healthcare

**Adamantia Giannakopoulou**

Manager Insurance & Federal Claims Services-EY

**Jill Powell**

Partner Insurance & Federal Claims Services - EY



### Claims in the Age of COVID-19

COVID-19 recently left many organizations filing business interruption claims and being denied. This business interruption session engages participants in a discussion about the complex and often difficult aspects of a business interruption claim, including issues surrounding the quantification and timing of a business interruption loss, with an emphasis on COVID-19 insurance claims. Participants will gain a greater understanding of complex business interruption endorsements that have been scrutinized throughout the recoveries being experienced from these recent losses. A further discussion will illustrate the different documentation needed when dealing with COVID-19 claims, and the federal funding knowledge that can help push your claim through the finish line or explore other financial recovery options.



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# CAPTURING, PRESERVING AND ANALYZING ONLINE AND IN THE FIELD



3:00 PM - 4:00 PM

Prospector 1&2

Speaker:

**Dr. David Strayer**

Professor - University of Utah



## Just How Distracting is All That Technology in Your Vehicle?

Driver distraction is increasingly recognized as a significant source of injuries and fatalities on the roadway. Driver distraction can arise from visual/manual interference, for example when a driver takes his or her eyes off the road to interact with a device. Impairments also stem from cognitive sources of distraction when attention is diverted from safely operating the vehicle. Concern over distracted driving is growing as more and more wireless devices are being integrated into the vehicle. Working with AAA Foundation for Traffic Safety, we developed, validated, and applied a metric of distraction associated with the diversion of attention from driving. Our studies show that the distraction potential can be reliably measured, that cognitive workload systematically varies as a function of the secondary task performed by the driver, and that many activities, particularly complex multimodal interactions in the vehicle, are associated with surprisingly high levels of mental workload. Using the new technology in the vehicle may have unintended consequences that adversely affect traffic safety.

4:00 PM - 6:00 PM


Timbers Outdoor Patio



## Networking Reception

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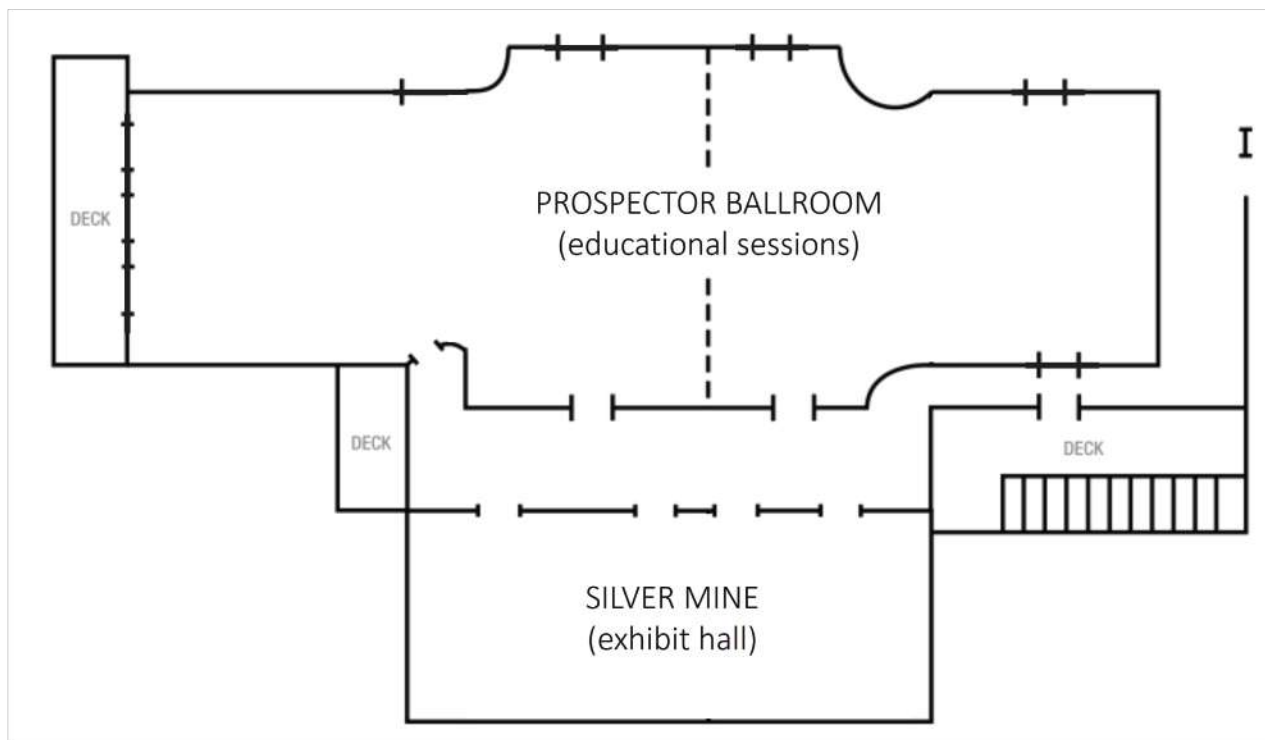


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