

## Learning & Development Conference

Welcome to the 2016 Sussex and North Downs Regional Conference. Today's event promises to deliver a great day of professional development and networking with your fellow members and professionals. An outline of the event's agenda is detailed below and you can read more about the sessions overleaf.

Please let us know what you think of the event by completing the online feedback form via the link sent to you afterwards. We would welcome constructive feedback on how to make the event as useful as possible to our members. Your CPD certificate will be available to download after you have submitted your feedback.

We hope you have a fantastic day.

### Agenda

#### **08.30 - 09.15 Registration, refreshments and networking**

09.15 - 09.20 Welcome

*Richard Cohen, Nsure & Sussex President*

09.20 - 10.20 Flood insurance – the past, the present and the future

*Mark Dunham, UK & I GI Property Underwriting Manager, Aviva*

#### **10.20 - 10.35 Refreshment Break**

10.35 – 11.35 Opportunities for all in insurance

*Keynote speaker – Julie Page, Managing Director, UK National, Aon Risk Solutions*

11.35 - 12.20 Regulatory developments

*David Sparkes, Head of Compliance & Training, BIBA*

#### **12.20 - 13.15 Networking Lunch**

13.15 - 14.15 Autonomous and self-driving vehicles – experts debate the insurance implications

*Simon Baker, Head of CLI Underwriting, AXA Insurance*

*Craig Beattie, Senior Analyst, Celent*

*Colin O'Neill, Senior Forensic Collision Investigator, Sussex Police*

14.15 - 15.00 Negotiation skills and crisis management in life threatening situations

*Mark Harris, Vice President, Crisis Response Services, Olive Group*

#### **15.00 - 15.15 Refreshment Break**

15.15 - 16.15 Cyber threat – preparing your business

*Rachael Shoer, Cyber Specialist (Underwriter) AIG*

16.15 – 16.30 Consolidate today's learning

*Sue McCall, Aspen Insurance & North Downs*

**16.30 Conference closes**

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## Session learning objectives

### **Flood insurance – the past, the present and the future**

By the end of this session, delegates will:

- appreciate the history of flood insurance and how the market has developed over time
- have an understanding of the factors that are influencing flood risk and the impact of these
- gain an awareness of the ways in which flood risk can be reduced both at both individual property level and wider

### **Key note speech - Opportunities for all in insurance**

Our keynote speaker is **Julie Page, Managing Director, UK National, Aon Risk Solutions**. Julie is a passionate advocate for diversity and inclusion in the insurance industry, not as an initiative or box-ticking exercise but as a fundamental driver for business. A diverse workforce brings fresh ideas. Also by making everyone feel valued and included at work, it's a win for employees and employers alike as employees achieve their full potential, with resultant increased performance and productivity. Julie will show how there really are **“Opportunities for all in insurance”**.

### **Regulatory developments**

By the end of this session, delegates will be able to:

- identify some of the latest developments from the FCA
- understand the expectations on firms in these areas
- identify key EU developments that will affect our industry

### **Autonomous and self-driving vehicles – experts debate the insurance implications**

By the end of this session, delegates will know about the implications and likely challenges to the insurance industry of autonomous (driverless) technology.

### **Negotiation skills and crisis management in life threatening situations**

By the end of this session, delegates will have:

- an understanding of key negotiation skills used to resolve critical situations
- a basic overview of the crisis management procedure for new kidnap, ransom and extortion claims
- an understanding of the requirement for proof of life
- an awareness of the impact of a negotiation on key participants

### **Cyber threat – preparing your business**

By the end of this session the delegates will know about:

- General Data Protection Regulation (GDPR) developments
- cyber threats
- exposures to their business
- the cost of a cyber attack or breach
- the solution to managing their risk effectively