

The 2003 Risk Forum
presented by
The Institute of Risk Management



Managing Complexity

1–2 October 2003
Robinson College, Cambridge

Conference Programme



The IRM Risk Forum is the UK's premier practical learning event for the risk professional, whether you have a background in corporate governance, risk financing, health and safety, engineering, accounting, project management, surveying or one of the many other specialist subjects that make up risk management today.

Our theme this year of 'Managing Complexity' is particularly relevant to risk management practitioners facing the need both to improve performance and cut costs at a time of increasing regulation and scrutiny.

The Forum has been designed to provide value to delegates from the public and not-for-profit sectors as well as those from industry and commerce, and those who supply services to them. The full two day delegate rate includes accommodation and meals and represents excellent value for money.

Our three keynote speakers will present topical and possibly controversial views on different aspects of the Forum theme, and will certainly stimulate thinking and provide practical guidance that can be applied back in the workplace. Completing the programme is a diverse range of interactive learning workshops. With no exhibition or 'hard sell' elements, the focus of the Risk Forum is very clearly on learning and making new contacts in a relaxed but business-like environment.

Day 1 Wednesday 1st October 2003

- 9:15** Registration and Coffee
- 10:00** **Welcome** by the Chairman of the IRM
Paul Howard *Head of Group Insurance & Risk Management, J Sainsbury plc*
- 10:10** **Introduction** by the Forum Chairman
The Rt Hon Lord Hunt of Wirral, MBE
Senior Partner, Beachcroft Wansbroughs
- 10:20** **Risk, Regulation & Reputation**
Steve Marshall, *formerly CEO Railtrack*
Are corporate governance priorities helping management in its appreciation of risk? Do most risk management professionals and systems focus on those factors that drive value creation? What does recent corporate history, and responses to it such as the Higgs Review, teach us about how to manage risk effectively?
- 11:00** Coffee
- 11:30** **Workshops** (choice from 1-11)
- 13:00** Lunch
- 14:15** **Workshops** (choice from 1-11)
- 15:45** Tea
- 16:15** **The Mutual Approach to Risk**
Stephen James, *Chairman The International Group of P&I Clubs*
Mutual risk financing facilities, controlled by members with a common interest and not pursuing profit, have long been a solution to problems where insurers have shown an aversion to certain sectors. Does this record of enterprise and flexibility point to a way through current market turbulence for other industry groups?
- 16:45** Close of 1st Day
- 18:00** **Champagne Reception**
sponsored by Mitsui Sumitomo Insurance
- 19:00** **Forum & Annual Awards Dinner** (Preferred dress: Black Tie)

Day 2 Thursday 2nd October 2003

- 9:30** **Open Forum – the New IRM Associate Programme to Fellowship**
Paul Howard, *Chairman*, and
Ian McNeil, *Director of Education IRM*
How the IRM is evolving to serve the educational needs of an expanding community of risk management professionals.
- 10:00** **Workshops** (choice from 12-21)
- 11:30** Coffee
- 12:00** **Risk Management in Today's Boardroom**
George Cox, *Director General, The Institute of Directors*
Business faces a greater range of risks today than ever before. How companies, and also their directors, respond to that exposure is under increased scrutiny from a growing number of stakeholders. But how far are the issues really understood in the boardroom? And how are directors rising to this challenge?
- 12:30** Lunch in Hall • *Sponsored by Claims Management Group Ltd*
■ including an expert briefing on international terrorism and governmental responses to it
- 14:15** **Workshops** (choice from 12-21)
- 15:45** **Conference round up and close**



Day 1 Workshops

11:30 & 14:15

1 Risk Managing Outsourcing

Leader **Julia Graham**, Group Risk Manager, Royal & SunAlliance

- Some definitions and issues
- Policy and good practice
- What to measure and how

2 Innovation in Operational Risk Management

Leaders **Mike Sotirakos & George Symeonidis**, Praxis Critical Systems

- The corporate governance drivers
- The dimensions of operational risks
- Applying the STORM™ methodology

3 Brand and Reputational Under Attack – A Crisis Role Play

Leaders **Jonathan Clark & Mark Harman**, Crawford & Co

- How do we make decisions?
- How do we evaluate risk?
- How do we translate theory into practice?

4 Risk Managing Absence in the Workplace

Leader **Neil Kelly**, PES

- The cost of workplace absence
- Successfully handling musculoskeletal related absence
- The benefits of objective, measured solutions

5 ART & beyond

Leader **Andrew Tunnicliffe**, Marsh Structured Risk Placement

- Provisioning for losses
- Alternative risk financing structures
- Contingent capital – a realistic option?

6 Loss modelling

Leader **James Orr**, Lloyd's Risk Management Division

- Monitoring & modelling risk aggregations
- Trends within the insurance industry
- Generating future potential loss scenarios

7 Safety Regulation – the need for consistency

Leader **Dr Simon Bennett**, Scarman Centre University of Leicester

- Safety Regulation in Aviation
- Globalisation and Regulatory Complexity
- Regulatory Harmonisation

8 Current Developments in Health & Safety

Leader **Teresa Budworth**, Norwich Union Risk Services

- Legal issues: statutory changes & recent precedents
- Government priorities & initiatives
- Insurers' perspective on emerging risks

9 The US Sarbanes Oxley Act and its impact on Risk Management in the UK

Leader **Paul Hopkin**, Director of Risk Management The Rank Group & Chairman, International Institute of Risk & Safety Management

- The changing role of internal auditors & risk managers
- The perception of risk management in business
- The COSO Standard & Control Framework

10 Combating Compensation Fraud

Leaders **Peter Andrews**, Royal Borough of Windsor & Maidenhead & **Barbara Cotton**, Oldham MBC

- Findings of the ALARM survey on compensation fraud
- How the Greater Manchester Authorities are tackling the problem
- Countering the "blame and claim" culture

11 The Risk Management Standard One Year On

Leaders **David Ovenden**, IRM, **David Gamble**, AIRMIC & **Sheila Boyce**, ALARM

- The force of international acceptance
- Education & Training initiatives
- Practice, Lessons & Opportunities



Day 2 Workshops

10:00 & 14:15

12 The Way Ahead – Moving fleet risk management on

Leader **Dr Will Murray**, Zurich Risk Services

- Why fleet risk management is important
- Lessons from previous programmes
- Developing a process for future programmes

13 Converting Risk Models to Best Practice Action

Leader **Brian Garner**, Vital Safety

- Introduction to Systemic Thinking:
Concepts of Hard and Soft Systems
- Intervention Planning: Modelling Best Practice (*for now*)
- Change Management: Implementation – Evolution or Revolution?

14 How can IT help manage complexity?

Leader **Neil Stewart**, Stewart Business Software

- Gather information. From incidents and catastrophes, it's all valuable
- Analyse information. See the wood for the trees
- Publish information. Improve governance at all levels

15 The Risk Management Contribution to Business Strategy

Leaders **Tony Cherry**, Risk Counsel and **John White**, idRisk

- The financial tolerance of risk and the impact of risk events
- Risk modelling, including the relationship between insured and business risks
- Strategies for involving risk managers in business risks

16 Don't add insult to injury – post incident loss mitigation

Leader **Steve Prince**, Gallagher Bassett

- Effective incident investigation
- The benefits of rehabilitation
- Claims management & benchmarking service providers

17 Insurer financial strength – how can you be sure?

Leader **Peter Hughes**, Standard & Poor's

- The probability of insurer failure, and the outlook for insurance markets
- Standard & Poor's default rates
- The state of the art in analysing insurance companies

18 Managing Reputational Risk: curbing threats, leveraging opportunities

Leader **Jenny Rayner**, Abbey Consulting

- The value of a good reputation
- Risk-based strategies for protecting and enhancing reputation
- The pivotal roles of the risk and audit manager

19 Approaches to the integration of risk management

Leader **Steve Ward**, University of Southampton

- A six dimensional framework
- Choices in each dimension
- Implications for risk managers

20 Operating in Dangerous Zones

Leader **Mike Goodhand**, British Red Cross

- Managing international logistics
- Protecting your personnel
- Dealing with crisis conditions

21 The Integration of Risk Management & Internal Audit

Leader **Ron Mendes**, Baker Tilly

- Comparisons of risk management, internal control & internal audit
- Techniques and a model for integration
- Benefits of integration

Primary Sponsors

The Institute of Risk Management is pleased to acknowledge and thank all those who have contributed to the running of this Risk Forum.



Royal & SunAlliance

Risk management continues to develop in theory and in practice. At Royal & SunAlliance, we are great believers in knowledge-sharing and we see the broad membership of the IRM as an ideal forum for the exchange of ideas. The educational emphasis of the IRM, helping the practice of risk management to become more professional, is a mission we are proud to be associated with, as we are to support this Risk Forum.



Gallagher Bassett

Gallagher Bassett has worked closely with the IRM over many years. As leaders of workshops at past IRM Conferences we have been impressed with the way delegates embrace the learning environment, openly sharing ideas and practical experience. We are pleased to support this year's Risk Forum and see its theme of Managing Complexity as reflecting well the diverse membership of the IRM and the myriad of issues facing today's risk management professionals.



Risk Counsel
from Beachcroft Wansbroughs



Risk Counsel

Risk Counsel, a new service of Beachcroft Wansbroughs in association with idRisk, is keen to give support both at the IRM Risk Forum and through continuing professional development. The Forum offers an excellent opportunity to explore how the Risk Counsel service, which helps businesses profile, manage and reduce risk, reflects the IRM's multi-disciplinary style and ever more diverse membership. We strongly endorse the business benefits which this approach offers.

Workshop Sponsors

Crawford & Co
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Vital Safety
Zurich Risk Services

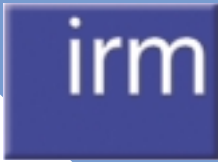
The Institute of Risk Management, with members in over 40 countries, is the world's premier professional body dedicated to excellence in all aspects of the understanding and treatment of risk. Its annual Risk Forum is open to all interested parties and attracts delegates from a wide variety of backgrounds.



Design and productions of IRM Conference 2003 brochures sponsored by Aon Limited



StrategicRisk is the official publication of the 2003 Risk Forum



Please complete the following sections.

Please photocopy the form to register additional delegates and/or Dinner guests.

Return with your remittance to the IRM; reservations will be made only on receipt of full payment.

Delegate Details

IRM Member: Yes No

Name	
Preferred name on Delegate Badge	
Position	
Company/Organisation	
Address	
Post code	
Telephone: office	mobile
Email	
Special dietary requirements (please specify):	

Full Two Day Forum Booking – including accommodation and dinner on 1st October

Please reserve a place @ £545 (£640.38 incl. VAT) for IRM Members or £625 (£734.38 incl. VAT) for all others. Tick here

Additional Accommodation

Please reserve a room at Robinson College for the night of 30th September @ £80 (£94 incl. VAT). Tick here

Robinson College offers high grade en-suite student accommodation. Delegates wishing to stay elsewhere can find details of local hotels at www.cambridge-hotels.co.uk. There is no discount for those choosing alternative accommodation.

Dinner Guest Only Only complete this section if NOT attending the Forum

Preferred dress: Black Tie

Please reserve a place at the Risk Forum Dinner @ £115 (£135.12 incl. VAT). Tick here

Seating arrangements can be reserved for groups of over 5 people. Please notify the IRM Office.

VAT Registration No.
GB 524 4782 40.

Cancellation of booking prior to 5th September 2003 will incur an administration charge of £100; thereafter no refund will be given but substitute delegates may attend. The IRM reserves the right to alter the programme without prior notice.

Payment

By cheque: I enclose a cheque for £ (payable to Institute of Risk Management)

By credit card (VISA/MasterCard only):

Debit my account for £ Expiry date Visa

Card number Mastercard

Signature	Credit card statement mailing address

Please tick here

if you would NOT like to be contacted by the IRM in future about similar events or IRM news.

The IRM will not share your details with any third parties.

Workshop Preference

Please use the number references in the brochure to indicate your preferred workshops.

Workshops 1-11 run twice on Day 1 and workshops 12-21 twice on Day 2.

1st October	11:30	<input type="checkbox"/>	1st Choice	<input type="checkbox"/>	2nd Choice
	14:15	<input type="checkbox"/>	1st Choice	<input type="checkbox"/>	2nd Choice
2nd October	10:00	<input type="checkbox"/>	1st Choice	<input type="checkbox"/>	2nd Choice
	14:15	<input type="checkbox"/>	1st choice	<input type="checkbox"/>	2nd Choice