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**THE
FESTIVAL**

FOR DIVERSITY AND
INCLUSION IN INSURANCE

**Fostering
Psychological Safety**

28 September 2022 | Hong Kong

About Dive In

Dive In is a global movement in the insurance sector to support the development of inclusive workplace cultures.

Its mission is to enable people to achieve their potential by raising awareness of the business case and promoting positive action for diversity in all its forms.

A video learning library of D&I content from previous Dive In festivals is available on the website at www.diveinfestival.com.

#DiveInFest #BraverCultures

Overview

Dive In, the diversity and inclusion festival for the insurance industry, aims to create a global impact by building braver, psychologically safe working cultures. The 2022 festival theme is Building Braver Cultures, focusing on how to build a workspace that truly allows people to feel psychologically safe, valued, respected and free to express themselves authentically.

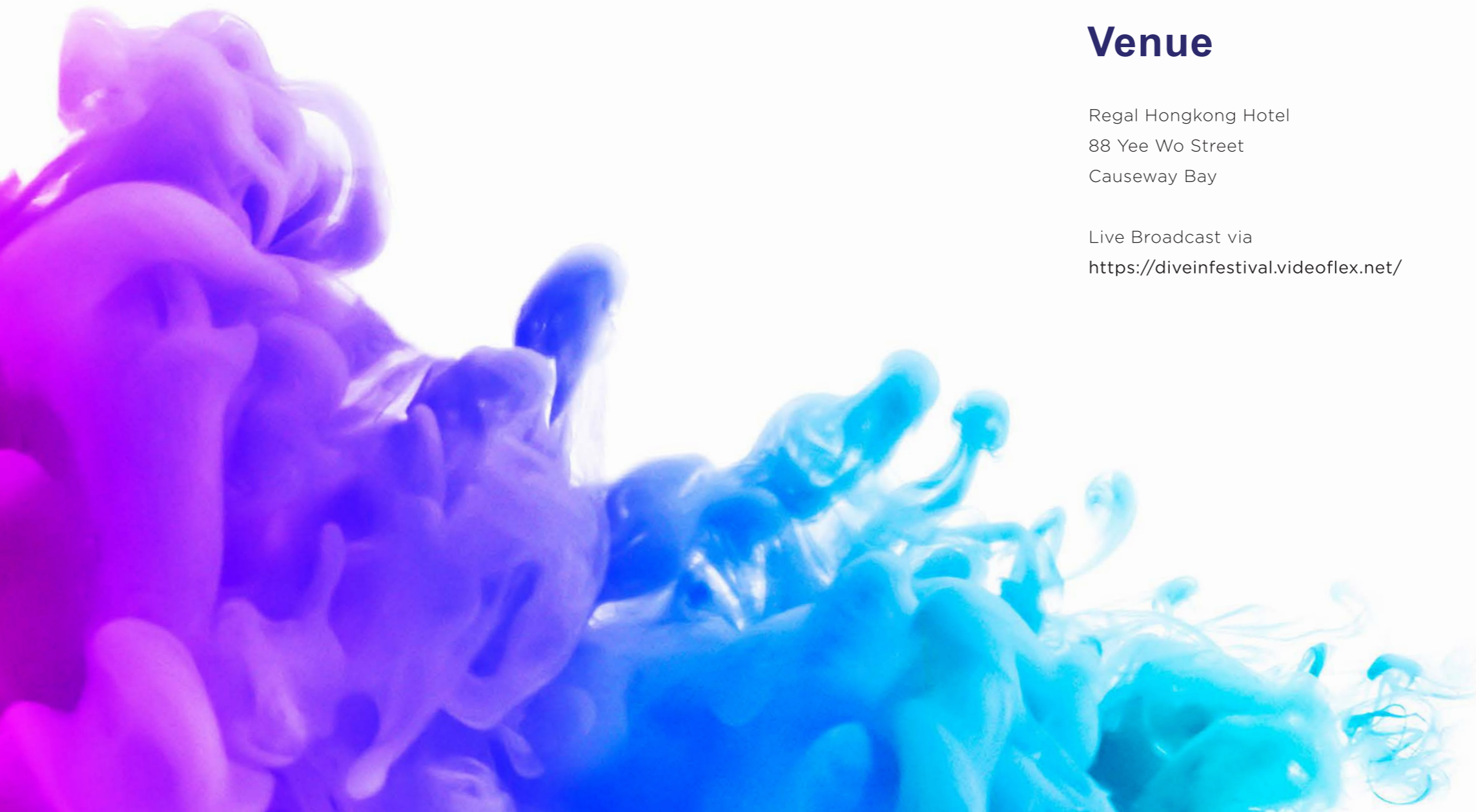
An inclusive and belonging environment enables everyone safely speaking up, whistleblowing within a braver culture. Accelerating the development of inclusive environment within the profession, extending to wider society, where all people are respected, recognised, valued and empowered to speak and behave authentically.

With the theme of Fostering Psychological Safety, Dive In Hong Kong will cover subjects such as Psychologically Safe Working Cultures, Mind the (Generational) Gap - Breaking Down the Hierarchies, How to Build a Courageous, Innovative Culture and The Rise of Hybrid Working Post Pandemic: Wellbeing Matters.

Venue

Regal Hongkong Hotel
88 Yee Wo Street
Causeway Bay

Live Broadcast via
<https://diveinfestival.videoflex.net/>



Agenda

13.30 Registration

14.00 Welcome Remarks by Alan Vallance, Chief Executive Officer, The Chartered Insurance Institute

14.10 Opening Ceremony

14.15 Presentation: Psychologically Safe Working Cultures

Iris Chan, Head of Corporate Risk & Broking, Hong Kong & Macau, Executive Director, Construction, Hong Kong & Macau, WTW

- A psychologically safe culture significantly contributes to build and maintain a sustainable business.
- Review the challenges on mental health concerns in this changing social & business environment in HK.
- Share some essential elements to facilitate a psychologically safe workplace.

14.35 Panel Discussion: Mind the (Generational) Gap - Breaking Down the Hierarchies

Moderated by Ada Lui, Senior Vice President, Head of APAC Pricing, Allied World

- Unseen impact, the impact of changing workforce mentalities. How do we close the gap between four generations of workforce to foster braver, less hierarchical, and more collaborative cultures?
- Environments that empower, foster bold and brave thinking to build competitive advantages.
- Feeling safe to speak up and call out bad behaviour at all levels.

Joanie Ko, Partner, Kennedys

Vincent Chow, Senior Associate, Kennedys

Joe Chan, Senior Service Desk Administrator, Allied World

15.15 Networking Break

15.45 Presentation: Building a Courageous, Innovative Culture

Eve Yeung, General Representative for Hong Kong SAR, Lloyd's

- The importance of creating a psychologically safe culture to unleash potential, high performance and innovation.
- Common barriers to creating courageous cultures, the role of leaders and managers.
- Examples of initiatives that Lloyd's has taken to create an environment where everyone can thrive.

16.05 Panel Discussion: The Rise of Hybrid Working Post Pandemic: Wellbeing Matters

Moderated by Amanda Mercep, Head of Wellbeing Solutions, Asia Pacific, Aon

- How to build a psychologically safe culture in the world of hybrid working. Has pandemic increased inequality in the workplace?
- Braver workplace culture which supports employee's mental health.
- The relationship between a healthy working environment and success.

Chinali Patel, Diversity and Inclusion Committee Chair, British Consulate General

Zi Lim, Head of Claims - Hong Kong and Macau, Claims Solutions, Marsh (Hong Kong)

Samuel Hung, Partner, RPC

16.45 Closing Remarks by Kenny Siu, Regional Director - Hong Kong & Asia Pacific, The Chartered Insurance Institute



For Q&A, please scan the QR code



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Speakers



Alan Vallance
Chief Executive Officer, The Chartered Insurance Institute

Alan Vallance trained as a chartered accountant in London with Ernst & Whinney (later Ernst & Young), and has a background in finance, consulting, strategic planning and general management across a wide variety of roles in Europe and Australasia. For the last six years, he has been the Chief Executive of the Royal Institute of British Architects (RIBA).

The RIBA is a global chartered professional membership body representing over 55,000 architects practising in 120 countries. Prior to joining the RIBA Alan spent three years as Chief Operating Officer at the Law Society, the membership and regulatory body for solicitors in England and Wales.

Between 2009 and 2011, he was the Chief Operating Officer of the Australian Bureau of Meteorology, the national weather agency, based in Melbourne, Australia. As part of his responsibilities, Alan spent considerable time at the United Nations in Geneva participating and leading Australian Delegations at the World Meteorological Organisation. He is a Fellow of the Institute of Chartered Accountants in England and Wales, the Institute of Chartered Accountants in Australia and New Zealand and the Australian Institute of Company Directors. He obtained a BA (Hons) in Economics at the University of York.



Iris Chan
Head of Corporate Risk & Broking, Hong Kong & Macau and Executive Director, Construction, Hong Kong & Macau, WTW

Iris has been in the industry for more than 20 years and held various senior positions with major insurance brokers in Asia. She joined WTW in 2012 as Executive Director of the Construction business in Hong Kong and Macau. Iris has established a strong track record, she has been appointed as Head of Corporate Risk & Broking (CRB) of Hong Kong and Macau in July 2022.

In 2021, Iris is recognized by Insurance Business as one of Asia Elite Women in the insurance industry for not just going above and beyond for clients and organizations she worked with, but also for championing diversity in the insurance industry. Iris leads the Inclusion and Diversity Committee (I&D) at WTW, Hong Kong working with a group of colleagues who are passionate to create an I&D community including Gender Equity, LGBT+ and Workability. Iris is a General Committee of The Hong Kong Confederation of Insurance Brokers (CIB), also a convener of Publicity, Promotion & Members Relations sub-committee and she is actively guiding young professionals to develop their talent and achieve career goal by experience and knowledge sharing, also to provide career opportunities.



Ada Lui
Senior Vice President, Head of APAC Pricing, Allied World

Ada is a general insurance actuary, with nearly 20 years of experience working in pricing, reserving, capital modelling and reinsurance in both Australia and Asia. She is currently the Head of Asia-Pacific Pricing at Allied World and is focused on building and empowering a strong and capable team.

With a strong technical background, Ada strives to apply a pragmatic approach to business problems. She believes an organization's success comes from open communication and collaboration across all functions.



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in the legal and insurance sectors

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Speakers



Joanie Ko
Partner, Kennedys

Joanie leads our Financial Lines Team in Hong Kong, and the Cyber & Data Privacy practice group for APAC. Joanie specialises in advising on claims involving insurance for directors and officers, financial institutions, investment managers, barristers and other professionals and is experienced in advising on crime, trade credit, and terrorism and political violence insurance policies. Joanie also provides cyber incident response services, including advising on data notification requirements. Joanie is consistently recognised for her work in insurance by The Legal 500 Asia Pacific and by Chambers and Partners. She is passionate about inspiring and empowering young professionals.



Vincent Chow
Senior Associate, Kennedys

Vincent is a key member of our Financial Lines Team in Hong Kong. Qualified in Hong Kong, he specialises in advising on claims involving insurance for directors and officers, financial institutions, investment managers, barristers and other professionals, as well as claims involving employment practices liability. Vincent is also experienced in advising on insurance and reinsurance matters, as well as a wide range of contentious and non-contentious employment matters. He is fluent in English, Cantonese and Putonghua.



Joe Chan
Senior Service Desk Administrator, Allied World

Joe Chan is a Senior Service Desk Administrator who has worked at Allied World for almost 5 years. He did his high school and university studies in UK which is where he first started to develop an interest in IT. Joe is also part of the social committee at Allied World as he enjoys connecting with people and building good relationships with people from all areas of the business while learning new skills. In his spare time, Joe enjoys travelling, road trips and watching sport.



WTW is proud to be sponsoring
Dive In Festival

WTW is proud to be a Global Festival Partner. We're thrilled to support Dive In 2022 festival this year. It's making #BraverCultures the new normal, with Inclusion and Diversity events being staged all around the world. We each experience our environment and participate in work in different ways, so we need to build braver cultures, accelerating the creation of inclusive environments with our organisations where all people are respected, recognised, valued and empowered to speak and behave authentically.
 #DiveIn2022 #WTWLife

Speakers



Eve Yeung
 General Representative for Hong Kong SAR, Lloyd's

Eve is an experienced general insurance practitioner. She became a Senior Associate of Australian & New Zealand Institute of Insurance and Finance in 2002. In her past 20+ year career in the insurance industry, Eve had worked for a number of international brokerage firms in their major corporate and risk management divisions specialising in management and placement of multinational insurance programmes. In those roles, Eve had provided insurance/claims advice to a range of clients that included listed companies, jockey clubs, hotels, telecommunication companies, international removers, trading firms and manufacturers. Eve obtained her law degree from Manchester Metropolitan University, United Kingdom in 2013 and was recently qualified as mediator. Earlier this year, Eve joined Lloyd's as the General Representative of Hong Kong SAR.



Amanda Mercep
 Head of Wellbeing Solutions, Asia Pacific, Aon

Amanda is a public health professional based in Hong Kong with over 15 years of experience in corporate wellbeing across both private organizations and non-profit settings. She has led Aon's Wellbeing Solutions team in Asia Pacific over the last three years. This includes building and evolving the consulting practice based on client need, and supporting clients along their wellbeing journey with impactful advice and solutions. Amanda co-chairs a monthly mixer for workplace mental health professionals based in Hong Kong and was recognized as a top Women of Wellness by Liv Media in 2021. Before Aon, Amanda was Vice President, APAC Head of Wellness for Goldman Sachs, where she was responsible for advancing the employee value proposition as well as developing resilience initiatives for the firm. Prior to that, Amanda held community and corporate health director roles at the American Heart Association and the American Cancer Society in New York City. Amanda holds a Bachelor of Science (BS) in Exercise Science from Skidmore College and a Master in Public Health (MPH) from Columbia University School of Public Health. She also completed the Fellowship for Emerging Leaders in Public Service from New York University (NYU).



Chinali Patel
 Diversity and Inclusion Committee Chair, British Consulate General

Chinali Patel commenced the role as Consul International Illicit Finance at the British Consulate General in Hong Kong in April 2019. The role has a specific focus on policy and strategy - enhancing diplomatic engagement, capability and capacity building in close coordination with UK, regional and international partners to tackle illicit finance. Chinali also chairs the Diversity and Inclusion Committee at the British Consulate General. Chinali has thirteen years of UK Law Enforcement experience in tackling serious and organised crime including predicate offences (child sexual exploitation and abuse online, modern slavery and human trafficking).

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Speakers



Zi Lim
Head of Claims - Hong Kong and Macau, Claims Solutions, Marsh (Hong Kong)

Zi commenced his insurance career as a lawyer in Sydney, Australia and has spent the last 10+ years focusing on large and complex insurance claims. Prior to joining Marsh Asia in 2016, Zi worked as a Senior Claims Consultant at two global insurance companies specializing in Financial Lines claims (Professional Indemnity, D&O, Cyber and Employment Practices Liability). Zi currently heads up the Claims team for Marsh Hong Kong and Macau, and enjoys working with clients and insurers to facilitate an amicable claims process.

While it is often said that many of us have simply “fallen” into Insurance as a career, Zi firmly believe that the Insurance industry is a “hidden gem” that can provide meaningful opportunities for all. Zi is an advocate for D&I, and is currently an active member of Marsh Hong Kong’s Women’s Exchange Committee, to support and foster the development of inclusive cultures, in the workplace and out in the community.



Samuel Hung
Partner, RPC

Samuel is a commercial disputes resolution lawyer with a particular focus on insurance-related disputes and defending professional service firms (particularly accountancy firms) in civil and regulatory proceedings. He has handled a number of large-scale audit negligence claims arising from high-profile collapses of listed companies tainted by management fraud. He is also particularly experienced in regulatory and disciplinary cases, including dealing with investigations conducted by the Securities & Futures Commission, Insurance Authority and Financial Reporting Council. He also provides risk management advice to firms.

Samuel advises insurance companies on mis-selling claims, US securities class actions and cross-border commercial crime cases. He also advises on property lines matters including recently on business interruption cases arising from COVID-19 losses. He completed two secondments with a major international insurer dealing with its financial lines and professional indemnity claims.



Kenny Siu
Regional Director Hong Kong & Asia Pacific, The Chartered Insurance Institute

Kenny is Regional Director of The Chartered Insurance Institute (CII), responsible for membership services and support in Asia Pacific Region. He has more than several decades of experience across the insurance industry. Prior to joining the CII, Kenny held key positions in various reputable insurance companies in HK, built corporate strategic functional areas from scratch. He also engaged with charity services for more than 30 years and was a Chairman of a charity organization in Hong Kong for years 2011-2014. He is currently a Director continue engaging charity activities for the society. He joined CII in 2019 to promote professional services to the insurance industry, he enjoys meeting new people, developing new relationships, solving problems, and he has continuously contributing to build and proclaim united profession aligned with CII mission of Standards, Professionalism and Trust.

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