



The 13th Annual Risk Management Conference

Agenda

January 11-13, 2012 • Ritz-Carlton • New Orleans, LA
As of 1-5-2011

SPONSORS



Wednesday, January 11, 2012

- 5:00pm – 6:00pm **Registration** *Lafayette Foyer (2nd Level)*
- 6:00pm – 7:00pm **Welcome Reception** *Salon 1 (2nd Level)*

Thursday, January 12, 2012

- 7:00am – 3:00pm **Registration** *Lafayette Foyer (2nd Level)*
- 7:00am – 8:00am **Continental Breakfast** *Lafayette Foyer (2nd Level)*
- 8:00am – 8:15am **Welcome and Open Remarks** *Lafayette Ballroom (2nd Level)*

Moderator: Jim Keane, *General Manager Operations Safety*, Port Authority of New York and New Jersey

Speakers: Greg Principato, *President*, Airports Council International – North America

Iftikhar Ahmad, *Director of Aviation*, New Orleans Aviation Board

8:15am – 9:30am **General Session 1: Insurance Market Overview** *Lafayette Ballroom (2nd Level) (1.5 CPE Credit Hour)*

This session will focus on today's Insurance Market, and how Risk Managers and other professionals should tackle these issues in an industry that is always evolving. The session will be divided into three key aspects: Liability, Property, and Professional Coverage/Employment Practices Liability.

Moderator: Jim Keane, *General Manager Operations Safety*, Port Authority of New York and New Jersey

Speakers: *Liability*: John Geisen, *Senior Vice President*, AON Risk Services Central Inc.

Property: Rich Terlecki, *Area Senior Vice President*, Arthur J. Gallagher Risk Management Services

Professional Coverage/Employment Practices Liability Insurance – Simon P.R. Hodge, *Managing Director*, Wells Fargo

9:30am – 9:40am **Networking Break**

9:40am – 10:30am **General Session 2: Performance Optimization of Insurance Carriers and Third-Party Administrators** *Lafayette Ballroom (2nd Level) (1 CPE Credit Hour)*

Moderator: Dawn Mehler, *Risk Insurance and Contracts Manager*, Fort Lauderdale International Airport

Speaker: Ginga Griffin, *Program Account Manager*, ESIS - an ACE Company

Bryan Doyle, *Assistant Vice President - Claims*, ACE USA

10:30am – 10:45am **Networking Break**

10:45am – 11:45am **Concurrent Session (1)** *(1 CPE Credit Hour)*

1a: Insurance Certificates 101 *Lafayette Ballroom (2nd Level)*

Insurance certificates can be the bane of a risk manager's existence. This session will look at easing the pain of risk transfer through the use of a well thought-out certificate review process in conjunction with the broader contractual risk assessment. Sample topics to be covered include: coverage requiring additional insured status, waivers of subrogation, primary and non-contributory coverage issues, completed operations and records retention. This will be an interactive session to elicit how participants manage the certificate review process in their organizations.

Panelists: Scott Dean, *Chesapeake Risk Management Practice Leader*, Wells Fargo

Jeff Hollingsworth, *Risk Manager*, Seattle-Tacoma International Airport

Mike Natale, *Risk Manager*, Metropolitan Washington Airports Authority

1b: St. Louis Airport Tornado Case Study *Salon 1 (2nd Level)*

Lambert-St. Louis International Airport (STL) took a direct hit from an F-4 tornado on April 22, 2011. Like all airports, STL went into emergency response mode immediately. After the dust settled and a destroyed concourse, the real work began. This session outlines what continues to happen after the storm, including dealing with the insurance company and the consultants.

Moderator: Jim Keane, *General Manager Operations Safety*, Port Authority of New York and New Jersey

Speaker: Susan Kopinski, *Airport Deputy Director of Finance and Administration*, St. Louis Airport Authority

11:30am – 12:45pm **Luncheon** *Salon III (2nd Level)*

12:45pm – 1:45pm **Concurrent Session (2)** *(1 CPE Credit Hour)*

2a: IATA Safety Audit Ground Operations (ISAGO) *Lafayette Ballroom (2nd Level)*

This session will explain how the IATA Safety Audit for Ground Operations (ISAGO) works, what risk management components are required in the standards, and an initiative on risk management that is supported by insurance underwriters.

Moderator: Jeff Hollingsworth, *Risk Manager*, Seattle-Tacoma International Airport

Speaker: Carole Gates, *Director of Risk Management and Insurance*, IATA

2b: Everything you ever wanted to know about Contractual Risk Transfer but were afraid to ask *Salon 1 (2nd Level)*

Transferring risk in a contract is accomplished through indemnity agreements (promise to pay for loss) and insurance requirements (financing the loss payments), terms and conditions. The first part of this session will cover indemnity and hold harmless agreements. The second part will cover insurance requirements, terms, and conditions of the contract. While Session 1a covers certificates of insurance, forms used to verify compliance with insurance requirements in contracts, this session will focus on the language that makes the risk transfer work.

Moderator: Mike Natale, *Risk Manager*, Metropolitan Washington Airports Authority

Speakers: Clay Hill, *Vice President of Aviation*, Arthur J. Gallagher Risk Management Services

Ron Rakich, *President*, Ron Rakich and Associates, Inc.

1:45pm – 2:00pm **Networking Break**

2:00pm – 3:00pm **Concurrent Session (3)** *(1 CPE Credit Hour)*

3a: Selecting and Working with a Broker *Lafayette Ballroom (2nd Level)*

With the current budgetary uncertainties along with ever-growing and dynamic environments at airports, risk professionals may wrestle with new hazards presented, may be challenged to assess whether controls are or will be effective, or may seek confidence that risk management methods are meeting organizational needs. Insurance carriers and third party administrators provide both traditional and tailored services, when accepted, can work to enhance your risk management team and help you accomplish your risk management goals and objectives. This session will highlight real world uses and benefits of insurance carrier and third party administrator services.

Moderator: Jeff Hollingsworth, *Risk Manager*, Seattle-Tacoma International Airport

Speakers: Michael Norek, *President*, Kevin F. Donoghue & Associates

Andrea Marzette, *Risk Manager*, Port of Portland

3b: Safety Management Systems (SMS) *Salon 1 (2nd Level)*

This presentation will discuss the Safety Risk Management process and specifically walk the audience through a Safety Risk Assessment utilizing one of the hazards managed during the FAA Implementation Study.

Moderator: Dawn Mehler, *Risk Insurance and Contracts Manager*, Fort Lauderdale International Airport

Speakers: Paul Esposito, *Vice President of Global Risk Control Services Audit Practice*, ESIS – an ACE Company

Heidi Beneman, *Project Manager*, Faith Group LLC

3:00pm – 3:15pm

Networking Break

3:15pm – 4:15pm

Concurrent Session (4) (1 CPE Credit Hour)

4a: Business Interruption: Coverage, Claims, and Recovery *Lafayette Ballroom (2nd Level)*

With so many catastrophic events and natural disasters occurring around the world; are you prepared for the next interruption from loss of utilities, loss of facilities, or no access to the gates? Have you tested your contingency plans and have your concessionaires tested their plans? Entities need to be proactive about their claim strategies to maximize recoveries on their losses. In this session, the panelists will discuss the key elements to evaluating, preparing, developing and ultimately resolving business interruption claims. In addition, the panelists will focus on the activities that an entity should engage in immediately following an event to best position themselves for a successful and efficient business interruption recovery, including common problems encountered, as well as real life success stories.

Moderator: Dawn Mehler, *Risk Insurance and Contracts Manager*, Fort Lauderdale International Airport

Speakers: Rob Swift, *Principal*, Business Interruption Consultants Inc.

Mike Gardner, *Managing Director*, The Claro Group

Forrest Artz, *Director of Finance*, Memphis Shelby County Airport Authority

4b: Claims and Litigation Handling *Salon 1 (2nd Level)*

This session gives a summary of how STL is dealing with the insurance company in over \$30 million in claims, including business interruption reimbursement. Additionally, the session will discuss how STL deals with the airlines and concessions, including their insurance companies. A short discussion on FEMA claim will also occur.

Moderator: Jim Keane, *General Manager Operations Safety*, Port Authority of New York and New Jersey

Speaker: Susan Kopinski, *Airport Deputy Director of Finance and Administration*, St. Louis Airport Authority

4:15pm – 4:30pm **Networking Break**

4:30pm – 5:30pm **Concurrent Session (5)** *(1 CPE Credit Hour)*

5a: Risks, Realistic Controls, and Insurance Related to Cyber-risk *Lafayette Ballroom (2nd Level)*

Airports' increasing reliance on electronic data has changed the scope and magnitude of their Network Risk/Cyber/Privacy and Security exposures. Hacking airport Wi-Fi; airport employee personally identifiable information; different federal, state, local and international data protection and disclosure laws; cyber terrorism and social media are just a few examples. This session will focus on Network Risk Identification, Risk Mitigation, (including contractual allocation of liability with third party vendors and service providers), and Risk transfer solutions.

Moderator: Mike Natale, *Risk Manager*, Metropolitan Washington Airports Authority

Speaker: Kevin D. Kalinich, J.D., *National Managing Director*, Professional Risk Solutions – a Division of AON Risk Services, Inc.

5b: Everyday Airport Operation Risk Controls *Salon 1 (2nd Level)*

This session will explore the identification of safety hazards affecting airports and what every Risk Manager should know about wildlife control at your airport.

Moderator: Jim Keane, *General Manager Operations Safety*, Port Authority of New York and New Jersey

Speakers: Tim Gangnon, *Assistant Manager of Loss Prevention*, Minneapolis St. Paul International Airport
John Ostrom, *Manager of Airside Operations*, Minneapolis St. Paul International Airport

Friday, January 13, 2012

8:00am – 10:00am **Registration** *Lafayette Foyer (2nd Level)*

8:00am – 9:00am **Continental Breakfast** *Lafayette Foyer (2nd Level)*

8:00am – 8:30am **Risk Management Committee Meeting – Airport Members Only** *Audubon (1st Level)*

The Risk Management Committee will be holding its annual committee meeting. This meeting is open to all, and attendees are highly encouraged to attend. It will address important committee issues, discuss expectations for 2012, and develop working group (risk financing, risk control, compliance and regulatory, and enterprise risk management) ideas and opportunities.

Moderator: Jim Keane, *General Manager Operations Safety*, Port Authority of New York and New Jersey

8:30am – 8:40am **Networking Break**

8:40am – 9:20am **Transportation Research Board Briefing** *Lafayette Ballroom (2nd Level)*

The ACRP project “03-18” to create a guidebook for all US airports to develop or enhance their Business Continuity Plan is nearly complete. This presentation will describe the structure of the deliverable and how airports of any size could make use of this resource. A brief explanation of the research results will also be presented to help present a status of business continuity planning in US airports. Discussion and questions from participants are welcome.

Moderator: Jim Keane, *General Manager Operations Safety*, Port Authority of New York and New Jersey

Speaker: Mike Corby, *Vice President*, Risk Solutions International

9:20am – 9:30am **Networking Break**

9:30am – 11:00am **General Session 3: Airport Roundtable Hot Topics** *Lafayette Ballroom (2nd Level)*
(1.5 CPE Credit Hour)

This session allows attendees to discuss important topics including Terrorism Risk Insurance, the FAA War Risk Program, and SAFETY Act. The discussion will be limited to these topics, and participants are welcome to bring up any corresponding issues for discussions.

Moderator: Scott Gibbons, *Vice President of Administration*, Cincinnati/Northern Kentucky International Airport

Speakers: *Terrorism Risk Insurance Program Reauthorization Act (TRIPRA)*: Steve Dinsdale, *Senior Vice President*, ACE USA

FAA War Risk Program: John Geisen, Senior Vice President, AON Risk Services Central Inc.

SAFETY Act: Akmal Ali, Principal, Catalyst Partners

11:00am – 11:15am **Networking Break**

11:15am – 12:30pm **Roundtable Open Discussion** *Lafayette Ballroom (2nd Level)*

This is an open forum designed to allow attendees to discuss important topics in accordance to the Risk Management Committee Working Groups: Risk Financing, Risk Control, Compliance and Regulatory, and Enterprise Risk Management.

11:30am – 12:30pm **Grab and Go Box Lunch (Concurrent with Roundtable Open Discussion)**

CPE Information

Conference workshops are all Group-Live.

Conference Learning Objectives: Participants will gain an understanding of various airport business practices and learn techniques to monitor and audit various activities. Workshops will focus on tips to improve practices and will discuss approaches used by various airports.

Course Level: The course level is intermediate. Conference workshops are designed for individuals with a basic understanding of airport industry concepts and issues.

Prerequisite: No prerequisites and/or advance preparation is required.

Conference participants are eligible to receive up to 9 hours of Management Advisory Services CPE credits.



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For more details or questions, please contact Monica May at mmay@aci-na.org.

ACI-NA Risk Management Committee

This committee is the forum for developing and enhancing the ACI-NA Airport Insurance Program and is the forum for discussing airport risk management issues including loss control and prevention, loss control training programs, claim and loss control automation, etc.

Participation – This committee is open to all employees of ACI-NA member airports and ACI-NA associates. To become a member, an individual can be designated by the ACI-NA Official Representative at his or her airport or company. An individual may also join the committee by simply asking the committee Chair or Secretary to be placed on the committee mailing list.

2012 Committee Leadership

Chair

Jim Keane, General Manager Operations Safety, Inspection & Safety, Port Authority of New York and New Jersey

Vice Chair

Dawn Mehler, Risk Insurance and Contracts Manager, Fort Lauderdale International Airport

Second Vice Chair

Leigh Stepaniak, Director of Risk Management, Detroit Wayne County Airport Authority

Associate Representative

Stephen Dinsdale, Senior Vice President, ACE USA

Immediate Past Chair

Norma Essary, *Vice President of Risk Management*, Dallas/Fort Worth International Airport

Steering Group Members

Bill Hoyt, Insurance Risk Manager, Minneapolis-St. Paul Metropolitan Airports Commission

Mike Natale, Risk Manager, Metropolitan Washington Airports Authority

Scott Gibbons, *Vice President of Administration*, Kenton County Airport Board, Cincinnati/Northern Kentucky International Airport

Jeff Hollingsworth, Risk Manager, Seattle-Tacoma International Airport

Sonia Bridges, Chief of Risk Management, Miami Dade International Airport

Committee Secretaries

Liyang Gu, Senior Director, Economic Affairs and Research, ACI-NA

Nelson Lam, Research Analyst, Economic Affairs and Research, ACI-NA