



## 17<sup>th</sup> & 18<sup>th</sup> November 2022

Woodlands Park Hotel, Woodlands Lane, Stoke D'Abernon, Cobham, Surrey KT11 3QB

Tea/Coffee 17:00

THURSDAY

Meeting Starts 17:30



**Helen Crofts**  
Consultant  
Acton Burnell Consultants

Helen is the co-founder and past Chair of TWIN. After a break she returned to us as an Advisory Board member. We couldn't ask for a better Chair for this meeting.

If you really are suffering from Zoom/Teams/Skype/Webex and FaceTime fatigue, then TWIN could be just what you're looking for! Our November gathering will be the second time we meet in person, post-Covid, and we have a great agenda with a broad ESG theme to tempt you out into the real world. We've brought together speakers with a range of backgrounds who will all be giving us a different perspective on one of the three pillars of ESG (environmental, social or governance) and so regardless of the role you carry out within your organisation you should find plenty of food for thought and stimulating debate. And not forgetting our raison-d'etre: to help insurance professionals meet like-minded individuals and to grow their professional networks in a relaxed and enjoyable environment.

17.40 - 19.00



**Maxine Goddard**  
Senior Vice President, Strategic  
Distribution & Development  
Somp International

### *"iCAN: Turning rhetoric into action"*

In case you haven't come across iCAN, it's the **Insurance Cultural Awareness Network**: the first industry wide, independent, volunteer-run network to support multicultural inclusion across the insurance sector. iCAN's goal is to promote multicultural inclusion and progression, engage with allies, and celebrate the benefits of inclusion and diversity in our industry.

Our opening speaker, Maxine, sits on iCAN's Executive Committee in addition to her day job at Somp International. She has an absolutely stellar track record in championing the diversity and inclusion agenda within the insurance industry and we can't wait to meet her and learn more about the work of iCAN

Drinks at the Bar 19:00

Dinner 19:30

After Dinner



**Michaela Gibson**  
Head of DEI Transformation &  
Programme Management  
Phoenix Group

### *"50 over Fifty – Addressing the intersectionality between gender and ageism"*

Continuing with the theme of social inclusion, our after-dinner speaker, Michaela, is co-creator of **50 over Fifty** which was launched earlier this year.

It's a fabulous idea - the vision is to profile insurance as an industry that welcomes, supports and nurtures women over 50 by quite literally, shining a spotlight on the great work being done by 50 women in insurance, from all levels and all parts of the industry, who are over fifty and were nominated earlier this year to be part of a photography exhibition, hosted by WTW.

Michaela will be sharing the story of how 50 over Fifty came to be and telling us more about what's next for this brilliantly innovative initiative.

Tea/Coffee 08:15

FRIDAY

Meeting Starts 08:30

08.35 - 09.40



**Kelly Ostler-Coyle**  
Head of Communications  
Flood Re

### *"Build back better"*

Changing direction with our exploration of the broad scope of ESG, we turn now to the environmental pillar as we kick off bright and early Friday morning with our sponsors, Flood Re.

The "Build Back Better" scheme was launched in April 2022 in collaboration with the UK government and other insurers, and it's a great example of the insurance industry responding to customers' needs to bring about meaningful, long-term change. And to do this, Flood Re's CEO has challenged convention thinking by suggesting that the traditional principles of insurance need to be thrown to one side.

We look forward to learning more about progress to date with this world leading approach.



**Ayes Amewudah & Carmen Powell**  
 Founding Members  
 Diagnostics4Business

**“Measuring up! How to ‘measure ethics’ - and why you should!”**

Business ethics can be thought of as a central philosophy within an organisation’s commercial strategy – running through everything from ensuring advertisements are honest and trustworthy, to building strong relationships with consumers based on shared values.

Ayes and Carmen of Diagnostics4Business have developed an Ethics Diagnostic tool which can help an organisation to convert a sometimes ethereal concept in to a measurable and monitorable business indicator. They will be explaining how this all works, and sharing their thoughts on why it’s becoming increasingly important for companies to measure ethics and trust within their organisations.

Tea/Coffee Break



**Alex Duncan**  
 Chief Risk Officer  
 Just Group

**“ESG – just whose job should it be?”**

Alex is Chief Risk Officer at Just Group and also Co-Chair of the **Risk Officer Sustainability Forum**.

The corporate world is becoming increasingly focussed on ESG issues, from the Board level to the most recent millennial recruits. But who should have over-arching responsibility for ESG, which, as we have seen so far, has the potential to cover a very wide remit. It’s not a “one size fits all solution” and Alex will give us his thoughts on ESG strategy, development and implementation.



**Harriet James**  
 Vice President, ESG Strategy  
 Renaissance Re

**“Creating an ESG strategy”**

Following on from Alex’s talk, we welcome Harriet James, Renaissance Re’s dedicated ESG resource who was recently recognised at the inaugural ESG Insurer Awards, winning the “ESG Rising star of the year” accolade.

Harriet was instrumental in creating and implementing Renaissance Re’s ESG Strategy, and will be giving us her take on the process and pitfalls as well as sharing details of the range of initiatives her organisation has implemented and is promoting under the ESG banner.

**Meeting Ends 13:30**

**Lunch 13:35**

**Depart**



**Patricia McSherry**  
 Owner  
 The Net-Work Meetings Limited

I’m sure you’ll agree that agenda for this, our 2<sup>nd</sup> residential meeting since the pandemic put a temporary halt to us meeting in person, looks to be an extremely interesting one with excellent speakers. A meeting certainly not to mix.

To secure your place/s, please complete and return your booking form as soon as you can.

A very special thanks to TWIN’s Advisory Board for helping to put the agenda for this meeting together and to Helen for agreeing to Chair it.

I look forward to seeing you in person at the Woodlands Park Hotel.

Kind regards,

*Patricia*

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