



19<sup>th</sup> & 20<sup>th</sup> September 2019

Pendley Manor, Cow Lane, Tring, Hertfordshire, HP23 5QY

Tea/Coffee 17:00

Thursday

Meeting Starts 17:30



**Helen Crofts**  
Consultant

Acton Burnell Consultants

I'm delighted that Helen Crofts, TWIN's Co-Founder and past Chair has kindly agreed to Chair our September meeting.

Helen spent many years in the corporate world as an actuary in the international reinsurance sector before her career took a scenic detour via motherhood, self-employment and a mild obsession with yoga.

She now lives in Shropshire and works remotely, providing analytical consulting services to insurance clients in Bermuda and occasionally the Caribbean - when she isn't driving her children to assorted sporting fixtures.

17.40 - 19.00



**Clare Dixon**  
Barrister

4 New Square

*"The Risks Associated with #MeToo"*

In 2017 the #metoo movement began to spread on social media. Although its meaning and ambit have evolved, it began as a means by which sexual harassment and assault in the workplace could and would be called out.

Professional services may not have the glamour of Hollywood but, like many industries, it is not immune to problems of sexual harassment. Gender imbalance, power/status imbalance and, sometimes, a failure to appreciate that what might have been ignored in 1979 will not be in 2019, all feed into the problem.

Clare's talk is relevant and timely and so we can expect a lively discussion!

After Dinner



**Patricia White**  
Chief Executive  
Suited for Success

*"From tiny acorns..."*

Suited for Success brings together the corporate, voluntary, statutory and charity organisations in Birmingham to practically tackle the barriers of unemployment faced by both men and women on their journey to employment. Suited for Success began life in 2015 as a Corporate Social Responsibility initiative launched by local professional services firms located in the West Midlands.

Patricia will share the story of Suited for Success's own success, and warmly invites you to bring along any donations of suitable interview attire, should you wish to. The following link gives details of the items which you may donate:

<https://www.suitedforsuccess.co.uk/donate-a-suit>

Tea/Coffee 08:15

Friday

Meeting Starts 08:30

08.35 - 09.40



**Rina Goldenberg Lynch**  
Founder & CEO  
Voice at the Table

*"Inclusive Cultures: Bringing Your Whole Self To Work"*

Rina's organisation, "Voice at the Table", is a strategy consultancy with a focus on gender diversity and inclusion. She's recently been doing some fascinating and innovative work around the concept of "bringing your whole self to work" – or in other words, having the confidence to be who you are and not to shoe-horn your personality into a corporate straight-jacket.

If this isn't something you've ever consciously considered, then you're in for a treat! It's all about shaking off the shackles of conformity and finding the confidence to be who you are. Rina is a great speaker and we are delighted that she is returning to TWIN to share her latest insights and ideas.



**Albertha Charles**  
Partner  
PwC

*“What’s keeping CEO’s awake at night?”*

For each of the last 22 years, PwC has carried out a global survey of CEOs’ opinions, business priorities and strategic concerns: how do CEOs feel about the future? What keeps them awake at night? Where do they see opportunities for growth?

The 2017 Survey reported record breaking optimism amongst the CEO community, however trade conflicts, political upset, and projected slowdown in global economic growth have increased uncertainty and decreased confidence. How can businesses best navigate this new horizon?

Albertha Charles is not only a terrific speaker but also an inspirational role model. We are delighted to welcome her back to TWIN to share the findings of the latest CEO Survey, which was launched earlier this year at the World Economic Forum in Davos.

11.15 - 12.20



**Chris Wood**  
Enterprise Risk & Compliance  
Director  
Aviva Group

*“The Insurance Super-complaint”*

In September 2018, Citizens Advice submitted a “super-complaint” to the Competition and Markets Authority (CMA), calling upon it to address the not uncommon situation whereby loyal customers are not offered the same terms and conditions and crucially, premiums, as new customers. Insurance was identified as one of the offending markets, in addition to cash savings and mortgages.

Aviva’s Enterprise Risk & Compliance Director, Chris Wood, will talk us through the details of the complaint and also provide insight to Aviva’s response – you may have seen the amusing but hard-hitting TV adverts featuring the loyal customer in disguise. Food for thought indeed.

12.20 – 13.25



**Rachel Austin**  
Project Manager, Sustainable  
Finance  
University of Cambridge Institute  
for Sustainable Leadership

*“Climate-related financial disclosure”*

You may not yet be aware of the Taskforce for Climate Related Financial Disclosures (TCFD) - an industry-led initiative created to develop recommendations for voluntary climate-related financial disclosures. You may also be currently unaware of The University of Cambridge’s Institute for Sustainability Leadership, which for over thirty years has been developing leadership and solutions for a sustainable economy.

Closer to home, you may have come across ClimateWise, a global network of (re)insurers, brokers and other insurance industry service providers wanting to play a leadership role in supporting the insurance industry’s respond to the risks and opportunities of climate change. Perhaps your employer is a member?

Whatever your level of knowledge, here to enlighten us about all aspects of the TCFD and sustainable development is Rachel Austin, Project Manager in the Sustainable Finance team.

Meeting Ends 13:30

Lunch 13:35

Depart



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

My thanks to TWIN’s Advisory Board for helping to put this agenda together and to Helen Crofts for agreeing to Chair this meeting.

With the summer holidays coming up, this meeting it’ll be here before you know it. Please don’t delay. Complete and return your booking form as soon as you can.

Kind regards,

*Patricia*

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