

**ZOOM MEETING**  
**Thursday, 6<sup>th</sup> May 2021**  
**5:00 pm – 6:30 pm**



Welcome to the agenda for TWIN's next meeting. When we started doing Zoom calls last May, I never thought we'd still be doing them a year later. However, things are starting to look brighter and, as some of the restrictions are lifted, many of us will be allowed back into our company offices. But what are the realities of bringing everyone together again after such a long time working remotely? We are very lucky to have Kelly Thomson and Emma Manfred to talk to us about the operational and legal issues that are arising on the challenges of *getting back to where we once belonged* and what that 'office work' might look like. The session will be moderated by TWIN's Advisory Board member, Monique Alder who will share her own experience with this issue.

Please register your place ASAP. As usual, the link to join the meeting will be sent to those registered nearer the date. Also, if you have any suggestions for interesting topics for future meeting please let me know. Looking forward to seeing you on the 6<sup>th</sup> May.

Patricia McSherry

***“Getting back to where we once belonged?”***



**Monique Alder**  
 Chief Operations Officer  
 Volante Global



**Kelly Thomson**  
 Partner  
 RPC



**Emma Manfred**  
 HR Director  
 Munich Re

Monique is a member of TWIN's Advisory Board and will be moderating this panel session.

Monique is an accountant by profession, has over 30 years in the insurance industry, and is currently the Chief Operations Officer at Volante Global where she is responsible for finance, IT, delegated authorities management and operations.

She was Operations Director at Brit Insurance, during which time she also chaired the LMA operations committee and the committee overseeing the Xchanging contract on behalf of the market. She has been a regulator at Lloyd's, first responsible for new entrants and then leading the coverholders' department, leaving them the legacy of the Atlas system.

More recently Monique was part of the Future at Lloyd's program where she wrote the placing, and middle and back-office strategies.

Kelly is an experienced employment lawyer, working with clients on complex international and national employment matters. Her particular focus is on outsourcing, restructuring and the people aspects of organisational change.

Kelly enjoys working alongside leadership teams in developing and implementing strategies for the recruitment, retention, and motivation of employees. She has a focus on 'employee engagement' and is passionate about issues of diversity and inclusion. Her equality work has most recently led to her becoming co-host of renowned weekly equality podcast, The Fix with Michelle King, the leading equality advocate, author and academic.

Kelly was a finalist for Solicitor of the Year in the First 100 Years Inspirational Women in Law Awards 2019 in recognition of her work in the field of gender equality. She features in the Class of 2021 in the Women, Influence & Power in Law awards as an Innovative Leader.

Emma started her career with Munich Re in November 2007 as HR Business Partner for the UK Life business and has since taken on responsibility as the HR Director for the UK & Ireland.

Emma joined Munich Re with an HR background having worked at companies including HSBC and Dresdner Kleinwort.

Emma's current responsibilities include developing and implementing the HR strategies that align the Munich Re businesses in the UK & Ireland and support the business on all people related matters.

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[enquiries@the-net-work-meetings.com](mailto:enquiries@the-net-work-meetings.com)

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