



# 2023 RISK MANAGEMENT CONFERENCE

JANUARY 18 - 20

NEW ORLEANS, LA

## SPONSORS



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# Agenda

Wednesday, January 18, 2023

- 7:30 am – 3:00 pm      **Registration**  
 Salon 2-3 Foyer
- 7:30 am – 8:45 am      **Networking Breakfast**  
 Salon 3
- 8:45 am – 9:15 am      **Welcome and Opening Remarks**
- Salon 1-2                      *Matt Cornelius, Executive Vice President, Airports Council International – North America*  
    *Kevin Dolliole, Director of Aviation, Louis Armstrong New Orleans International Airport*  
    *Catrina Gilbert, Vice President, Risk Management, Dallas Fort Worth International Airport*
- 9:15 am – 10:30 am      **Session 1: Roundtable Discussion on Aviation Liability (1.5 CPE Credits)**
- Salon 1-2                      **Moderator:** *Abel Contreras, Corporate Insurance Program Manager, Indianapolis Airport Authority*  
    *Peter Kirsch, Attorney at Law, Kaplan Kirsch Rockwell*  
    *Jerry J. Ruth, Senior Vice President, Aviation & Aerospace Practice Leader, Chubb*  
    *Greg Sterling, Senior Vice President, Light Aviation Global Product Line Manager – Aerospace, US Airports Regional Airports Product Line Manager – Aerospace, American International Group (AIG)*
- In today's liability insurance market, many insureds are seeing increased premiums, increased retentions and pullbacks in limits and coverage. Our panel will explain the current aviation liability marketplace and offer suggestions as to how airports can understand how best to mitigate their risk exposure and use insurance in the most effective way for their circumstances.
- 10:30 am – 11:00 am      **Morning Networking Break**  
 Salon 2-3 Foyer
- 11:00 am – 12:00 pm      **Session 2: Property Market Update (1 CPE Credit)**
- Salon 1-2                      **Moderator:** *Abel Contreras, Corporate Insurance Program Manager, Indianapolis Airport Authority*  
    *Jake Saul, Business Development Executive, FM Global*  
    *Tyler Smith, Vice President, Alliant Specialty, Alliant Insurance Services*  
    *Justin Swarbrick, Senior Vice President, Alliant Specialty, Alliant Insurance Services*  
    *Benjamin J. Traub, Broker, CRC Group*
- With the volatility of today's property market including year of year rate increases, increased data and underwriting scrutiny and the exacerbation of the reinsurance property market, finding viable property insurance place is as difficult as it has been since the mid-1980's. This session will help you navigate challenging times ahead.
- 12:00 pm – 1:15 pm      **Networking Lunch**  
 Salon 3
- 1:15 pm – 2:30 pm      **Session 3: The Anatomy of a Cyber Hack (1.5 CPE Credits)**
- Salon 1-2                      **Moderator:** *Catrina Gilbert, Vice President, Risk Management, Dallas Fort Worth International Airport*

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*Royce Holden, Assistant Vice President, Information Technology, Dallas Fort Worth International Airport*

*Kyle Mobley, Chief Information Officer, Port of Oakland – Oakland International Airport*

Imagine receiving an email from your “boss” and you clicked opened it. Immediately you realize that it wasn’t from your boss at all and that it was actually a Cyber Hack. Now your airport has sensitive employee Human Resources data such as social security numbers, address and dates of birth out on the “dark web.” You’re asking yourself “How did that happen?” and your leadership wants to know “What do we do now?” Let us show you how the bad guys infiltrate your systems, exploit data and most importantly, how to mitigate this ever present risk.

2:30 pm – 3:00 pm  
Salon 2-3 Foyer

### **Afternoon Networking Break**

3:00 pm – 3:50 pm

### **Session 4: Enterprise Risk Management is a Journey, not a Destination (1 CPE Credit)**

Salon 1-2

**Moderator:** *Jason Bradhold, Risk Manager, Cincinnati/ Northern Kentucky International Airport*  
*Lisanne Sison, Managing Director, Gallagher*

Enterprise Risk Management as a concept is becoming more broadly understood, however understanding the concept and translating that to what it looks like in practice can be a challenge. In this session, we will provide an overview of a typical ERM journey specifically focusing on the process used to cultivate leadership support and engagement in ERM, and the value that using a careful and methodical approach can provide. At the end of this session, participants will walk away with a clear, step by step process that can be used to embark on their own ERM journey.

3:50 pm – 4:20 pm

### **Session 5: Airport Risk Index: Roads to Resilience**

Salon 1-2

**Moderator:** *Catrina Gilbert, Vice President, Risk Management, Dallas Fort Worth International Airport*

*Dr. Jennifer Daffron, Head of Scenarios and Futures, Willis Towers Watson*

*Tania Roca, Executive Director – Global Aerospace, Willis Towers Watson*

WTW and the University of Cambridge’s Centre for Risk Studies have developed a revolutionary Airport Risk Index (ARI). For the first time, the world’s airports will be able to introduce new risk profiling methods to future proof their resilience planning. The ARI is based on data from 110 of the world’s busiest airports by passenger volumes, and offers airports the ability to interrogate their existing and future assumptions on risk exposure. It combines historical and predictive analysis, to determine the levels of probability and impact of operational disruption on an airport’s profitability. This session will explore the findings of the ARI, and deliver new perspectives and challenges on how the industry measures and manages risk and provide practical pointers on how to use the index to improve risk management and resilience planning.

4:30 pm – 5:00 pm  
Baronne

**Risk Management Committee Steering Group Meeting** (*Risk Management Committee Steering Group Members only*)

5:30 pm – 6:30 pm

### **Welcome Reception**

Courtyard

Catch up with old friends and make new ones at ACI-NA’s welcome reception. It is the perfect opportunity to find out what your colleagues are doing to address the challenges of our ever-changing airport world.

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## Thursday, January 19, 2023

- 8:00 am – 3:30 pm **Registration**  
 Salon 2-3 Foyer
- 8:00 am – 9:15 am **Risk Management Committee Meeting with Breakfast (Open to All Attendees)**  
 Salon 3  
 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, have open conversations regarding risk management issues, and initiate planning for future Risk Management Conferences.
- 9:30 am – 9:40 am **ACI-NA 2022 Risk Management Professional of the Year Award Ceremony**  
 Salon 1-2  
**Emcee:** *Matt Cornelius, Executive Vice President, Airports Council International – North America*
- 9:40 am – 10:45 am **Session 6: Wave of the future is here – Urban Air Mobility (UAM) and Autonomous Vehicles (AVs) (1 CPE Credit)**  
 Salon 1-2  
**Moderator:** *Jerry J. Ruth, Senior Vice President, Aviation & Aerospace Practice Leader, Chubb*  
*Keith Bain, AVP, Senior Commercial Auto Risk Specialist, Risk Engineering Services, Chubb*  
*Naashom Marx, Director, Strategic Innovation, Cincinnati/ Northern Kentucky International Airport*  
 We've joked it's a bird, it's a plane, it's superman... Folks it's neither, it is unmanned. We will explore the current advancements toward full automation involving UAM and AVs at airports. Speakers will also discuss the risk engineering and insurance challenges airports may face with both autonomous technologies.
- 10:45 am – 11:15 am **Morning Networking Break**  
 Salon 2-3 Foyer
- 11:15 am – 12:15 pm **Session 7: The Evolution of Safety Management Systems (1 CPE Credit)**  
 Salon 1-2  
**Moderator:** *James Witherspoon, Director of Risk Management and Safety, Raleigh-Durham International Airport*  
*Scott Ayers, Aviation Safety Management System Manager, Hartsfield-Jackson Atlanta International Airport*  
*Juan Martinez-Aviles, Aviation Safety Management Systems Director, Chicago Department of Aviation*  
 This interactive session highlights how airports have leveraged Safety Management Systems to formulate repeatable processes to mitigate risks, document reported hazards, and provide opportunities for continuous improvement by monitoring and measuring performance.
- 12:15 pm – 1:30 pm **Networking Lunch**  
 Salon 3
- 1:30 pm – 2:45 pm **Session 8: Business Continuity post COVID (1.5 CPE Credits)**  
 Salon 1-2  
**Moderator:** *Juan Martinez-Aviles, Aviation Safety Management Systems Director, Chicago Department of Aviation*  
*Kevin Gordon, Senior Vice President, Marsh Advisory*  
*Deane Johanis, Associate Director, Enterprise Risk and Business Continuity Programs, Greater Toronto Airports Authority*

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The experience of COVID has taught us many lessons in maintaining the continuity of critical functions and the need to demonstrate resilience to business interruption risk to leadership. In this session, we will discuss how, with scarce resources, Toronto Pearson International Airport leveraged efficient approaches to evolve its Business Continuity Program and tailor a commonly used technology platform to simplify the user experience for maintaining and reporting on the program.

2:45 pm – 3:15 pm  
Salon 2-3 Foyer

**Afternoon Networking Break**

3:15 pm – 4:30 pm

**Session 9: Environmental Risk Management** (1.5 CPE Credits)

Salon 1-2

**Moderator:** *Catrina Gilbert, Vice President, Risk Management, Dallas Fort Worth International Airport*

*Robert Horton, Vice President, Environmental Affairs, Dallas Fort Worth International Airport*

*Melinda Pagliarello, Managing Director, Airports Council International – North America*

Implementing resiliency capabilities, rapid response and recovery from adverse events with minimal loss of functionality is imperative for any airport. As a risk professional, learn how you can develop these resilience capabilities for the diverse threats facing airports' critical infrastructure such as climate disasters, PFAS and energy.

4:30 pm – 4:45pm

**Closing Remarks**

Salon 1-2

*Catrina Gilbert, Vice President, Risk Management, Dallas Fort Worth International Airport*

## Friday, January 20, 2023

7:30 am – 10:30 am  
Salon Foyer 2-3

**Registration**

7:30 am – 8:30 am  
Salon 3

**Networking Breakfast**

8:30 am – 11:45 am

**Surviving Construction at Your Airport: A Risk Manager's Guide to Successfully Managing Construction Risk at All Stages** (3 CPE Credits)

Salon 1-2

With numerous construction projects at airports, join us for this timely workshop which will facilitate an in-depth discussion on how to manage risk at each stage of a construction project or program: pre-construction, construction, and post construction. Panel members include seasoned risk managers, accomplished insurance brokers, and nationally recognized safety consultants from across the United States. The panel will rotate throughout the workshop, speak on lessons learned, and offer best practices when managing construction risk at airports. Participants will walk away from this half day workshop with practical tools and techniques to better manage construction risk at their airports for all stages of construction.

**Moderator:** *Mitch Thrower, Senior Manager, Administration, Tampa International Airport*

**Moderator:** *Catherine Wells, Principal, Albert Risk Management Consultants*

*Janet Bressler, Risk Manager, Denver International Airport*

*Regina Carter, Senior Vice President, Federal Practice and Construction Services Group, Alliant*

*Jim Cottone, Vice President, Construction Services Group, Alliant*

*Jim Holobaugh, Senior Vice President, Alliant Specialty, National Wrap Ups*

*Matt McManus, Senior Vice President, Alliant Specialty*

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*Trish Sqrow, Vice President, Consulting Solutions, Marsh Advisory*

12:45 pm – 3:00 pm **MSY Before & After** (Louis Armstrong New Orleans International Airport Tour)

**(Open to pre-registered attendees only)**

In November 2019, Louis Armstrong New Orleans International Airport relocated all commercial flight operations from its former terminal on the south side of the campus to a new, \$1 billion terminal facility on the north side of the runways. Join us for a tour of the new facility. Participants will get an exclusive tour of the vacated terminal facility then move on to the new terminal. Guides will discuss the differences between the two facilities, and the efficiencies built into the new terminal.

## Continuing Professional Education (CPE) Information

Conference workshops are all Group-Live.

**Not all of the sessions at this conference are eligible for CPE credits. Please check the individual session you wish to attend to ascertain the number of credits available.**

### Conference Learning Objectives:

Participants will be able to:

- Understand and better manage emerging risks at their airports, such as environmental contaminants, drones, and autonomous vehicles.
- Identify and manage exposure to cyber risks at their airports.
- Learn about the latest in the aviation and property liability market.
- Learn techniques to integrate safety management systems into business planning and decision making.
- Learn about airport Enterprise Risk Management (ERM) to develop their own ERM program.
- Apply global best practices for managing construction risk at airports.
- Apply practical tools and techniques to better manage construction risk at airports.

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

**Prerequisite:** Basic knowledge of airport operations and risk management.

**Advance Preparation:** None

**Conference participants are eligible to receive up to 13 hours of Management Advisory Services CPE credits.**



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