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The 17th Annual Risk Management Conference

January 13-15, 2016 • Omni Nashville Hotel • Nashville, TN

HOST AIRPORT



Nashville International Airport™

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Wednesday, January 13, 2016

1:00pm – 4:30pm
Cumberland 5

FEMA Workshop
(4 CPE Credit)

Registration is required. To register please submit via the link here:
<https://www.surveymonkey.com/r/WFRH688>

Workshop Highlights:

- Understanding the overall FEMA process (i.e. qualifying, project worksheets, applying FEMA categories, etc.)
- How to offset for insurance recovery
- Applying for funds for Hazard Mitigation (Section 404 and 406)
- Going through OIG Audit for FEMA Funds

Instructors: Christopher Brophy, *Senior Managing Director*, FTI Consulting

Vincent E. Morgan, *Partner*, Pillsbury Winthrop Shaw Pittman LLP

1:00pm – 6:00pm
Cumberland Foyer

Registration

6:00pm – 8:00pm
Musician Hall of Fame

Welcome Reception sponsored by Metropolitan Nashville Airport Authority

Pick-up from hotel – *Shuttles provided by Nashville International Airport:*

- All participating conference attendees should wait at the lobby of the hotel on 5th Avenue (*Between Bongo Java and Bon's Steak House*)
- **Shuttle buses depart at 5:30pm**

Pick-up from venue – *Shuttles provided by Nashville International Airport:*

- All participating conference attendees should wait at the main exit of the museum – on the corner of 5th and Gay Street
- **Shuttle buses will be looping back to hotel throughout venue duration**



Nashville International Airport™



Thursday, January 14, 2016

7:00am – 4:00pm
Cumberland Foyer

Registration

7:00am – 8:00am
Cumberland 3/4

Continental Breakfast

8:00am – 8:15am
Cumberland 5/6

Welcome and Opening Remarks

Speakers: Desmond Demoss, *Environmental Health and Safety Specialist*, Port of Oakland

Stan Van Ostran, *Vice President and Chief Financial Officer*, Metropolitan Nashville Airport Authority

8:15am – 8:25am
Cumberland Foyer

Networking Break

8:25am – 9:15am
Cumberland 5/6

General Session 1 – Property Market Overview

(1 CPE Credit)

This property insurance market overview will provide perspective from both an insurance broker and underwriter on the state of the property insurance marketplace and what you can expect in 2016. The speakers will share helpful coverage considerations and tips to assist in assuring your airport secures appropriate coverages.

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

Speakers: Michael DuCharme, *Client Service Manager*, FM Global – St. Louis Operation

Richard Terlecki, *Area Senior Vice President*, Arthur J. Gallagher

9:15am – 9:25am
Cumberland Foyer

Networking Break (Beverages Provided)

9:25am – 10:15am
Cumberland 5/6

Concurrent Session 2a – Risk Benchmarking

(1 CPE Credit)

This session will provide detailed explanations of the successful strategies used by the Port of Seattle to reduce their occupational injury rate and ensure regulatory compliance. The discussion will also focus on the subject of adapting workplace safety and HR Policies to address the continuing nationwide decriminalization of marijuana.

Moderator: Frank Rivera, *Director, Risk Management & Workers' Compensation*, Massachusetts Port Authority

Speakers: Barry Layton, *Area Practice Leader/Vice President*, Willis of Tennessee

Manette Moses, *Director of Health and Safety*, Port of Seattle

9:25am – 10:15am
Cumberland 1/2

Concurrent Session 2b – Strategic Positioning of Risk Management Department

(1 CPE Credit)

It's said that if you have seen one ERM program, you have seen one ERM program. Airports and companies as a whole place their risk management program in one of several areas, including legal, audit & compliance, or human resources. Is there a best place to position risk management? This session will look at the various positions of risk management departments across airports and industry as a whole. The speaker will



discuss the pros and cons of various departmental positions, and discuss industry best practice.

Moderator: Trisha Sqrow, *Risk & Safety Manager*, Indianapolis Airport Authority

Speaker: Michael Yip, *Vice President of Risk Management*, Dallas Fort-Worth International Airport

10:15am – 10:30am
Cumberland Foyer

Networking Break

10:30am – 11:20am
Cumberland 5/6

Concurrent Session 3a – Drones/UAV
(1 CPE Credit)

Despite efforts by some drone manufacturers to design products that will comply with regulatory no-fly zones near airports, the fact remains that airports remain at risk for air space intrusions by commercial and recreational drones. As drone use increases, so too does the inevitability of a catastrophic drone accident. The lawsuit arising out of that accident has already been written and the only question that remains is who the parties will be. What airport risk managers need to know about the future of drone liability.

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

Speakers: Michael Colson, *Underwriter*, ACE Group

William H. Walsh, *Member*, Cozen O'Connor

10:30am – 11:20am
Cumberland 1/2

Concurrent Session 3b – Putting in Place Standards-Based Airport Emergency Plans (AEP) and Business Continuity Plans (BCP) as Part of your Governance, Risk and Compliance (GRC) Framework
(1 CPE Credit)

This session will describe best practices in developing emergency and business continuity plans as a critical element of airports' operational risk management strategy, and as a component of FAA compliance. Two ACRP research studies will be cited – ACRP 03-18 (BCP), and ACRP 04-19 (AEP), by the contractor that is developing software for creating both types of plans.

Moderator: Edward McDonald III, *Manager – Office of Safety & Risk Management*, Cleveland Airport System

Speaker: Scott Corzine, *Managing Director*, FTI Consulting

11:20am – 12:35pm
Cumberland 3/4

Lunch – Passion, Patience and Persistence: The Search for Amelia Earhart
(1 CPE Credit)

Introduction: Forrest Artz, *Vice President of Finance and Administration & CFO*, Memphis-Shelby County Airport Authority

Keynote Speaker: Jon Thompson, *President*, Columbine Holdings

12:35pm – 1:25pm
Cumberland 5/6

Concurrent Session 4a – Insurance and Bonding Requirements for RFPs
(1 CPE Credit)

With capital construction projects on the rise to accommodate growing air travel demand, setting the appropriate contractual foundation is a must to minimizing potential risk. This session will provide an overview to conflicts between mandatory bonding requirements and minority business participation; indemnification language agreements; resistance to bonding requirements for professional and consulting contracts; insurance and bond-ability



forms; and certificate of insurance as it relates to joint ventures.

Moderator: Catrina Gilbert, *Risk Manager*, Hartsfield-Jackson Atlanta International Airport

Speakers: Chris Dunn, *Partner*, Waller Law

Tracy Meyer, *Risk Insurance and Contracts Manager*, Broward County Aviation Department

12:35pm – 1:25pm
Cumberland 1/2

Concurrent Session 4b – ACRP Synthesis 60--Airport Emergency Post-Event Recovery Practices (1 CPE Credit)

Over the past few decades, airports have substantially improved their ability to mitigate and respond effectively to emergency situations. However, the final aspect of the overall response scenario, recovery, is often overlooked during planning because of the strong historical emphasis on prevention, mitigation, and response. In particular, there has been a strong regulatory requirement for response planning but not for planning for recovery. This session will initiate a deeper conversation about approaches to planning for the recovery phase of emergency response that could lead to substantial improvement in the overall resiliency of airports.

Moderator: Edward McDonald III, *Manager – Office of Safety & Risk Management*, Cleveland Airport System

Speaker: Jim Smith, *President*, Smith-Woolwine Associates, Inc.

1:25pm – 1:35pm
Cumberland Foyer

Networking Break (Beverages Provided)

1:35pm – 2:25pm
Cumberland 5/6

General Session 5 – ERM and SMS Working Together in Harmony
(1 CPE Credit)

Many airports see ERM and SMS as two separate projects, but can they work together? Learn how the risk management process can work in a similar fashion and even work together, to ensure safety and risk mitigation across your airport, both on the airfield and inside the building.

Moderator: Trisha Sqrow, *Risk & Safety Manager*, Indianapolis Airport Authority

Speakers: Lisanne Sison, *Director of Enterprise Risk Management*, Bickmore

Michael Smith, *Civil Aviation & Regulatory Program & Operations Auditing*, Aviation and Marine Safety Solutions

2:25pm – 2:35pm
Cumberland Foyer

Networking Break

2:35pm – 3:25pm
Cumberland 5/6

General Session 6 – Transportation Network Company (TNC) Update
(1 CPE Credit)

The ride-sharing economy continues to shape and evolve the public transportation environment. With continuing investment in the ride-sharing economy, companies like Lyft and Uber look to further expand their services at airports. Listen and have your questions answered from Lyft representatives on what they are doing at airports and how they are working with airports to improve on the customer transportation experience.

Moderator: Stan Van Ostran, *Vice President and Chief Financial Officer*, Metropolitan Nashville Airport Authority

Speakers: Bakari Brock, *Director of Business Development*, Lyft



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Melissa Gale, *Insurance Solutions Manager*, Lyft

3:25pm – 4:00pm
Cumberland 5/6

Airport Round Table

Facilitator: Desmond Demoss, *Environmental Health and Safety Specialist*, Port of Oakland

4:00pm – 4:05pm
Cumberland 5/6

Opening Day Wrap Up

Speaker: Desmond Demoss, *Environmental Health and Safety Specialist*, Port of Oakland



Friday, January 15, 2016

8:00am – 11:30am
Cumberland Foyer

Registration

8:30am – 9:30am
Cumberland 3/4

Continental Breakfast

8:00am – 9:00am
*Acoustic Meeting Room
4th Floor*

Risk Management Committee Meeting

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, develop the 2016 work plan; and initiate the 2017 Risk Management Conference planning.

9:20am – 10:10am
Cumberland 5/6

General Session 7 – Aviation Liability Update
(1 CPE Credit)

This liability insurance market overview will provide perspective from both an insurance broker and underwriter on the state of the liability insurance marketplace and what you can expect in 2016. The speakers will share helpful information on the US and London markets, major airport claims and current hot topics.

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

Speakers: Stephen J. Kisor, *Managing Director*, Marsh Aviation

Jerry Ruth, *Senior Vice President, North America Aerospace*, ACE Group

10:10am – 10:20am
Cumberland Foyer

Networking Break

10:20am – 11:10am
Cumberland 5/6

Concurrent Session 8a – Identifying and Managing Airport Construction Risk
(1 CPE Credit)

No construction project is risk free. Construction projects are inherently complex and dynamic. These factors naturally create risks that rise from a number of different sources. The session discussion is focused on successful project completion through construction risk identification.

Moderator: Frank Rivera, *Director, Risk Management & Workers' Compensation*, Massachusetts Port Authority

Speakers: Eric B. Smith, *Managing Director/Southeast Zone Construction Leader*, Marsh USA Inc.

Kerry Powers, *Assistant Risk Manager*, Hunt Construction Group, Inc.

10:20am – 11:10am
Cumberland 1/2

Concurrent Session 8b – Investigating Employee Motor Vehicle Accidents
(1 CPE Credit)

When Motor Vehicle Accidents occur our organizations have to deal with a myriad of issues. Emergency Response, Fatalities, Serious Injuries, Property Damage, significant Litigation and Claims can be the outcome and this session reviews how to be best prepared to protect your organization. In addition to Accident Investigations there will be a review of how vehicle Event Data Recorders (EDR) can assist with the establishment of what actually happened. The use of Third Party Experts for EDR downloads will also be



extensively reviewed so that you can be better prepared to protect and defend your organization.

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

Speaker: Jim Keane, *General Manager Operations Safety, Inspection & Safety – Risk Management Division*, Port Authority of New York and New Jersey

11:10am – 11:30am
Cumberland Foyer

Networking Break (Beverages Provided)

11:30am – 12:20pm
Cumberland 5/6

Concurrent Session 9a – Biomechanical Analysis of Injuries
(1 CPE Credit)

An accident happens. Injuries are claimed. But did the accident cause the injuries? The answer to that question can have a significant impact on resolution of claims.

This session will describe the step-by-step methods used by biomechanical engineers to assess injury causation. Based on a combination of structural mechanics and biology, the biomechanical engineer describes the body motions of the claimant during the accident, defines the mechanisms for the claimed injuries, and determines whether the accident event created the injury mechanisms.

Moderator: Cindy Steele, *Senior Risk Management Analyst*, San Diego Regional County Airport Authority

Speakers: Michael L. Markushewski, *Chief Technical Officer*, ARCCA Inc.

Steve Dines, *Vice President of Business Development*, ARCCA Inc.

11:30am – 12:20pm
Cumberland 1/2

Concurrent Session 9b – Investigating Accidents and Various Tools We Should All Know About (1 CPE Credit)

This session provides an introduction to basic accident investigation procedures and describes accident analysis techniques. The goal of this session is to help participants gain the basic skills necessary to conduct an effective accident investigation at their workplace with an emphasis on methods for conducting witness interviews, key questions to ask when evaluating an accident scene, techniques in determining causal factors and various methods to identify and implement corrective actions.

Moderator: Desmond Demoss, *Environmental Health and Safety Specialist*, Port of Oakland

Speaker: Maurice Davis, *Safety Director*, Alliant Insurance Services, Inc.

12:20pm – 1:25pm
Cumberland 3/4

Networking Lunch

1:25pm – 2:30pm
Cumberland 5/6

General Session 10 – Cyber Liability
(1 CPE Credit)

With the digital landscape changing at every second, risk managers need to be aware of the cyber risk that their organization is facing. In this session, learn how breaches occur, who are committing these breaches, the federal and legal landscape, what airports can do, and what to look out for in 2016.

Moderator: Desmond Demoss, *Environmental Health and Safety Specialist*, Port of Oakland

Speakers: Alex Ricardo, *Breach Response Sales: Technology Media & Business*, Beazley

Dave Walton, *Member*, Cozen O'Connor



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2:30pm – 2:40pm
Cumberland Foyer
2:40pm – 3:30pm
Cumberland 5/6

Networking Break (Beverages Provided)

General Session 11 – Determining Appropriate Compensation for your Insurance

Broker (1 CPE Credit)

- Overview of the budgeting and accounting pressures on current airport authorities.
- Presentation on the current state of the insurance market, how it effects pricing.
- Discussion of what should be considered when determining the right compensation for insurance brokers?

Moderator: Jeff Hollingsworth, *Risk Manager*, Port of Seattle

Speakers: John Geisen, *Senior Vice President*, AON

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

Catherine Wells, *Director of Risk Management*, Bickmore

3:40pm – 3:45pm
Cumberland 5/6

Conference Closing Remarks

Speaker: Desmond Demoss, *Environmental Health and Safety Specialist*, Port of Oakland



Continuing Professional Education (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 21 hours of Management Advisory Services CPE credits.



ACI-NA is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be addressed to the National Registry of CPE Sponsors, 150 Fourth Avenue North, Nashville, TN 37219-2417. Telephone: 615-880-4200. Website: www.nasba.org

For more details or questions, please contact Nelson Lam at nlam@aci-na.org.



2016 Risk Management Steering Group

This committee 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.

2016 Committee Leadership

Chair

Desmond Demoss, *Environmental Health and Safety Specialist*, Port of Oakland

Vice Chair

Trisha Sqrow, *Risk & Safety Manager*, Indianapolis Airport Authority

Second Vice Chair

Frank Rivera, *Director, Risk Management & Workers' Compensation*, Massachusetts Port Authority

Associate Representative

Jerry Ruth, *Senior Vice President, North America Aerospace*, ACE Group

Board Liaison

Kelly Fredericks, *President and CEO*, Rhode Island Airport Corporation

Steering Group Members

Catrina Gilbert, *Risk Manager*, Hartsfield-Jackson Atlanta International Airport

Edward McDonald III, *Manager – Office of Safety & Risk Management*, Cleveland Airport System

Tracy Meyer, *Risk Insurance and Contracts Manager*, Broward County Aviation Department

Akiya Simms, *Risk Claims Analyst*, Dallas Fort-Worth International Airport

Cindy Steele, *Senior Risk Management Analyst*, San Diego Regional County Airport Authority

Ex-Officio Representative

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

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

Jim Keane, *General Manager Operations Safety, Inspection & Safety – Risk Management Division*, Port Authority of New York and New Jersey

Stan Van Ostran, *Vice President and Chief Financial Officer*, Metropolitan Nashville Airport Authority

Committee Secretaries

Liyang Gu, *Managing Director, Finance and Research*, ACI-NA

Nelson Lam, *Senior Manager, Economic Affairs and Research*, ACI-NA