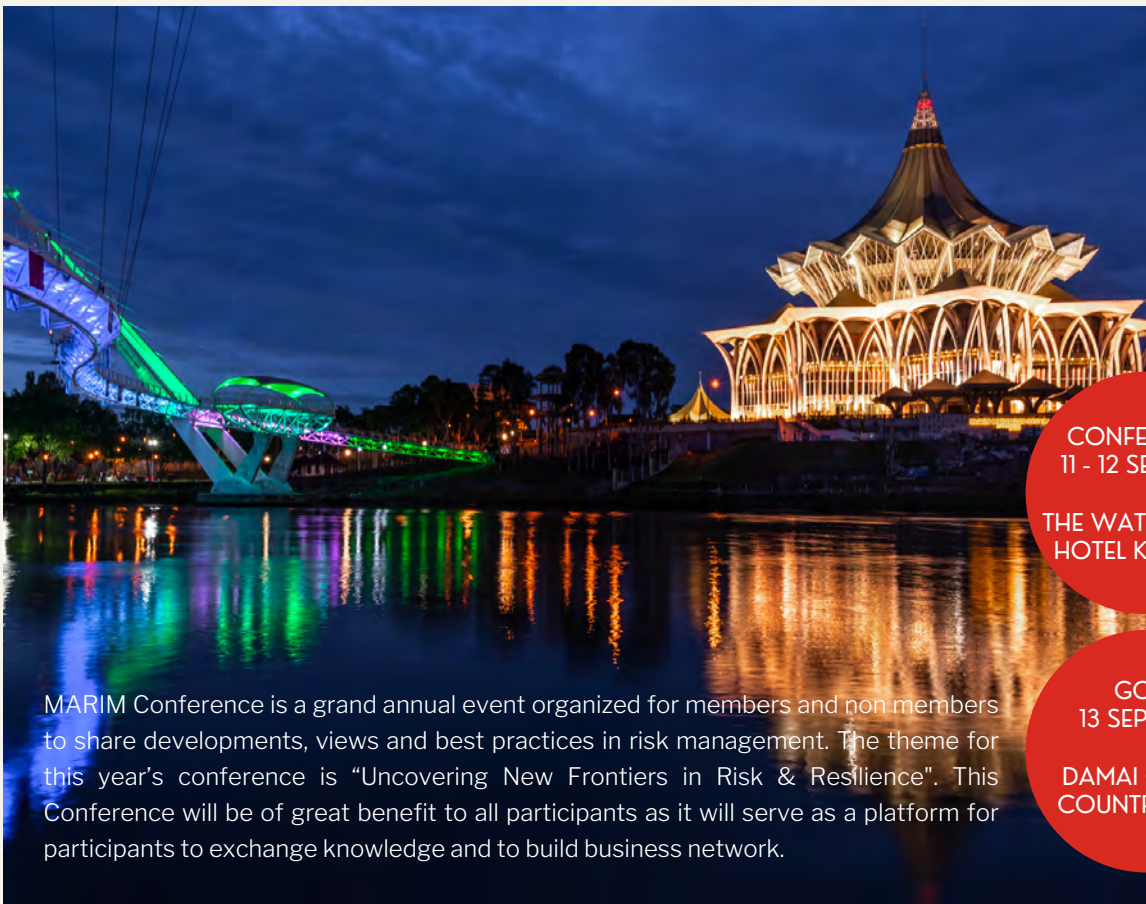




MALAYSIAN ASSOCIATION OF RISK & INSURANCE MANAGEMENT

# MARIM INTERNATIONAL CONFERENCE 2023

## UNCOVERING NEW FRONTIERS IN RISK & RESILIENCE



MARIM Conference is a grand annual event organized for members and non members to share developments, views and best practices in risk management. The theme for this year's conference is "Uncovering New Frontiers in Risk & Resilience". This Conference will be of great benefit to all participants as it will serve as a platform for participants to exchange knowledge and to build business network.

CONFERENCE  
11 - 12 SEP 2023

THE WATERFRONT  
HOTEL KUCHING

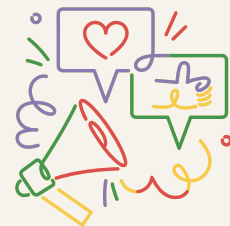
GOLF  
13 SEP 2023

DAMAI GOLF &  
COUNTRY CLUB

Main conference - Ranyai Ballroom, Level 4

Parallel 1 - Insurance & Data Privacy - Ranyai Ballroom, Level 4

Parallel 2 - BCM & Crisis Management - Tubau Room, Level 4



Supported by



Media Partner



Member: Beacon International Group, Ltd. BEACON



## **ABOUT MARIM**

MARIM is a non-profit trade association representing CORPORATIONS which practice Risk and Insurance Management in Malaysia. MARIM was founded in 1992 and the association is managed by an Executive Committee elected by its members. The main objective of MARIM is to promote, foster and develop concepts and practices of Risk and Insurance Management. Members shall benefit from participation in a wide range of educational lectures and seminars in the field of Risk Management and Insurance. Membership also provides access to a network of Risk and Insurance Managers and Associations both locally and internationally.

### **VISION**

- To be a recognized leader in Risk Management.

### **MISSION**

- Promote and foster practice of Risk Management
- Promote and support education and certification in Risk Management
- Provide a forum for the exchange of views and experience of those engaged in risk management
- Provide consultancy to authorities/regulatory bodies in the areas of risk management
- Cooperate with regulatory bodies, government agencies, industries, related associations, media and other stakeholders
- Encourage and cultivate active engagement with members and chapters
- Become a primary resource centre for risk management

# MESSAGE FROM THE CHAIRWOMAN



Dear Delegates,

Welcome to beautiful Sarawak !

I am honored to have you join us at this year's MARIM's International Conference with the theme, " Uncovering New Frontiers in Risk and Resilience "

Over the years, the Marim conference has been hosted in various West Malaysian cities. Due to popular demand, for the first time we are hosting this event in Kuching. We hope this will be the opening of a new frontier to many such events in amazing Borneo!

Since MARIM's establishment in 1992, we have come a long way with numerous public listed companies and global conglomerates we can now proudly call as our members. The exco and myself will ensure MARIM continues to play its role in bringing together collective voices of risk managers across Malaysia.

This annual Risk Management conference brings together numerous Risk and Insurance professionals and related service providers, both locally and internationally. This important platform provides an exceptional opportunity to connect with like-minded professionals and subject matter experts. Our esteemed speakers will share on various current and interesting topics related to Risk Management, Insurance, ESG, Digitalisation , Artificial Intelligence and Human resource management. I am sure you will gain many interesting insights from all these presentations and from the numerous sharing you will be having with fellow delegates. Over the next two days, such learnings will help us better prepare to face challenges in the new frontiers that lie ahead.

My sincere thanks and gratitude to our distinguished speakers and sponsors for their continuous commitment and generous support. Also my heartfelt gratitude to the MARIM secretariat and organizing committee who have for the last 6 months worked tirelessly to ensure this conference materializes today. Finally, my grateful thanks to each of you for being here and investing your time through your participation in this conference.

Enjoy, and may you come away richer in friendships and knowledge!

Faizatul Farhah, Chairwoman  
Malaysian Association of Risk and Insurance Management  
September 2023

## EXECUTIVE COMMITTEE 2023/2024 & 2024/2025



Faizatul Farhah  
Chairwoman  
UEM Edgenta Berhad



Satpal Singh Dhillon  
Deputy Chairman  
PLUS Malaysia Berhad



Shahrul Nizam Ahmad  
Honorary Secretary  
Universiti Utara Malaysia



Yuhaizar Mohd Yusuff  
Honorary Treasurer  
Indah Water Konsortium



Dzulkifly Mohd Yusoff  
Committee Member  
FGV Holdings Berhad



Khaw Guat Eu  
Committee Member  
Tenaga Nasional Berhad



Nuranisah Mohd Anis  
Committee Member  
S P Setia Berhad



Mysahra Shawkat Ali  
Committee Member



Abie Pua Boon Leng  
Committee Member



## ORGANIZING COMMITTEE



Bernard Lee  
Project Manager



Leo Pui Yong  
Tenaga Nasional Berhad



Yuhaizar Mohd Yusuff  
Indah Water Konsortium



Syarina Yaacob  
Tenaga Nasional Berhad



Khaw Guat Eu  
Tenaga Nasional Berhad



Dominic Sinnappar  
UEM Edgenta Berhad



Faizatul Farhah  
UEM Edgenta Berhad



Denial Haris Tan  
MARIM



Jasmine  
Sarawak Energy Berhad



Jeffrey Ho  
Perinsuran Brokers



Abie Pua  
Howden Malaysia

# AGENDA - DAY 1

08:00 Registration with Breakfast | Visit Exhibition Booths

09:00 Welcome Address by Chairman of MARIM

09:15 New Frontiers in Risk Management by Keynote Speaker  
by Bunyak Lunyong, CEO, SEB Power



09:45 Risk Managers, We care - A Sharing by NGO

10:00 Networking Break | Visit Exhibition Booths

10:45 The Coming Climate Change Risk - Is Humanity Ready?

by Khok Kin Lai, Account Engineer, FM Global

The impact of climate change will cause natural disasters to be more frequent and severe. Our speaker will speak about the climate impacts in our region, and how to take steps to become more resilient. With improved modelling and scientific-backed engineering solutions, we can minimize the impact of catastrophic risk and become resilient in the face of climate change.

11:30 Panel Session 1

The New Frontier Risk Landscape - Riding the Wave of Uncertainty

Moderated by Tim Dempsey, Executive Vice President, AON Malaysia

Panelists Daniel MacLachlan, Principal - South East Asia, Control Risk; Dato Arthur Wang, Chairperson, Bar Council Risk Management Committee; Olivia Marie Wong, General Manager, Group Risk & Insurance, Sarawak Energy Berhad.

After the COVID-19 pandemic and the ongoing Ukraine Russia war, we can see with clarity that the world is more volatile and interconnected than ever before. Our distinguished panel gives their views on what they see are risks on the new frontier and how they are preparing their organizations to be resilient in facing what's to come, as well as manage what they currently face.

12:30 Lunch | Visit Exhibition Booths



# AGENDA - DAY 1

## Parallel 1 - Insurance & Data Privacy

## Parallel II - BCM & Crisis Management

14:00

### Professional Liabilities – Covering the Litigation Gaps

by Devakumaran Palnisamy, Senior Vice President, Marsh Malaysia

Many businesses and individuals face various types of liability risk on a daily basis, the losses for which can be quite substantial. Understanding liability coverage is, therefore, extremely important for companies and individuals.

Our speaker dissects this complex topic so as to equip Risk managers with the knowledge to help them structure better liability coverage for their organizations.

### Smart Risk Analysis that Gets Management's Attention & Buy-in

by Khairulanwar b. Abd Hamid, Advisor & Facilitator, Risk Management, Tenaga Nasional Berhad

In this session our Risk Manager shares his experiences on what are the methods, tools and processes that help him to get leadership support for his Risk management initiatives. Also he shares the pitfalls that can derail your best laid Risk management plans.

15:00

### A Case for Captive - Hear it from the Experts

by Idzuddin Zakaria, General Manager, Etiqa Offshore Insurance (L) Ltd; and Abie Pua, Principal Officer, Howden PCC (L) Bhd.

The Labuan captive market has grown steadily since the first captive was formed in 1998. Are captives a nice to have risk transfer tool or an essential instrument that every Risk Manager should consider to manage risk in the new frontier?

### Cutting Edge Risk Management – AI Adoption and Digitalization of the Business Continuity & Crisis Management Programme

by Alessandro Caillat, Senior Financial Officer, World Bank Treasury

In this sharing, our speaker will discuss how digitalization and automation helps in streamlining the Business Continuity program, increasing the responsiveness of the crisis management function, and creating significant synergies between the business process management and operational risk.

16:00

### Data Breaches & Privacy Violations: Managing the Impossible Possibly

by Dr. Azura Shamsuddin, Head of Data Privacy, Maxis Bhd

Data breaches and privacy violations of big companies in Malaysia and globally, hit the news almost on a monthly basis in the past 2 years. Are we sitting ducks waiting for such incidents to hit the organization we worked for? As Risk or Data Protection professionals, what do we need to do when faced with such an incident? We will look at the success factors of a data breach management plan which will ensure seamless execution as part of the forward-thinking risk mitigation.

### Armour Up: Empowering the Ground Crisis Response Team

by Dr David Teo Kwang Joo, Regional Medical Director - Asia, International SOS

In the face of true crisis, an organization's business continuity plans can only go so far. Unforeseen challenges and calamities, be it natural or man-made demands a resilient and proactive approach. Explore how organizations in crisis can be protected by having a well equipped Incident Response Team.

17:00

### Networking Break | Visit Exhibition Booths

19:30

### Gala Dinner - Risk Manager Award (Formal / Traditional Attire)

## AGENDA - DAY 2

08:30 Registration | Breakfast | Visit Exhibition Booths

---

09:15 Crisis Management - Real Life Practices & Stories

by Shukreen Ma, General Manager, Corporate Communications  
Malaysia Airports Holdings Berhad

Hear first-hand experiences from a speaker on crisis management in the capacity of a Communications practitioner, and the different forms of Communications that can lend critical support to a crisis management team. This sharing of "Kisah Benar" (true stories) will help us understand the key triggers and the actions or decisions that can help to diffuse the situation and prevent major incidents from escalating.

---

10:00 Malaysia's NetZero, An Energy Transition Journey

by Vipul Shetty, Director, Energy Transition, Natural Resources Division  
Howden Specialty

An exploration into the need for Energy Transition and how Malaysian industries can embrace new solutions to ensure not just a low carbon future but a secure and affordable one.

---

10:45 Networking Break | Visit Exhibition Booths

---

11:30 Panel Session 2

Sustainability as a Business Model

Moderated by Professor Dato' Shazme, CEO, MITBA.

Panelists Mohamad Bin Mohamad Zain, CEO, Willis Malaysia; Mark Mackay, Head of Energy, Eastern Region, HDI Global SE, Singapore; Satpal Singh Dhillon, Chief Governance & Risk Officer, PLUS Malaysia Berhad.

How can Risk Managers & Energy Players Ensure ESG Compliance yet Continue Making their Business Attractive & Profitable for their Stakeholders?

---

12:30 Lunch | Visit Exhibition Booths



## AGENDA - DAY 2

### 14:15 Navigating the Hard Insurance Market

by Tim Dempsey, Executive Vice President, AON Malaysia; and Mark Mackay, Head of Energy, Eastern Region, HDI Global SE, Singapore

Over the past 12-24 months, many Malaysian organizations have found their insurance costs have increased considerably. Management is unhappy with this unbudgeted cost and Risk Managers are hard pressed to manage expectations.

Hear what causes the hard market environment and understand what Risk Managers can do to navigate this dilemma.

---

### 15:00 Artificial Intelligence - Risk & Opportunities in this New Frontier

by Eugene Phuah, Lead of Technology & Digital Business, Thriving Talents

Our speaker shares his views and experiences on what this would entail for our way of working and how this can be doom or bust for organizations in the coming future.

---

### 15:45 The Millennial Challenge – Creating Teams that Make the Dream Works

by Michael Teoh, Founder & CEO, Thriving Talents

The changing risk landscape has forced companies to adopt a new way of working. Our speakers share on how their organizations have adapted and innovated their staffing policy to continue retaining and attracting talented workforce with special focus on millennials and Gen Z.

---

### 16:30 Closing Remarks | Lucky Draw

Networking

End of Conference - See You Next Year!



## KEYNOTE SPEAKER



**Ir. Bunyak Lunyong**  
Chief Executive Officer, SEB Power  
Sarawak Energy

Ir. Bunyak Lunyong is the Chief Executive Officer for SEB Power – Sarawak Energy's generation arm. He oversees the operation of its power generation business, covering hydro, coal, gas and hydrogen.

In his role, he strengthens the Company's generation operations by enhancing and maximising the value of its power generation assets – driving Sarawak Energy's growth agenda and strategic vision of becoming a regional renewable energy powerhouse.

He is key to Sarawak Energy's ongoing generation transformation journey and efforts to realise its digital power plant ambition.

Prior to this, he was Sarawak Energy's General Manager for Project Delivery – leading project controls and performance management to enhance project modelling.

Bunyak has over 30 years of experience in the energy sector with roles in electrical engineering, project management, engineering, construction, commissioning, operations, maintenance, and assets integrity from his time in various multinational corporations.

He holds a Bachelor of Science in Electrical Engineering from the University of Houston and is a member of the Malaysian Institute of Engineers and Board of Engineers Malaysia.

# DAY 1

## MEET OUR SPEAKERS



Khok Kin Lai  
Account Engineer  
FM Global



Tim Dempsey  
Executive Vice President  
Sales & Marketing  
AON Malaysia



Dan Maclachlan  
Principal, South East Asia  
Control Risks



Dato Arthur Wang  
Chairperson  
RM Committee Bar Council



Olivia Marie Wong  
General Manager  
Group Risk & Insurance  
Sarawak Energy Berhad



Devakumaran Palnisamy  
Senior Vice President  
Marsh Malaysia



Khairulanwar b. Abd Hamid  
Advisor & Facilitator  
Risk Management Department  
Tenaga Nasional Berhad



Idzuddin Zakaria  
General Manager  
Etiqua Offshore Insurance (L) Ltd



Abie Pua  
Principal Officer  
Howden PCC (L) Bhd.



Dr David Teo Kwang Joo  
Regional Medical Director, Asia  
International SOS



Dr. Azura Shamsuddin  
Head of Data Privacy  
Data Privacy Office  
Maxis Bhd



Alessandro Caillat  
Senior Financial Officer  
World Bank Treasury

## DAY 2

# MEET OUR SPEAKERS



Shukreen Ma  
General Manager  
Corporate Communications  
Malaysia Airports Holdings



Vipul Shetty  
Director, Energy Transition,  
Natural Resources Division  
Howden Specialty



Professor Dato' Shazme  
Chief Executive Officer  
MITBA



Mohamad Bin Mohamad Zain  
CEO  
Willis Malaysia



Mark Mackay  
Head of Energy  
HDI Global SE, Singapore



Satpal Singh Dhillon  
Chief Governance & Risk Officer  
PLUS Malaysia Bhd



Eugene Phuah  
Lead  
Technology & Digital Business  
Thriving Talents



Michael Teoh  
Founder, CEO  
Thriving Talents

## PLATINUM SPONSOR



## GOLD SPONSORS







## SILVER SPONSORS



# KUCHING AUTISTIC ASSOCIATION (KAA)



Established 25 years ago, in 1998 as a non-profit NGO, Kuching Autistic Association's (KAA) vision is to enable children and adults with autism to achieve their full potential, and to live useful, independent and economically productive lives.

Kuching Autistic Association's Educational and Vocational Training Centre is located at Jln Desa Wira 15, Batu Kawa, Kuching Sarawak. The Centre is presently providing individualized, special education and training for 155 children and adults with autism, aged between 2 years and 42 years with the help of 30 staff.

KAA runs an Elementary Instruction Programme focusing on learning skills, social and communication skills, personal hygiene and self-help skills, for children below 12 years of age. Students aged 13 years to 17 years attend the Secondary Instruction Programme, focusing on living skills, functional communication skills and vocational training. In addition, KAA operates the Sunshine Hub Sheltered Workshop, where adults with autism aged 18 years and above, are trained in gardening skills, housekeeping skills, artwork, beadwork, simple baking and cooking. The students' artwork and artwork merchandise are marketed under the Autism Art label. These items are available at KAA's Autism Art Gallery.

For more info on KAA, do check out our website at [kaa.org.my](http://kaa.org.my)

The Annual Operating Cost for KAA's Centre is about RM 1.2million. Although the students pay fees, the fees collected amount to about 30% of what is needed to run the Centre. Annually, KAA needs to raise about RM750,000 in order to provide services to the autism community. Hence, public support is crucial, in order for KAA to sustain its services.

Every contribution goes a long way in making a difference in the lives of the children and individuals with autism in Sarawak. Thank you for your contributions towards this worthy cause.

***"Embracing autism, transforming lives"***

## ABOUT THE SPEAKERS



**Khok Kin Lai**  
Account Engineer  
FM Global

Lai Khok Kin is an experienced engineer, based in Singapore, and has worked with FM Global since 2013. As an Account Engineer, he is a trusted adviser to clients on risk management, including large scale industrial risk identification, risk improvement and mitigation. He has also held the role of Loss Prevention Specialist at FM Global.

During his career, Khok Kin has worked across a variety of industrial occupancies, including chemicals, pharmaceuticals, power generation, semiconductors and manufacturing. His expertise includes account engineering management, risk management, property loss prevention, process safety management, and process hazard analysis, with a specialization in chemical risk, dust explosion, LNG pipeline, and power generation.

Khok Kin received his Bachelor of Engineering in Chemical and Process Engineering from the National University of Malaysia (UKM). He is a member of American Institute of Chemical Engineers (AIChE), has certifications in General Insurance (ComGI) and Basic Concepts and Principles of General Insurance (BCP) from the Singapore College of Insurance.



**Tim Dempsey**  
Executive Vice President, Sales & Marketing  
AON Malaysia

Tim is an industry veteran with more than 15 years of broking experience. He is currently the Head of Sales and Marketing in Aon Malaysia, a role he has held since April 2019.

He is experienced in managing large Corporate clients and delivering complex Insurance and risk management programs. He has worked with clients from a wide range of industries including Financial Services, Engineering, Real Estate, Construction, Manufacturing, Energy, and not-for profit.

Tim adopts a consultative approach to managing risk and engages a wide range of Aon expertise to deliver tailored solutions to clients.

## ABOUT THE SPEAKERS



**Daniel Maclachlan**  
Principal, South East Asia  
Control Risks

Dan is a Principal in the South-East Asia business at Control Risks. He is responsible for the development of the business in South-East Asia, managing key client relationships and partnerships, and advising senior business leaders on areas of risk that impact their operations. He has over 14 years of experience, including 9 years in South-East Asia where he has helped organisations plan market entry strategies and manage geopolitical, compliance and regulatory issues. Dan has spoken at risk management conferences around the region and conducted workshops on integrity and due diligence.

Before joining Control Risks Dan worked at the Asia Pacific advisory service for The Economist Group. Leading its commercial strategy, Dan drove the content and thought leadership agenda working with influential C-level executives in the region. Prior to that Dan has held leadership positions at a Singapore headquartered compliance technology business and with a global leader in publishing, business intelligence and data.

Dan holds a bachelor's degree in Politics & Developments Studies from the University of Sussex.



**Dato Arthur Wang**  
Partner, Messrs Arthur Wang, Lian & Associates  
Chairperson, Bar Council Risk Management Committee

Dato' Arthur Wang Sze Yao obtained his LLB from the University of Wales, UK in 1990. He was admitted to the Bar at Middle Temple, London in 1992 and began his pupillage with a prestigious Middle Temple chamber under the guidance of Queen Counsel Esq Gibson Grenfell.

Upon his return to Malaysia in 1994, Dato' Arthur commenced pupillage with Messrs Raja Darryl & Low. Dato' Arthur then joined Messrs Michael Chen & Lee as Head of Litigation in 1995. His experience covers foreclosures, banking, civil and commercial litigation, contract disputes, tort, matrimonial and probate matters, bankruptcy proceedings, land and contractual disputes, injunctions as well as appellate matters in the Court of Appeal and the Federal Court. In 1997, he established the present practice of Messrs Arthur Wang, Lian & Associates.

Dato' Arthur is an active Member of the Malaysian Bar who is involved in the Bar Council Professional Indemnity Insurance Committee since 2004. He has also been involved in various risk management activities and given numerous talks on the subject for the Bar with the aim of raising the standards of risk management in the legal profession.

In 2022 when the Bar Council established a dedicated Risk Management Committee, Dato' Arthur was assigned as the Co-chairperson, and now sits as the sole Chairperson of the Committee. The Committee is currently focusing on a Risk Management Initiative which aims to elevate the Bar's risk management standards to an international level and is committed to instilling elements of good governance among law practices.

## ABOUT THE SPEAKERS



**Olivia Marie Wong**  
General Manager, Group Risk & Insurance  
Sarawak Energy Berhad

Olivia has spent the last nine years working in the Finance Department of Sarawak Energy, an energy developer and a vertically integrated power utility based in Sarawak, Malaysia, with a vision to achieve sustainable growth and prosperity for Sarawak by meeting the region's need for reliable and renewable energy. Olivia's main areas of responsibilities in Sarawak Energy include Enterprise Risk Management, Financial Risk Management & Governance and Insurance Services. Her primary focus is on strengthening risk and insurance management to support value creation in the business.

In her current role, she is transforming Enterprise Risk Management from safeguard to maximise enterprise value through enhancing risk organisation and governance structures, further embedding the risk mindset and consideration in investment decision-making on major development projects in local and international markets.

Prior to joining Sarawak Energy, Olivia was part of Ernst & Young, where she worked with both the private in various industries and the public sectors in Malaysia as well as on projects in Mongolia. Her scope of work involved mainly governance, risk and compliance projects.



**Devakumaran Palnisamy**  
Senior Vice President  
Marsh Malaysia

Deva, also known as Mr. D, is an accomplished professional with a diverse background. He obtained an Honors Degree in Electrical & Electronics Engineering (Telecommunications Major) from Universiti Sains Malaysia in 1999. In 2003, he furthered his education by graduating with an Honors Degree in Law from the University of London.

Throughout his impressive career, Deva has held various roles, beginning as a Loss Adjuster at an international adjusting firm. He later ventured into underwriting and eventually found his calling at a multinational insurance broking house.

His expertise lies primarily in liability insurance, and he possesses a strong passion for professional liability insurance, crime insurance, and, most recently, cyber security insurance.

Deva's dynamic skills extend beyond his professional achievements. He is a confident and captivating speaker who has showcased his expertise on numerous local and regional platforms.



## ABOUT THE SPEAKERS



**Khairulanwar b. Abd Hamid**  
Advisor & Facilitator, Risk Management Department  
Tenaga Nasional Berhad

With over 7 years of experience in operation and maintenance of high voltage electrical transmission systems, Khairulanwar has developed a deep understanding of grid maintenance performance and analysis, making him a valuable asset in his current role as a risk management advisor and facilitator in Tenaga Nasional Berhad.

Since 2016, Khairulanwar has played a pivotal role in shaping the implementation of the TNB Risk Management Framework in the company and providing guidance to top management, technical teams, and project teams on the effective application of risk management principles. Recognized as ARIMM Certified Risk Manager and a HRDF qualified trainer at ILSAS, Khairulanwar has also been instrumental in training TNB employees in risk management fundamentals and intermediate levels.

With a wealth of technical knowledge and a passion for imparting knowledge, Khairulanwar brings a level of professionalism and expertise that ensures his conference sessions are insightful and engaging. Attendees can expect to gain valuable insights and practical strategies for effective risk management from his presentations.



**Idzuddin Zakaria**  
General Manager  
Etiqua Offshore Insurance (L) Ltd

Idzuddin have held various role and position from his notable career in Insurance. With more than 25 years of service to the industry mainstream, his experience stretched across underwriting, insurance broking and reinsurance prior to joining Etiqua Offshore.

Guided by substantive insights from his past practices, Idzuddin plays a pivotal role in Etiqua Offshore in developing value Captive proposition which includes providing counsel to business organizations who wish to venture into Captive as part of their Risk Management milestone.

## ABOUT THE SPEAKERS



**Abie Pua**  
Principal Officer  
Howden PCC (L) Bhd.

Abie currently holds the Practice Leader role, spearheading the Risk Consulting Division of Howden Malaysia as well as the Principal Officer of Howden PCC (L) Bhd.

She has over 16 years of working experience with 9 years of consulting in Enterprise Risk Management, Business Continuity Management and Captives.

She has a Master's Degree in Risk Management, making her an ardent supporter of pragmatic RM / Captive ideas and solutions. She is most intrigued by challenging projects which seemed to bring out the best in her; and this has helped in honing her skills in the consulting landscape.

Pre-pandemic, Abie is an avid traveller during her leisure time and loves exploring off-the-beaten path places globally, with her family and friends. She is a self-proclaimed SHOPAHOLIC; whether going brick-and-mortar places or online. Can be a party animal too occasionally but not wild!!!



**Dr David Teo Kwang Joo**  
Regional Medical Director, Asia  
International SOS

As the Regional Medical Director for Asia, Dr Teo David oversees the Assistance and Medical Services in this region. For the assistance services, it covers the services provided by International SOS Assistance Centres in Asia. He also heads expert teams of Coordinating Doctors and Nurses in these Assistance Centres, ensuring a high level of service across the region. Additionally, Dr Teo provides medical oversight for Medical Services to remote sites in the above countries.

Dr Teo possesses invaluable experience in disaster relief planning and response, and medical incident management. In addition, he conducts medical training, medical audits, evaluation of on-site medical capabilities and development of medical emergency response plans for clients' onshore and offshore sites in the region.

Prior to joining International SOS, he was the Chief Army Medical Officer of the Singapore Armed Forces (SAF), holding the military rank of a Colonel. He was also a member of the United Nations Disaster Assessment & Coordination Team, he travelled extensively to different countries providing expert assistance during disasters.

Dr Teo obtained his Bachelor of Medicine and Surgery from the National University of Singapore, followed by a Master in Medicine (Occupational Medicine) in 1993. He is an Occupational Health Specialist board certified with the Ministry of Health. Dr. Teo is also a Designated Workplace Doctor certified by the Ministry of Manpower.

## ABOUT THE SPEAKERS



**Alessandro Caillat**  
Senior Financial Officer  
World Bank Treasury

Alessandro “Alex” Caillat, Senior Financial Officer for World Bank Treasury (Based in Singapore). Alex, an Italian/French national, joined the World Bank in 2010. with over 10 years of experience in organizational resilience, operational risk and identity management, Alex supervises the Treasury’s business continuity and access control work-programs together with the implementation of the Treasury’s global footprint strategy.

Alex is a Fellow Member of the Business Continuity Institute (FBCI) and is a certified ISO 22301 Business Continuity Lead Implementer. He holds a master’s in business and financial economics, from University of Essex, UK, and a bachelor’s degree from University of Bologna, Italy. Before joining the Bank, Alex worked in the private sector for more than 10 years and his areas of expertise include business administration, risk management, trading floor technology and investor relations.

Fascinated by the concepts of resilience and technological progress, Alex works, writes and collaborates on topics related to the integration of the business continuity framework into disaster risk management for urban resilience and how Fintech can contribute to manage operational risk more effectively across the Treasury functions.



**Dr. Azura Shamsuddin**  
Head of Data Privacy, Data Privacy Office  
Maxis Bhd

Dr. Azura Shamsuddin is a Legal, Compliance and Risk Management professional with 25 years of experience working for various PLCs, MNCs, GLC and private practices, ensuring legal and regulatory compliance and driving corporate governance with risk-based approach. She is currently the Data Protection Officer (DPO)/Head of Data Privacy & Protection for Maxis Group of Companies. She holds a PhD in Law, MBA and various certifications including CRCMP, CIPP/E and CIPM.

## ABOUT THE SPEAKERS



**Shukreen Ma**  
General Manager, Corporate Communications  
Malaysia Airports Holdings Berhad

Born and raised in Kuala Lumpur, Shukreen Ma has worked in the fields of Broadcasting, Public Relations, Corporate Affairs, Strategic Communications and Culture Transformation across various industries over a span of 20 years.

She began working in broadcasting with Media Prima, before joining public relations consultancy, Perception Management Sdn Bhd. She later spent 12 years with the PETRONAS Group, first with the Corporate Affairs Department before beginning a series of secondments to the Group's Shipping, Fuel Retail and Lubricants Marketing subsidiaries. She then returned to PETRONAS' corporate office in a communications and culture transformation role in the office of the Group President and CEO in 2015.

In 2018, she joined Bursa Malaysia to lead the Strategic Communications team before leaving for a short career break. She then joined Tenaga Nasional Berhad (TNB) to drive the company's culture transformation, and progressed to lead TNB's Group Corporate Communications department until April 2023. She is currently the General Manager of Corporate Communications at Malaysia Airports.

Shukreen graduated Cum Laude with a Bachelor of Science degree in Psychology and Communications from HELP Institute, Kuala Lumpur. She is a firm believer in purpose-driven work, and juggles her job with raising two little gentlemen, as well as personal interests such as reading, diving and good coffee.



**Vipul Shetty**  
Director, Energy Transition, Natural Resources Division  
Howden Specialty

Just prior to joining Howden Specialty, Vipul was with the Singapore Economic Development Board (EDB), a statutory board of the Singapore Government responsible for investment and growth of the country's various business sectors. Vipul was a member of the Energy & Resources team and handled Investment negotiations and facilitation of some of the world's largest Energy and Renewables companies, namely: Chevron, Aramco, PetroChina, Sinopec, Arlanxeo, REC Solar, Reliance, and Envision Digital. In his work he was also responsible for Energy Transition Strategy Development which looked into Carbon Capture Utilisation & Storage, Hydrogen, BioFuels & Pyoil, Low-Carbon Power Generation and Energy Efficiency Upgrades.

Prior to EDB Vipul spent 7 years with Marsh as a senior broker in the Energy Team. His work spread across Onshore Operational, Construction and Offshore Subsea Cable projects and was responsible for placing some of the largest insurance programmes in the region for clients that included: Pertamina, PTT, Formosa, Samsung, Reliance and Indian Oil.

In Howden, Vipul is part of the Natural Resources team that looks after Energy, Renewables and Power risks, both Construction and Operational. Separately, he leads Energy Transition efforts in Asia with a focus on Carbon Capture Storage, Carbon Credits and Hydrogen risk solutions.

## ABOUT THE SPEAKERS



**Professor Dato' Shazme bin Sulaiman**  
**Chief Executive Officer**  
**Malaysian Insurance And Takaful Brokers Association (MITBA)**

Dato' Shazme has more 30 over year experience in the insurance industry from attachment with Local and International Insurers managing the Bumi & Non-Bumi Brokers.

He also has working experience with the Local Brokers and the attachment with Sime Darby Lockton Brokers which he handled both the in-house portfolio of Sime Darby Plantation Malaysia & Indonesia and market business.

His last attachment prior of joining Rosegate in 2016 is with MPI Generali Insurans Berhad as Chief Broking Officer and during the period apart from handling both the Brokers and Takaful Brokers he also managed the Oil & Gas portfolio mainly Petronas (Offshore/ Onshore/ Liability/ MOC) of the company. His forte is on marketing underwriter in managing the Brokers in Malaysia and Indonesia since 1992. He initiated the Broking Department during his employment with Asia Insurance (M) Berhad in year 2002.

He joined PWS Labuan Limited in 2017 as Chief Operating Officer/ Executive Director with focus on Facultative Reinsurance portfolio Local and International market.

He obtained his Fellowship Malaysia Insurance Institute (FMII) the Highest Insurance Qualification in 2017 and was appointed as the Adjunct Professor of University Technology Mara (UiTM) Faculty Business & Management in 2019. He was elected to the Management Committee of MITBA handling Education & Training from the Year 2021.



**Mohamad Bin Mohamad Zain**  
**Chief Executive Officer**  
**Willis Malaysia**

Mohamad is an Associate Member of The Chartered Insurance Institute UK and also holds a Master of Communications Management from the University of Strathclyde Glasgow. He is also a Chartered Member of The Chartered Institute of Procurement Supply UK.

He has over 29 years experience in Enterprise Risk Management, Insurance, Corporate Compliance, Business Continuity and held the position of Chief Risk Officer of Telekom Malaysia Berhad.

Mohamad is also a Board Member of Labuan Reinsurance Ltd and Chairman of Malaysian Association of Risk Insurance Management (MARIM). He is also one of the technical team representing Malaysia on ISO 31000 Risk Management Standard and a team member of Science and Technology Expert Panel Panel for Disaster Risk Financing (NADMA).



## ABOUT THE SPEAKERS



**Mark Mackay**  
Head of Energy, Eastern Region  
HDI Global SE, Singapore

Highly experienced insurance professional within the oil & gas + power insurance industry both as an engineer & underwriter, having worked in Zurich, Singapore and London, with a proven track record of delivering consistent underwriting performance and regional leadership.

Manage the Energy, Oil & Gas + Power Generation, portfolio for the Middle East, Asia and Pacific. Lead a regional team of energy underwriters, by setting the business strategy, developing the underwriting performance criteria, the regional referral underwriter and delegation of authority. Accountable for underwriting performance as measured by P&L.



**Satpal Singh Dhillon**  
Chief Governance & Risk Officer  
PLUS Malaysia Berhad

Satpal has been in the forefront of transforming GRC practices of many multinational and government linked organizations across in Asia and the Middle east He has been instrumental in developing strategic plans, transformation blueprints and compliance frameworks and recommending process and control improvements.

He has been working with several industries including Oil, Gas Energy, Telecoms, Media, Healthcare, Education and the Public Sector He is now with PLUS Malaysia, steering their risk and integrity transformation journey.

He has provided management consultancy advisory to over 50 organizations in 10 countries over the last 15 years has also been a financial and internal control auditor for 5 years. He has been involved in key landmark projects which include Saudi Arabia's Vision 2030 Malaysia's Economic Transformation Program.

## ABOUT THE SPEAKERS



**Eugene Phuah**  
Lead of Technology & Digital Business  
Thriving Talents

Eugene Phuah is the Lead of Technology and Digital Business for Thriving Talents Sdn. Bhd. He is in charge of all things technological, from backend infrastructure to cutting-edge technology for instructional interventions. He possesses an exceptional understanding of logical approaches and problem-solving abilities, having earned a bachelor's degree in Computer Science from Australia's University of Wollongong. He has experience with C++, Java, Python, PHP, and NodeJS.

In his role in Thriving Talents Sdn. Bhd., Eugene oversees the 'Innovation & Implementation' of various A.I.-led technology platforms, in order to enhance the learning experience of leaders & employees in companies. Under Eugene's leadership, he has led the company to explore & implement learning solutions with A.I.-driven chatbots, Machine Learning, A.I.-Aggregators, Mobile Learning Platforms, & Metaverse Work Spaces & Teambuilding simulations

Eugene's contributions had led Thriving Talents to win various awards, with the most recent 2 awards – The CXP Best Customer Service Award (For Business Consulting Companies) in 2022 and the Malaysia's Role Model Enterprise of the Year (MRME) 2022.

Together with Thriving Talents. Eugene has served major clients in introducing A.I.-led trainings for them, including AXIATA, CelcomDigi, HSBC, Sime Darby Oils, CIMB, Maybank & more.



**Michael Teoh**  
Founder, CEO  
Thriving Talents

Michael Teoh Su Lim is the Founding CEO of Thriving Talents, a globally recognized & award-winning learning solutions company, that assists leaders in organisations to develop the largest workforce – The Millennials, to become more Productive & Profitable in their work.

Since 2012, he has worked with Fortune 500 companies across 41 countries while clocking in his global miles speaking across 70 cities around the world. He specializes in training & speaking on topics related to Managing Talents Across Generations, Sales & Business Development Strategies for Millennials, Millennial Managers Development & the New Trends for Leadership & Technological Growth for companies.

He was the Global Advisor for Microsoft 'YouthSpark' and SAP on 'Millennials@Work' strategies and has had his ideas featured on CNN, BBC and the United Nations. He has shared the stage speaking globally with icons like Virgin's Sir Richard Branson, Father of Social Business Prof. Muhd Yunus, Rockstar Legend Sir Bob Geldof, AirAsia's Tony Fernandes and had even received a special visit by President Barack Obama during a workshop organised by Microsoft, in which Michael was a Coach & Facilitator.

# CLIMATE RESILIENCE PRODUCT SUITE

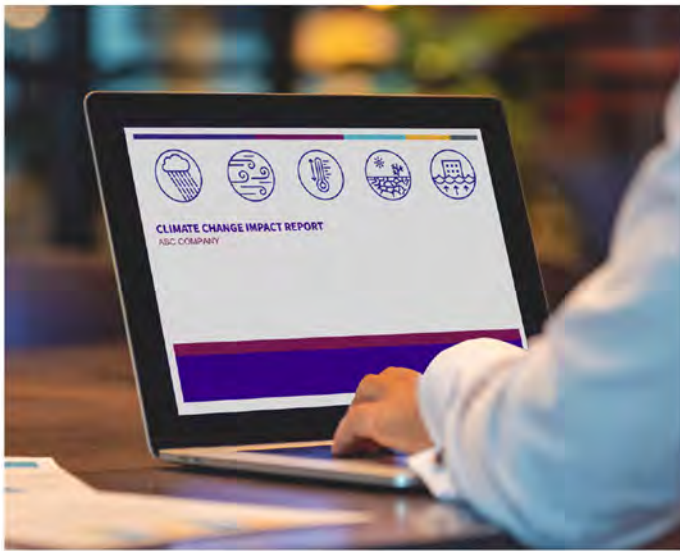
WE CAN CHANGE THE FUTURE. WE CAN SHOW YOU NOW.



You can grow your business—even in challenging environments. Let us engineer solutions that empower you to protect today and prosper tomorrow.

## INVEST IN A MORE RESILIENT TOMORROW

The following suite of Climate Resilience Products was developed, researched and tested by FM Global's scientists and engineers to evaluate your climate risks and offer solutions on how to manage and mitigate them on your journey to climate resilience. These products are available to all FM Global clients as part of their insurance program, representing another way we help you stay resilient.



## CLIMATE CHANGE IMPACT REPORT:

The customized Climate Change Impact Report looks forward and includes a breakdown of your acute and chronic risks, specified by peril, according to three different climate scenarios, in both the short term (by 2030), and the long term (by 2050). This information can help you plan risk improvement investments that maximize your return on investment.

Your one-of-a-kind Climate Change Impact Report helps you:

- Prioritize your current climate risk recommendations with your site-specific engineering data, along with our predictive analytics, artificial intelligence and machine learning
- Protect your business from financial risks of climate change
- Maximize your investments in climate adaptation and resilience planning
- Report climate-related physical risk



## CLIMATE RISK REPORT:

Using advanced analytics and proprietary data, the Climate Risk Report provides a customized current view of event-driven climate risks at visited locations across your property portfolio and prioritizes actions you can take to mitigate them.







## CLIMATE REPORTING AID + EXAMPLE:

- Increasingly, businesses worldwide are disclosing climate-related risks as part of their financial reporting. Your Climate Risk Report contains valuable data that can contribute to these financial disclosures, supporting transparency for your stakeholders around your climate commitments.
- Our new Climate Reporting Aid offers suggestions on how you may choose to use your climate risk data in climate-related reporting, while our new Climate Reporting Example provides an illustrative example for a sample client.
- These resources link the Climate Risk Report and Climate Change Impact report to the Task Force on Climate-related Financial Disclosures (TCFD) framework to assist you in reporting your climate-related acute and chronic physical risks and opportunities.

## RESILIENCE CREDIT (AVAILABLE TO ELIGIBLE FM GLOBAL POLICYHOLDERS ONLY):

- The Resilience Credit is a first-of-its-kind credit awarded to eligible FM Global policyholders to provide additional financial means to invest in climate resilience through risk improvement.
- The 2022/2023 Resilience Credit of approximately US\$300 million is intended for eligible mutual policyholders with renewal or anniversary dates between Oct. 1, 2022, and Sept. 30, 2023, to invest in their climate risk resilience.
- The credit—which is a unique benefit made possible through our mutual ownership structure—will be applied as a 5% premium offset against FM Global policies.
- The Resilience Credit is possible because of the favorable financial results across our portfolio and the resources FM Global's clients have invested to protect and harden their facilities from all kinds of loss.
- Apply your Resilience Credit to improve your climate resilience as prioritized in your Climate Risk Report.



## FM GLOBAL RESILIENCE INDEX:

- Updated annually, the FM Global Resilience Index is more robust than ever to help global organizations derive insights into both a country's vulnerability to disruptive events and its ability to recover swiftly. This valuable online tool is openly available to all external parties via the FM Global website.
- The Resilience Index is a tool that provides rankings of the relative resilience of the business environments of nearly 130 countries. It's ideal for informing business leaders' strategic decisions pertaining to their supply chains, owned locations, siting of new facilities or acquisitions and divestments.
- The index now has two interactive filters—Climate Risk and ESG—to help users understand inherent country risks through these lenses.

Visit [climateresilience.com](https://climateresilience.com) today!



935966539 © 2022 FM Global. (03/2023) All rights reserved. [fmglobal.com](https://fmglobal.com)

This information is the property of Factory Mutual Insurance Company (FM Global, including its subsidiaries and affiliates). It is made available to FM Global clients for informational purposes only, in support of the insurance relationship. It is not to be shared with other parties. FM Global undertakes no duty by providing, and assumes no liability by or through the use of, this information. The liability of FM Global is limited to that contained in its insurance policies.







# Because it matters

AIG is a world leading expert in providing insurance for everything that matters in life. From your family's health and safety to the things that bring you joy, we've got you covered.







# We Shape Decisions for the Better

Our world is changing. With the change comes a pressing need for businesses to make important decisions more often.

At Aon, we partner with our clients to help shape business decisions for the better. We give our clients the clarity and confidence to make better decisions that protect and grow their businesses.

**Aon is in the Business of Better Decisions.**





# Shine Confidently



## We've got you covered


Sunny days are not constant and tropical rainstorms are no laughing matter, let us be your ray of light through the grey clouds. Soak up energetic rays to renew energy confidently – Etiqa's risk advisors have accounted for dim days and weathered machinery.

Visit [www.eti.qa/erap](http://www.eti.qa/erap) or email to [erap@etiqa.com.my](mailto:erap@etiqa.com.my) for more information.



**eTiqa**  
General Insurance





Etiqua is about **helping people**.  
In everything that we do, we strive to provide  
Fast & Easy service and only the Best Advice.

That's how we humanise insurance and takaful  
to make the world a better place.

**We do it the Etiqua Way**

**eTiQa**  
General Takaful



# Discover the power of sustainable risk management

Navigating the energy transition journey towards NetZero is no easy feat. As Malaysia embraces this monumental shift, we're here to ensure your business thrives through it all.

As a leading global renewable specialist broker, we've one of the largest and most experienced teams, offering bespoke insurance solutions and risk management to renewable developers, owners and operators alike.





# WITH NATURE'S GOOD ENERGY, WE OPEN UP A PATH OF ENDLESS POSSIBILITIES.

We're choosing to harness good energy from the sun,  
wind and water to light up homes and brighten lives.  
Hand in hand with Mother Earth, we strive to unlock an  
abundance of renewable energy, propelling us towards a  
sustainable and greener world.

**NET ZERO**  
2050



Scan to watch  
our journey to  
a brighter world.



**THE SPARKS OF TODAY,  
POWER BRIGHTER TOMORROWS.**



**TENAGA  
NASIONAL**

*Better. Brighter.*

Tenaga Nasional Berhad 199001009294 (200866-W)



# Get ready for the best

Since 1890, all around the globe, we have been working hard to secure people's lives and to prepare our customers for everything life has to offer.

Because we know how important it is to have a trusted partner with solid and sustainable solutions, we strive to do it right – with passion and persistence.

## HDI Global SE

**€8.9 BILLION**  
gross written  
premium worldwide

HDI founded in  
**1903**

Over  
**5,000**  
employees  
worldwide

More than  
**180 RISK ENGINEERS**  
worldwide

### RATINGS

Agency	Entity	Date	Rating
A.M. Best	HDI Global SE	15 December 2022	A+ (superior)
S&P	HDI Global SE	21 November 2022	A+ (outlook stable)

All figures updated as at 31 December 2022, Source: Talanx Group financial statement 2022.

Talanx Group (Parent company of  
HDI Global SE)

**€53.4 BILLION**  
gross written  
premium

Talanx is Germany's 3rd largest  
insurance group and

**among the  
TOP 10**  
insurers in Europe

## HDI Global SE

We put the client at the centre  
of everything we do



Recognised leader in our core  
business segments



- Corporate Risks
- Engineering and Construction
- International Risks
- Global and Major Risks

## Client Proposition

### Our four key strengths

- Experience**  
Deep knowledge of the risks of industrial and commercial companies
- Longevity**  
We believe in fostering relationships with clients that are made to last
- Decisiveness**  
Experienced underwriters empowered to make decisions and commit capacity
- Certainty**  
Our No.1 priority is to ensure that our products perform as clients expect and to be a reliable & trustworthy partner when a client is faced with a claim



# PACIFIC INSURANCE

A member of the Fairfax Group

At The Pacific Insurance Berhad we live and operate by our motto – ***Speed, Service & Tender Loving Care***. As a general insurer, we provide high quality products and deliver superior customer service to our policyholders so they may be protected anytime, anywhere.

## Our Products



**MARINE**



**MEDICAL**



**FIRE**



**MOTOR**



**ENGINEERING**



**TRAVEL**



**FOREIGN  
WORKERS**



**PERSONAL  
ACCIDENT**



**HOME CONTENTS**



## The Pacific Insurance Berhad

Registration No. 198201011878 (91603-K)

**Customer Service Hotline: 1800-88-1629**



[www.pacificinsurance.com.my](http://www.pacificinsurance.com.my)



[customerservice@pacificinsurance.com.my](mailto:customerservice@pacificinsurance.com.my)





*Dihatiku*

TakaFULmalaysia



Takaful *myMotor*



Takaful *myPA Care*



Takaful *myHome Content*



Takaful *myFire*



Takaful *myHome Cover*



Takaful *mySME*



Takaful *mySolar Protection*

Syarikat Takaful Malaysia Am Berhad 201701032316 (1246486-D)

1300 88 252 385 | [www.takaful-malaysia.com.my](http://www.takaful-malaysia.com.my)



Takaful Malaysia



[takafulmalaysia.official](https://www.instagram.com/takafulmalaysia.official)



[takafulmsia](https://twitter.com/takafulmsia)



# Protecting you is at the heart of all we do.



**MSIG Insurance (Malaysia) Bhd**  
Registration No. 197901002705 (46983-W)

**Customer Service Hotline: 1-800-88-MSIG (6744)**

[www.msig.com.my](http://www.msig.com.my)

 [www.facebook.com/MSIGMY](https://www.facebook.com/MSIGMY)



Insurance  
that sees  
the heart  
in everything

A Member of **MS&AD** INSURANCE GROUP





# PROTECTING YOUR PEOPLE

FROM HEALTH & SECURITY THREATS

FOR WORKFORCE RESILIENCE

The International SOS Group of Companies is in the business of saving lives, protecting your global workforce from health and security threats. Wherever you are, we deliver customised health, security risk management and wellbeing solutions to fuel your growth and productivity. By partnering with us, organisations can fulfil their Duty of Care responsibilities, while empowering business resilience, continuity and sustainability.

Founded in 1985, the International SOS Group is trusted by 9,000 organisations, including the majority of the Fortune Global 500 as well as mid-size enterprises, governments, educational institutions and NGOs.

26

ASSISTANCE CENTRES



5,400

MEDICAL PROFESSIONALS



ACCESS TO 200

SECURITY EXPERTS  
& A FURTHER 400  
SECURITY PARTNERS



**13,000**  
employees care for  
clients across the  
globe from  
**90**  
countries.



104,000

PROVIDERS WITHIN OUR  
NETWORK SERVICES



53

CLINICS



1,000

SUPPORTED SITES  
WORLDWIDE

WORLDWIDE REACH. HUMAN TOUCH.

INTERNATIONALSOS.COM



AFR

# AFR ASIA PACIFIC LIMITED

**AFR Asia Pacific Ltd is a Labuan Insurance Broker incorporated in 1999 and licensed by Labuan FSA .**

## **Our Services**

- ❖ We provide reinsurance and retakaful broking services for treaty and facultative classes.



**A Registered Lloyd's Broker by Lloyd's of London since 2015.**

**Awarded Broker of the Year in 2018 & 2019 by Captive Insurance Review .**

**An Approved Marine, Aviation & Transit (MAT) Broker in Malaysia since 2018.**

- ❖ We provide Captive Management Services covering captive feasibility studies, program design, alternative risk transfer, claims management and analysis.

**Address :**  
**Unit 327, Block 4,**  
**Laman Seri Business Park,**  
**No 7 Persiaran Sukan,**  
**Seksyen 13,**  
**40100 Shah Alam,**  
**Selangor, Malaysia**

**Phone : +603-5511-0760**

**E-mail :**  
**[enquiries@afr-asiapac.com.my](mailto:enquiries@afr-asiapac.com.my)**

**Broker at LLOYD'S**

**[www.afr.com.my](http://www.afr.com.my)**





Labuan Re

# YOUR PARTNER IN GROWTH, YOUR SAFEGUARD AGAINST RISK



[www.labuanre.com.my](http://www.labuanre.com.my)



[www.linkedin.com.my/company/labuanre](http://www.linkedin.com.my/company/labuanre)