

Protecting and supporting your community

Protecting vulnerable people in the changing risk and governance landscape

Today's Agenda

Ansvar Broker Education Forum 2018		
Welcome	Matt Abslom, State Manager	
Introduction	Warren Hutcheon, Chief Executive Officer	
Keynote 1: Risk Management	Anthony Black, Senior Risk Consultant	
Morning Tea		
Keynote 2: Governance	Adriaan den Dulk, Senior Risk Consultant	
Keynote 3: Ansvar Risk Products Suite	Anthony Black, Senior Risk Consultant	
Panel Discussion	Ian Ireland (Panel Chair and General Manager, Client Solutions),	
	Warren Hutcheon, Anthony Black and Adriaan den Dulk	
Ansvar Products Launch	Matt Abslom, State Manager	
Forum Close	Matt Abslom, State Manager	
Networking Lunch		



Protecting and supporting your community



Who We Are



Ansvar is a specialist risk and insurance provider to the Australian Care, Community, Education, Faith and Property Owners sectors.

Ansvar is a wholly-owned subsidiary of UK based Ecclesiastical Insurance Group (EIG).

The principal shareholder of EIG is AllChurches Trust – one of the UK's largest charities.

Community Giving

CONTRIBUTING OVER \$10 MILLION IN THE PAST 20 YEARS

Ansvar has a long history of Community Giving, providing support to community groups through:

- Strategic Partnerships
- Sponsorships
- Donations
- Staff Volunteer Days
- Community Education Program Grants











Our Vision

"To be the most trusted and ethical specialist insurer within our core sectors"





We insure

LEADING SPECIALIST PROVIDER TO FIVE CORE SECTORS

Community







Faith



Education



Property Owners





Ansvar Risk





Ansvar Risk



Enterprise Risk Management

Consultancy & Workshops Online Risk Packages Risk Partnerships



Risk Quality Surveys

Site Inspections Sums Insured Calculations Drone



Tools and Resources

Checklists Fact Sheets



Morning Tea Break

Community Education Program Grant Recipients

- Some of our previous grant recipients •
- Contributed over \$10 million, since 1994, to education and life skills programs reaching thousands of young people across Australia •



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Protecting vulnerable people in the changing risk and governance landscape

Keynote Session 2 Adriaan den Dulk, Senior Risk Consultant



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Development of Governance – Four Revolutions

- 1. Discovery of the America's & East
- 2. French Revolution
- 3. Industrial & Energy
- 4. Information Technology



The 1st Revolution



The discovery of America and a passage to the Indies by the Cape of Good Hope are the two most important events recorded in the history of mankind Prof J Sachs – LSE 14th February 2017



The 2nd Revolution

The French Revolution: 1789 - 1799

End of feudalism or in France the ancien régime, ("old order"), the political and social system of France prior to the French Revolution.

Under the regime, everyone was a subject of the king of **France** as well as a member of an estate and province.

All rights and status flowed from the social institutions, divided into **three orders: clergy, nobility, and others** (the Third Estate).



There was no national citizenship.



The 2nd Revolution



Brokenie ±344:10 East-India Stock. (a) 1944 Losson, 40 23 Dags Mary 1955 Received of the a cleac don algo 10. Baddin town died Sois ty eight Print (5669:14) unard form four pour Merchants of England, Trading to the Eafl-Indies, this Day Transferred in the fain good's Buch, and the pil Jugion formelentinal Chi Turz



We must find new lands from which we can easily obtain raw materials and at the same time exploit the cheap slave labor that is available from the natives of the colonies. The colonies would also provide a dumping ground for the surplus goods produced in our factories.





Men-at-Arms Offer Armies of the East India Company 1750–1850







The 3rd Revolution

The Industrial & Energy Revolutions: 18th to 20th Centuries



The 4th Revolution



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The 4th Revolution

The largest tech firms rival the size of nations

2014 or latest data



SOURCE: Forbes; Fortune 500; World Bank; company websites, annual reports, and press releases; McKinsey Corporate Performance Analysis Tool; McKinsey Global Institute analysis ans

Results of the Revolutions

World Population & GDP-PPP 1820 TO 2010: IN 2010\$ PURCHASING POWER



Human Governance – Population







risk

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Human Governance – UN Development Goals

Projections show that the global poverty rate may have fallen to single digits in 2015. Yet, the number of poor remains high.





Poverty rates

Population living on \$1.25 per day



Corporate Governance – Limited Liability Structure

The limited liability act was passed in 1855 in the UK

- Unlimited liability constrained growth
- Deterred wealthy persons from investing
- Unlimited liability seen as illusory in some instances
- Shareholders did not have the means to pay the losses
- New wealthy middle class wanted limitation on claims
- Political leaders wanted more businesses to stimulate job creation



Corporate Governance – Concept of "Agency"



Source: Frydman and Jenter, Murphy

Theory of the Firm: Managerial Behavior, Agency Costs and Ownership Structure Michael C. Jensen, and William H. Meckling: Journal of Financial Economics, October, 1976, V. 3, No. 4, pp. 305-360.

Corporate Governance – Limited Liability Structure



Source: William Lazonick — Profits Without Prosperity — Harvard Business Review September 2014



Corporate Governance – Limited Liability Structure



 1950's – Biggest employer in USA was GM with (2016) wage of \$30 per hour.

 2010's – Biggest employer in USA is Walmart with (2016) wage of \$6.50 per hour

"The richest 300 people have more money than the poorest 3 billion people combined" (UNICEF)



Estimating BP's Exposure ...

One moderate projection, based on the well being capped after 90 days, shows BP's costs could approach \$30 billion.

LOW \$16.6	HIGH \$29.2		\$36. billio
billion	billion		\$8.3
r	\$3.1	 Cleanup costs 	
	\$7.7	Economic damage – (tourism, lost wages, etc.)	
\$2.1	\$2.9	 Civil penalties 	\$27.
\$3.9 \$2.9 \$7.7	\$15.5	 Criminal penalties (based on barrels per day) 	

Sources: Clear View Energy Partners (liabilities); BP (assets)

... And How It Might **Pay Claims**

With \$240 billion in revenue last year, BP appears to have the cash flow to cover potential costs in the next few years.

.0 on



(2009)

THE NEW YORK TIMES









MNEWS

🖞 Just In Politics World <u>Business</u> Sport Science Health Arts Analysis

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Dreamworld cut back maintenance months before fatal accident, inquest told

By Elle Sibson Updated about 8 hours apo



PHOTO: The ride was shut down and never reopened after the deaths of four people on October 25, 2016. (ABC News: Ashleigh Blevenson)

Cutbacks in repairs and maintenance at Dreamworld were ordered seven months prior to four people being killed on a popular water ride at the Gold Coast theme park, an inquest has heard.

Kate Goodchild, Luke Dorsett, Roozi Araghi and Cindy Low were killed when two rafts collided on Dreamworld's Thunder River Rapids ride in October 2016.

The coronial inquiry into the incident has heard a large water pump feeding the ride failed and two rafts collided after one became stuck on the conveyor belt.

In the witness box on Monday, Dreamworld's safety manager at the time, Mark Thompson, was shown minutes from an engineering team management meeting in March 2016 — the same month he was hired.

The document stated the monthly expenditure was \$125,000 over budget on a year-to-date basis.

HORSE

RELATED STORY: 'It has throttled us': Dreamworld victims' family 'devastated' by evidence at inquest

giving evidence at inquest

r people died on rapids ride

RELATED STORY: Dreamworld ride operator 'highly distressed'

RELATED STORY: Dreamworld operator on 'her first day' when

RELATED STORY: 'Avalanche of neoatives': Dreamworld's

PHOTO: Mark Thompson told the inquest he was hard pressed managing safety alone. (ABC News: Tom Forbes)

"Revenue is up but profit is down, cutbacks are now being enforced," the document stated.

NATIONAL QUEENSLAND DREAMWORLD

Dreamworld cut spending on repairs before four people died on ride

By Ed Jackson 26 June 2018 – 6:57am



Dreamworld executives stopped spending money on repairs and maintenance in the months before a fatal accident at the Gold Coast theme park.

An inquest into the October 2016 deaths of Sydney mother Cindy Low, Canberra visitor Kate Goodchild, her brother Luke Dorsett and his partner Roozi Araghi was on Monday shown minutes from an executive meeting that revealed the spending cutbacks.



Investigators converged on Dreamworld after four people died on the ride. Phato: Glenn Hunt

NATIONAL EDITORIAL

Aged-care failings should alarm us all

2 May 2018 - 7:13pm f **y a** A A A A report from the Tax hurles Network – an advocacy group that searches tax minimization, tax competition and tax harvess – adds to concerns Australia's aged-care system is ridelide with unthick leaving our and failing many residents of muring homes. This should alarm not only the victims and their families and friends, but all of us. Medical advances and lifestyle changes are prolonging life, more and more of us will die is an aged-care facility.

While the federal government provides much of the funding, the residences are un by publicly listed companies, private businesses, community organisations and health insurers. That makes near – public busineracies are generally less efficient than private-textco operations. Bus unless private providers are properly regulated to prevent unfair competition and the financial goaging of clients, people's verifieding can be accurated in the purity of exercise priority.



Illustration: Dionne Gain

Much evidence, some from investigations by The Age, has revealed many clear cases of abuse including inadequate nutrition and healthcare, substandard facilities, sanitary neglect and undue use of sedation. A fundamental problem is a lack of staff, particularly nurses.

The Tax Justice Network's report, commissioned by the Australian Nursing and Midolfary Federation, focuses on a more nuanced form of poor behaviour. It found big for-spott operators are uing "tricks and schemes" – much in the same, infamous ways as multinational technology ginst – to minimise tax. The aged-case companies include Supa and Opal Aged Case (which funnel pre-tax revenue to offshore structures), Ality (which has pild zero tax on 5315 million of income) and cashrich family-owned from that timply do not release financial reports.



Workers produced much more, but typical workers' pay lagged far behind

Disconnect between productivity and typical worker's compensation, 1948–2013



Note: Data are for compensation (wages and benefits) of production/nonsupervisory workers in the private sector and net productivity of the total economy. "Net productivity" is the growth of output of goods and services less depreciation per hour worked.

Source: EPI analysis of Bureau of Labor Statistics and Bureau of Economic Analysis data



- Globalisation driving restructuring of the economy creating "winners" and "losers"
 - Winners: highly skilled in demand globally
 - Losers: victims of structural change, include young without skills, substance and abuse problems and older technologically illiterate.
- Angry young males, unemployable, living for the moment with no prospects for the future





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By 2030, the World Health Organization has predicted that the single leading cause of disability, globally, will be depression.

> Susan David, author of Emotional Agility and psychologist at Harvard Medical School - Building Emotional Agility – HBR – 22 September, 2016



- 1 in 5 adults in Australia experience symptoms of a mental disorder each year
- 14.4% display anxiety
- 4.1% display a major depressive episode
- AU\$15billion annual cost
- 350 million working days lost each year in Australia as a result of untreated depression





Ansvar Risk Products Suite

CARE

FAITH

EDUCATION

Keynote Session 3 Anthony Black, Senior Risk Consultant

Ansvar Risk Solutions – overview



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Consultancy and Workshops

- Consultancy, Advice and Training
- Risk Maturity Assessments
- Risk Improvement Planning
- Strategic Risk Identification
 Programs
- Board and Executive
 Workshops
- Business Resilience
 Planning



Risk Maturity Assessment – Understanding and strengthening your risk management framework




Online Risk Packages



INCIDENT







AUDIT





Risk Partnerships

AIS International Group



National coordinated background checking



Employment relations advice

SAFE MINISTRY TRAINING 100% ONLINE SafeMinistryTraining.com.au

> Training and tools for Church leaders and members

> > 38

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	Fact Sheets & Guidance Docs	Checklists	Risk Management Forms
	 First Aid Guidance Document Fire Extinguisher: Fact Sheet Fire Season Preparedness: Fact Sheet 	 Annual Hazard Review Arson & Accidental Fire Checklist Contents Inventory 	 <u>Contractors Log</u> <u>Hazard Identification List</u> <u>Health & Safety Policy</u>
	Hierarchy of Controls	Hazardous Substances Inventory	Health & Safety Rules
Checklists,	 Knowing Risk-Metal Theft: Fact Sheet Material Safety Data Sheets (MSDS) Guidance Document 	 <u>Housekeeping Checklist</u> <u>Hot Work Permit: Checklist</u> Incident/Hazard Report Form 	 Liability Release Form (Youth Activities) Property Hire Agreement Sample Working with Children Application
Fact Sheets,	 Portable Fire Extinguisher Guide Sample Working with Children Interview 	Induction Checklist for New Employees/ Voluntary Workers	Form Volunteer Child/ Youth Leaders Application
Toolkits	Questions Strategic Risk Identification Program	Slips, Trips and Falls Checklist	 <u>& Registration</u> <u>Volunteer Drivers Application &</u>
			Registration

Security Toolkit

Aggressive People Arson and Fire Damage -Cash Handling CCTV -Credit Card Fraud Description Form Electronic Crime Graffiti -Personal Safety Phone Threats: Checklist Phone Threats: Bomb and Other Security of Premises Slips, Trips and Falls -Storm Advice Suspicious Incident Report

Protecting the Vulnerable

- Ansvar's Approach to Abuse Cover: The Sensible Choice
- Risk Management Guide: Preventing Abuse
- Risk Management Guide: Preventing Abuse - Client Protection Policy Checklist
- Sexual Abuse Cover: Occurrence VS Claims Made
- Sexual Abuse of the Vulnerable: Fact Sheet



Volunteer Workers Application &

Registration



General

Drone

Risk Quality Surveys

Fast and accurate site inspections, data collection and sums insured calculations for informed risk management and insurance decision making.

Vegetation Stress (NDVI -Normalised Difference Vegetatior Index)

Provides:

- Highly efficient and cost effective method of surveying vour entire site
- Differentiate where to focus your expenditure on high . cost arborist services
- Quantitate assessment of the success of works or remediation activities
- Over time identify trends or patterns



Ansvar Reality Capture Services

Reality Capture is the process of converting all the information we see on site into a complete digital record of our customers' physical/ built environment.

Using a combination of drones, laser technology and photogeometry (or 3D cameras) allows quick and effortless image capture from all aspects of a building or large area. Our capabilities include:

- **3D Modeling**
- Point Cloud
- **High Resolution** Images
- · Annotated photos and documentation
- Inspection and condition monitoring
- Orthomosaic photos
- Vegetation Stress (NDVI Normalised Difference Vegetation Index)



20S

Reality Capture Video

Click on the image to watch the video





Ansvar Risk – further information



More information available:

- Website
 - ERM info pages
 - Software demo videos
 - Drone footage
- Brochure
 - Importance of risk
 management
 - Our 3 services
- Client Solutions
 - Arrange a meeting to discuss more







4 Opportunities to improve risk management

Strengthen governance of your risk management framework

- Traditional risk management has led to reactive and compliance approaches.
- ERM needs to be led by the most senior people of organisations and take an approach of accountability and promote a robust risk culture.
- Organisations should have a framework that is designed for their context, reviewed at least annually and defines governance, resources and processes for risk management. Frameworks should be consistent with ISO 31000: 2018.
- Appropriate auditing and assurances should be in place to support oversight of the controls environment.

Raise risk management to the strategic level

2

- Refocus the risk approach to a stronger alignment with navigating uncertainty and achieving objectives. Risk
 registers are often a grab bag of issues, incidents and hazards.
- Make risk identification a formal part of the business / corporate cycle, involving boards and senior leaders.
- Consider the broad range of vulnerabilities and risks –'in view' and 'out of sight'. Many organisations get stuck on only one or two risk sources and don't have enough focus on new or emerging risks.
- Ensure each risk has a treatment plan, with a risk owner and regular reporting of progress.

4 Opportunities to improve risk management continued

3

Know your insurance

- While many organisations actively transfer some risks through insurance, often the explicit consideration of the linkage between insurance and risk is vague.
- Improved oversight of risk management should include better understanding of insurable risks and optimisation of insurable risk transfer.
- Board and senior leaders should receive regular reports on the performance of its insurance program, together with an assessment of its adequacy, likely changes to the risk profile and implications for the insurance program.
- Claims themes and trends offer a rich source of insight into current and new risks, but reporting this rarely makes it to the leadership table.

4

Use your data and insights to navigate uncertainty

- Not necessarily a problem of lack of information, but inadequate translation of information to insights.
- Common to see risk registers that have not changed for many years, tools and templates that are paper based and non-integrated systems that make quality, internal audit and monitoring complicated.
- People are the richest source of information relating to risk. Prioritise staff involvement in management of risks.
- Provide assessment tools and systems that are tailored and readily available.
- Share reporting on key risks with staff; why they have been identified, how they are being managed and how staff can contribute to mitigating them.
- Integrate incident and hazard systems into the risk management system
- Link risk management to continuous improvement



Panel Discussion

Chaired by Ian Ireland

Participants Warren Hutcheon Anthony Black Adriaan den Dulk



CARE





Ansvar Products Launch and Announcements

My Ansvar

- User friendly portal designed specifically for brokers
- Self-service broker portal that gives you access to:
 - Certificate of Currency
 - Claims Notification
 - Claims Experience Report
 - Search Policy Details
 - State specific contact listings
 - Updates on Ansvar Broker Forums
- My Ansvar is accessible on your smartphone and desktop 24/7
- How do I get access to My Ansvar?
 - Contact your dedicated Ansvar Client Solutions relationship manager for an online request form



Key Benefits for Brokers

- Real time data exchange between
 brokers and Ansvar team
- Instant access to information
- Documents and reports sent directly
 to your email
- Information is secure, stored in line with privacy requirements
- Using the broker portal will significantly reduce your administration time





My Ansvar Features

Policy Management & Certificate of Currency - Policy search for an existing policy & generate Certificate of Currency reports Claim Notification – Lodge a claim & receive a real time claim number Claims Experience Report -Presents details such as Date of Incident and Claim Description

CERTIFICATE OF CURRENCY	Policy Number Description of Loss (60 character limit)		CLAIMS EXPERIENCE REPORT
Please note that Certificate of Currency can only be generated on current policies and existing risks only. If you would like to amend your coverage by adding or removing locations and/or risks, please contact us via insure@ansvar.com.au	Description of Loss (60 c Date of loss Date of loss	Date reported Date 21/05/2018	Generate report for ALL policies, SAME client
Generate CoC for WHOLE policy	Click to attach documents.		Generate report for SELECTED policy
Select PARTICULAR risks	SUBMIT		







Education Value Proposition

Overview

- Ansvar a major insurer of private schools in Australia and the UK
- Target market: small medium sized private schools in regional areas
- Full product range designed for the sector: including ISR, Liability, Financial Lines, Student PA, Fees and Travel
 - o Extensions available including Sexual Abuse cover

Risk Solutions – Education Sector

- Enterprise Risk Management:
 - Consultancy and Workshops services :
 - Business Continuity Planning
 - Risk Maturity Assessments
 - Strategic School Board and Executive Workshops
 - Access to our online risk packages:
 - eLearning modules
 - Incident reporting
 - Audit management
- Risk Quality Surveys: General surveying and state-of-the-art drone and technologies
- · Tools and Resources: Checklists, fact sheets, toolkits and more





Ansvar Cyber Insurance Protection

Overview

- Comprehensive cover for the liability and expenses arising out of unauthorised access and use of data or software within an organisation's IT infrastructure, including losses to others.
- Ansvar Specialist Cyber Insurance offers –Expert support, Comprehensive cover and Rapid
 response

Key Features

- Losses to the business Costs and revenue replacement cover
- Losses to others -including regulatory fines, penalties and litigation costs
- Cyber event response costs Costs to respond to a cyber event, such as virus extraction, securing/ restoring your data and notification/ PR costs.



Allied Health

Overview

- Practices with up to \$10m in assets and/or turnover.
- Protection for the practice's Liability as well as its Property and Management Liability exposures

Key Features

- Catering for wide range of Allied Health practices
- Streamlined to three sections:
 - Property and Income
 - General Liability
 - Organisation Liability including Management Liability
- Sexual Abuse cover available

Risk Solutions

Access to the full suite of Ansvar Risk Solutions products













CANTERBURY CATHEDRAL

Ecclesiastical Insurance Group offers bespoke insurance for heritage properties – including 10 of the UK's World Heritage sites

Commercial Property Owners

Overview

- For organisations with up to \$20m in assets
- For larger risks stand alone policies are available
- Ansvar core sector property owners plus, for example:
 - Mixed commercial risks (retail, offices, residential)
 - Shopping strips
 - Art galleries
 - Museums
 - Theatres

Key Features

- Specialist Heritage coverage available
- Covers costs incurred for tax audits and legal expenses in defending OHS penalties
- Public relations expenses
- Trauma counselling costs

Risk Solutions

- Property survey and Sum Insured Assessments for agreed risks
- Online asset management software to schedule and track regular planned maintenance and audit reminders



Regional Strategy

Overview

Initiative to support regional areas

Risk Solutions

- Enterprise Risk Management
 - Online Risk Packages
 - Education seminars with sector risk experts to discuss risk governance and culture within organisations
- Risk Quality Survey: drones and technologies:
 - Capture and record data on all aspects of a building or large surrounding area
 - Immediate identification of current issues or potential risk exposures
 - Greater accuracy, with easy access to perform roof and vegetation inspections
- Tools and Resources: Checklists, fact sheets, toolkits and more



Scheme Insights

Overview

- Similar to our UK operations, Ansvar is focussing on building our scheme and binders portfolio
- There are 16 schemes in the portfolio reflecting all our sectors including Funeral Directors and Mobility Scooters!
- Characteristic and unique covers provided such as cover for Torah Scrolls, Risk Surveys for all Sports Clubs, Hearses, Umbrella Cover for NFP events, Sexual Abuse cover etc....
- Contact us to discuss potential scheme and binders opportunities

Risk Solutions

- Mandatory risk solutions for all Schemes Hedging for future viability!
- Full suite of Ansvar Risk Services available, extending from online tools to state of the art drone surveys to ERM workshops
- Competitive pricing for bulk purchasing of risk management products, i.e. online incident reporting tools for multiple insureds within a scheme

Opportunities

- Portfolio Transfer
 - Claims Authority
- Dedicated contacts
- ✓ Sales & Marketing support
- Underwriting flexibility
 Choice of trading ontic
- Choice of trading options
- Regulatory & Compliance Support
- Tailored Products







