“I love risk, because in risk there is business,” said Derreck Kayongo, founder of the Global Soap Project and CEO of the National Center for Civil and Human Rights in Atlanta, in his opening keynote address at RIMS 2017.

Together with his wife Sarah, Kayongo began the Global Soap Project in 2009 in Atlanta with the assistance of Vicki Gordon, who then became one of the organization’s founding board members. Kayongo joined the National Center for Civil and Human Rights as CEO in December 2015.

“Part of being a business is that you look at a situation and out of that observation comes ideas,” Kayongo said.

The aim of the Global Soap Project is to promote hygiene in disadvantaged regions by re-claiming used hotel soap that would otherwise be discarded and distributing it to those in need. American hotels throw away 800 million bars of soap every year, he said. “That is 2.6 million bars of soap every single day. In juxtaposition, two million kids die every year because of poor hygiene.”

After recognizing an opportunity, Kayongo decided to take action and now the Global Soap Project is a $10 million business in 92 countries around the world. The project’s success can be measured in other ways too. In Malawi, for example, where the project took its recycled soap, infection rates for diarrhea, a major scourge in impoverished areas, dropped from 90% to just 40%.

Risk calls for us to solve the challenges before us, Kayongo said. One example of his mantra of “Easy solutions to big problems,” is found in the way collected soap is purified. After initial sorting...
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At Monday’s Awards Luncheon at the RIMS Annual Conference in Philadelphia, speaker Allison Massari shared an inspiring message of triumph over adversity. She recounted her story of how a horrific car wreck almost claimed her life, but thanks, in part, to the small kindnesses she received along her lengthy road to recovery, she was able to stay positive and never lose hope. Even in the midst of personal pain and anguish, the humanity of others stood out.

A doctor’s simple words of encouragement before yet another painful procedure, for example, could become a rallying cry. “The fact that she took those extra few seconds to show this genuine caring for me made this tortuous experience more bearable,” she said.

The lessons she learned from her experience taught her valuable lessons that can apply to anyone enduring a tragedy. “Pain will always be a part of our lives,” Massari said, “but happiness is possible in the midst of suffering.” She encouraged others to remember that showing compassion and doing good deeds can go a long way and have a disproportionally positive impact on the people in our lives.

“When something tragic happens, we have such an opportunity to come together and pour so much love and compassion into the situation. To restore goodness. To bring back healing and hope,” she said. “Everything we do makes a difference. Every act of kindness counts. Leave a legacy of kindness.”

RIMS is also expanding educational programs internationally. “We’ve expanded the Anita Benedetti Student Involvement Program to include four additional grants for international students,” Roth said. “This year, in addition to the 30 students from the United States and Canada, we’re including two students from Beijing, one from Shanghai, and one from Pune, India.” The society’s combined efforts are expected to help project its message and resources further than ever before.

“From risk summits and leadership forums, to conferences and digital events, plus regional events and gatherings hosted by our chapters, we’ve made great progress in expanding our global reach,” Seaman said, adding, “This year, RIMS is on pace to connect risk professionals in more places than ever before.”
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On Monday, the RIMS Oregon chapter was recognized as a recipient of the Chapter Excellence Award at the 2017 RIMS Awards Luncheon. The chapter was honored for its achievements in education as well as commitment to providing valuable resources and opportunities to the local risk management community. In addition to highlighting the success of the Oregon chapter, RIMS awarded Chapter Achievement Awards to seven chapters for their efforts to encourage student involvement, provide innovative chapter programming and educate local risk management communities.

In 2017, RIMS will be launching the Enhancing Chapter Outcomes (EChO) program as a new way for chapters to be honored for their achievements over the past year. This program will serve as a useful strategic planning tool for chapters and provide recognition and value for chapter successes. Chapters can apply for an EChO award by completing a planning template outlining goals for the year and answering basic questions on strategies that will guide them throughout the process and serve as a basis for these goals.

EChO awards are centered on four IDEA categories: Innovation, Development, Engagement, and Advocacy on behalf of RIMS and risk management. The RIMS Member and Chapter Services committee will meet at the end of the year to decide award recipients and choose a “Chapter of the Year” award winner.

Throughout the year, RIMS volunteers will be contacting chapter leaders to learn more about the chapter and answer any questions about the EChO recognition program. For questions about EChO or RIMS Awards, please contact chapterservices@rims.org.

The annual RIMS Awards Luncheon held this year at the Convention Center in Philadelphia saw industry veterans and luminaries honored by the organization.

Scott B. Clark, area senior vice president and enterprise risk management consultant at Arthur J. Gallagher & Co., was presented with the Harry and Dorothy Goodell Award, RIMS’ most prestigious honor. The award pays tribute to an individual who has furthered the goals of the Society and the risk management discipline through outstanding service and achievement. “Harry Goodell was truly a revolutionary figure in our profession,” said RIMS President Nowell Seaman. “This year’s winner is a pioneer in his own right,” Seaman said. “He structured a risk management program that now serves 50 thousand employees and 340 thousand students in Miami-Dade’s public school system.”

Other risk management professionals were also honored at the event. Joining the Risk Management Hall of Fame this year are P. Richard Hackenburg and Glen Frederick. The Hall of Fame is a joint venture of RIMS and AIG, and was created to preserve the history and tradition of the profession.

During a 30-year career in risk management, Frederick was a member of a senior management team within the Government of British Columbia and helped implement ERM strategies at the 2010 Vancouver Olympic Games and throughout the provincial public sector.

Beginning in 1967 at Westinghouse Electric Corporation as an insurance manager, Hackenburg’s career in risk management spanned 45 years, featuring senior positions throughout the industry including president and CEO of Willis, Missouri; COO of Willis Advanced Risk Management Services; executive vice president at XL Insurance Company Limited; and executive vice president of marketing services at XL Global Services.

“Industry heroes like Richard Hackenburg and Glen Frederick were selfless, giving back to the risk management community and paving the way for future practitioners,” Seaman said. “It is honor to join AIG in inducting these risk management stalwarts into the Risk Management Hall of Fame.”

The Chapter Achievement Award recipients are:

- **Broward County Chapter** – Education: Chapter Programming
- **Chesapeake Chapter** – Community: Charity (Risk Management)
- **Chicago Chapter** – Education: Student Involvement
- **Delaware Valley Chapter** – Education: Chapter Programming
- **New York Chapter** – Education: Special Chapter Events
- **Pittsburgh Chapter** – Organization: Meeting Attendance
- **Western Carolina Chapter** – Education: Chapter Meetings

**Recognizing the Best in the Biz**

*by Matthew Lerner*

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**Chapters Honored for Outstanding Initiatives**

*by Will Gilchrist*

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Robert Cartwright, RIMS board member, is regional safety and health manager of Bridgestone Americas, Inc. He recently discussed the importance of chapters, his own chapter involvement, and ways they can engage with volunteers.

Q: A local network is essential to professional growth. How do RIMS chapters help risk professionals expand their network?

A: RIMS chapters offer such diverse programming; they attract a wide variety of professionals. Chapters provide access to a local network where members have so many opportunities to meet each other, share war stories and practices, mentor and engage with young professionals and students.

Q: You have been a member of RIMS for more than 15 years. How has your chapter involvement contributed to your professional success?

A: Over the years, I had the opportunity to wear each “hat” on the chapter board. I developed leadership, organizational and social skills that not only helped me to grow the chapter, but also helped me achieve professional advancement opportunities within my organization.

Q: What is your most memorable chapter experience?

A: There are just so many of them. Planning events that bring so many great people together, like our first holiday party. The first time we won a chapter recognition award. I remember struggling as a chapter with membership, participation and volunteerism. We worked hard as a leadership team to build an identity, and that award was a turning point for us. We went from “famine to feast” in just a couple years, and we all had such a sense of pride.

Q: What are some ways chapters can engage with volunteers?

A: First and foremost, chapter leaders need to set clear goals for what they want to accomplish with volunteers. When recruiting, just ask for an hour of time—it’s an easy commitment. Since volunteering is a passion, we need to make it fun and work together as a team. Give volunteers exposure to the process and build their interest. Be inclusive. Ask them for their input, include them on committees so you can build a succession plan. Most importantly, don’t overwhelm them.

ON THE SCENE

What risk are you most concerned about today?

Shane Hogan
Aon Risk Solutions
“Reputation risk and some of the emerging cyber-related physical damage risks are particularly interesting to me right now.”

Nahua Maunakea
IHS Markit Ltd.
“Cyber. In our business cyber is our biggest concern.”

Zareen Morrison
H & S Ventures, LLC
“We have a sports arena. Preventing slip and falls is a primary concern.”
We congratulate our clients for their outstanding achievements.

Risk Manager of the Year
Loren Nickel, Google, Inc.

Risk Management Honor Roll
Benjamin Evans, University of Pennsylvania
Juliana Keaton, CSX Transportation
Scot Schwarting, Whirlpool Corporation
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RIMS Business Interruption Study Sheds Light on Common Issues, Guides Risk Managers toward Better Practices

by Brandon Righi

Since Fall 2016, RIMS’ Business Interruption Working Group has been working to understand common problems and misconceptions around this class of insurance. The culmination of their work so far is realized in the *RIMS Business Interruption Survey 2017* publication.

Linda Conrad founded the working group, which consists of business interruption experts from Marsh, Meaden & Moore, Vericlaim and EY. She realized that business interruption issues can be complicated and they affect firms of all sizes and industries. “I initially raised my concerns with industry experts, then approached RIMS to sponsor our business interruption working group and help us engage with the risk management community,” said Conrad.

The problems with business interruption affect both sides of the equation. “Business interruption losses (as a percentage of large claims) have nearly doubled over the past decade,” Conrad said. “This is obviously costly for both for risk managers and their insurers, and may indicate under-insurance or a lack of understanding of potential exposures. There is clearly a need for more proactive, pre-loss review and quantification studies.”

Based on the survey results, that is exactly what the working group found. Most respondents lacked confidence in the adequacy of their coverage, but also confusion about how to find clarity and how to avoid a painful claims experience.

“Overwhelmingly, there are still risk managers who don’t purchase business interruption coverage, and those who do often rely on their insurers to analyze the risk and exposures,” Conrad said. “It was also surprising that only a quarter of risk managers provide insurers with information on natural hazard mapping or modelling, especially in foreign territories, even though a majority will be affected by natural catastrophes either directly through their own locations or indirectly through transportation hubs or suppliers.”

Looking forward, Conrad sees collaboration as the key. “Risk managers and the insurance industry will need to work together to better address the growing impact and incidence of cyber business interruption and other non-physical damage issues,” she said. For complete findings from the study, please pick up a copy at the RIMS Hub or download it from www.rims.org.

Denton and Reinhard to Dive into Contractual Risk Transfer Best Practices

by Brandon Righi

One of the most popular sessions on the first day of RIMS 2017 was “Best Practices for Contractual Risk Transfer: The Interplay Between Additional Insureds and Indemnification,” which featured John Denton, managing director at Marsh, and Susan Reinhard, senior director of claims and risk at EMCOR Group, Inc. At the session, attendees learned how to differentiate between methods of contractual risk transfer and how to select tools to draft and review risk transfer provisions.

While the topic might seem dense to some, Denton elaborated on why it had such a big draw. “Contractual risk transfer through indemnification and insurance provisions is one of the most important techniques organizations can use to effectively manage risk,” Denton said. “When done properly, it is a premium-free way to limit an organization’s liability or, alternatively, obtain coverage from a third party that otherwise would have eroded the organization’s limits.”

With such lofty goals in their sights, risk professionals need to make sure they get things right. Denton elaborated on some other areas where risk managers fall short.

“In cases where risk management is brought into the contract drafting and/or review process, the risk manager often lacks knowledge of several basic principles that should guide the advice provided on insurance provisions and procurement,” he said.

Denton’s and Reinhard’s session was one of many on an action-packed first day of RIMS 2017. Other well-attended sessions were “Cyber Liability: Controlling Risk through Contractual Indemnification and Insurance,” “Protecting Your Board and Senior Executives from a Cyber Nightmare: D&O Insurance for Cyber Claims,” and “The Revised COSO ERM Framework: So What’s New?”
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MEET RIMS’ 2017 RISING STAR
Will Lehman

Will Lehman is an insurance specialist at Cook Group Incorporated, an active member of RIMS Indiana Chapter and winner of the RIMS 2017 Rising Star Award. We asked Will a few questions about his young risk management career and experiences.

Q: What do you love about risk management?
A: I thoroughly enjoy both the challenges and the ability to add value to the organization. Every day as risk managers, we have the opportunity to connect with various functions that assist in the identification, assessment and management of risk. I also love being able to use data analytics to quantify new risks.

Q: You have already earned your CPCU and your ARM designations. Why do you consider designations important?
A: I strive to be a life-long learner. Designations serve as an opportunity to further my education in risk management and insurance. Also, they’re a valuable tool to bridge the talent gap and are also a public symbol of your commitment to advancing professionally.

Q: Outside of industry knowledge, what skills do you think are crucial for you to develop to become a successful risk professional?
A: In my experience so far, I would have to say integrity and relationships. You’re only as successful as the people you surround yourself with. Developing meaningful relationships with people you trust and who respect your input has been a recipe for success.

Q: What advice do you have for risk management students who are about to enter the working world?
A: You have to find your passion. The insurance and risk management industry offers countless career options. If you’re able to identify the role or position in the industry that you are passionate about, the success will take care of itself. Also, don’t be afraid to make connections in the workplace. I would urge them to get out from behind their desk and make meaningful relationships both inside and outside the organization.

Q: What do you think is important for risk management and business leaders to know about the next generation of practitioners?
A: Broadly speaking, I think the next generation of risk professionals are eager to learn what they don’t know and they want to have a meaningful impact.

Q: What do you love about risk management?
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Q: What do you think is important for risk management and business leaders to know about the next generation of practitioners?
A: Broadly speaking, I think the next generation of risk professionals are eager to learn what they don’t know and they want to have a meaningful impact.

Q: What are you looking forward to most at RIMS 2017?
A: By far, the education. The Annual Conference is such an amazing opportunity to collaborate and exchange risk management best practices. There are countless personal growth opportunities as well, learning from the insightful experiences of others.
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Philadelphia Sights
by Robin Tallant

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THE ROCKY STATUE AND THE “ROCKY STEPS”
As famous as the statue itself is, the stairs leading to the East Entrance of the Philadelphia Museum of Art, aka “The Rocky Steps,” may be even more well-known. In fact, they have been declared the second-most famous movie filming location in the entire world. Visiting the statue, running up the steps and taking a picture at the top is pretty much a rite of passage on your first visit to Philadelphia.
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Awards (Continued from page 1)

and processing, powdered soap is then zip-locked in bags for two weeks to kill any pathogens, illustrating a simple, low-cost method to kill bacteria in the soap.

Recycling the soap also solves the problem of having to dispose of it in the environment, an entirely separate and significant risk, said Kayongo. Raised in war-torn Africa, Kayongo’s early life was not easy, but it drove him to great accomplishments. “This story began with me in a risky position,” Kayongo said. “I was a regular child and found myself in front of a firing squad, and then became a refugee. Then I took a gamble, a risk, and came to the United States for school. Every day a new risk came out, and the challenge for me was to figure a way to beat that risk. I came through Ellis Island thinking the only way this country is possible is through risk.”

His experiences taught him to embrace risk as a means toward opportunity. “Risk doesn’t mean that something can’t be done; it means that something must be changed, or done differently or improved,” he said. “Risk is all about doing something that has not been done before. Entrepreneurship in risk means you have to figure out what others are not figuring out.”

Conquering risk can also mean conquering markets. “Once you beat risk, chances are you are going to lead that market,” he said. “If I can beat that risk, I’m going to be a leader in that business. Right now, we are one of two companies in the world recycling soap. Why? Because we took on that risk.”

In order to truly thrive, one must continually extend oneself to challenge and overcome ever-greater risks. “There’s regular risk for regular people, then there’s exceptional risk for exceptional people,” Kayongo said. “That’s where your new business is. When you understand the power of that, you understand the power of business.”

Wednesday Preview

Don’t miss these “must attend” events tomorrow, April 26!

- A Taste of the Alamo Networking Luncheon (12 p.m., Marketplace Exhibit Hall)
- RIMS Hub Trivia Drawing (2:30 p.m., RIMS Hub #1427)
- Conference Finale featuring Michael J. Fox (3 p.m., Terrace Ballroom)
- Sedgwick-RIMS Closing Party (7 p.m., Union Transfer)

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