



Fall 2015



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Los Angeles Risk & Insurance Management Society

LA RIMS Quarterly Newsletter

President's Message



As we head into the final quarter of 2015 and all get prepared for the busy holiday season, I want to take this time to reflect on our Chapter achievements and express gratitude to the RIMS organization. Three important tenets of our mission are Education, Networking and Community Outreach. I am confident that we have satisfied these goals for our membership through our educational events, golf tournament and mixer and donations to our local risk management partners.

The past few months have been an exciting time for the Chapter. In July, Parsons in Pasadena hosted our second Risk Manager Roundtable of the year which was well received. In August, we were overwhelmed by the interest and support of our **Mixer** held at the Jonathan Club in Santa Monica. The beach location, music, dancing, food and drinks and of course our friendly membership made this event one of our most successful Mixers. This has reinforced our desire to turn a Mixer into an annual event. We were proud to present donations of \$5,000 each to the LA City Lifeguard Association and LA Search Dogs non-profit organizations. And in September, we brought our Education event back downtown to our old but new location to talk about the "State of the Insurance Market". This location completes our 2015 goal of spreading our events throughout the Los Angeles region with the intention of reaching as many members as possible.

LA RIMS plans on closing out the year with three exciting and important events. On October 21st, we will hold our annual **Education Day** at Brookside Golf Club in Pasadena. We will have four sessions in the afternoon dedicated to "Preparing for the catastrophic loss...managing a crisis from pre to post loss". You will also have the opportunity to enjoy lunch, visit with vendor and service provider booths and finish with networking on the patio with drinks and hors d'oeuvres. On November 18th, stay tuned for more details on our last Roundtable of the year. Then on December 3rd, we will continue our tradition by holding our Annual Holiday Party & Installation of Officers event. This is always a great end-of-the-year event to cap off the year while looking forward to the future.

I hope everyone has a safe and happy holiday season. Thank you all for your continued support to RIMS and the Los Angeles Chapter.

Vincent Monastersky
President, LA RIMS



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Westfield, LLC



October 21st

Education Day

Brookside Golf Club
Pasadena, CA

November 18th

Risk Manager Round Table

Dole Food Co.

December 3rd

Holiday Party & Installation of Officers

Woodland Hills Country Club
Woodland Hills, CA





2015 EDUCATION DAY

JOIN US

Wednesday, October 21 , Brookside Golf Club, Pasadena

Preparing for the Catastrophic Loss...Managing a Crisis from Pre to Post Loss

How will you respond when the "big event" happens? Do you have a business continuity plan that can help guide you? How good is your crisis management plan, will it work? How to do respond and recover after an incident? What steps can you take from the beginning to ensure a successful claims outcome?

Join us for an afternoon of learning at the LA RIMS 2015 Education Day. We will have industry experts and fellow risk managers providing guidance and lessons learned in the area of catastrophic event risk management.

Besides a slate of engaging speakers, you'll also have the opportunity to visit with risk management service providers and vendors that support RIMS at specially designed booths that will ring the room.

Finally, after this exciting afternoon of education, you can stick around, let traffic clear, and join your fellow risk professionals for an hour or two of networking while enjoying a beverage and some hors d'oeuvres.

AGENDA

- 11:30AM Registration and Optional Buffet Lunch Opens - Vendor Booths Available
- 1:00PM - 1:45PM **Session #1 - How to Develop a Business Continuity Plan**
Scot Ferrell, Managing Director, Marsh Consulting Services, San Francisco
- 2:00PM - 2:45PM **Session #2 - Your Crisis Management Plan Work: Lessons Learned from Past Events**
Brent Woodworth, President and CEO, LA Emergency Preparedness Foundation
- 2:45PM - 3:15PM Snack Break – Vendor Booths Available
- 3:15PM - 4:00PM **Session #3 - Post Incident Response - Getting Back to Business**
Hilton Brown, National Account Manager, Interstate Restoration
Jonathon Bredehoft, Senior Risk Manager, Westfield
- 4:15PM - 5:00PM **Session #4 - Preparing your Claim - Working with your Insurer and TPA**
Drew Wendland, VP, Branch Manager, Executive General Adjuster, McLarens
- 5:00PM - 5:30PM Vendor Booths Available
- 5:00PM - 7:00PM **Networking/Happy Hour** on the patio



Click [here](#) to register



We would like to welcome our new LA-RIMS members. We encourage you to get well acquainted with the website www.LARIMS.org where you can find up to date information about upcoming events, and all news LA-RIMS.

Our objective here at LA RIMS is to create a highly interactive communication system to elicit understanding, foster education and develop a responsive and productive resource network that allows our members to hone their skills and become experts in their field.

Welcome New LA RIMS Members!

Kasry Abdolalipour—Cal State University, Northridge

Abdulrahman Alajaji—Cal State University, Northridge

Naif Alanezi—Cal State University, Northridge

Salem Alharmi—Cal State University, Northridge

Redha Ali—Cal State University, Northridge

Eder Alvarez - Cal State University, Northridge

Lori Bolen—Bolen Massino

Turky Bunayyah—Cal State University, Northridge

Kevin Cassill—Cal State University, Northridge

Arlinda Clay—Cal State University, Northridge

Susan Della Giustina—Cotton Commercial USA

Richard Funnell—Engle Martin

Spencer Garcia—Cal State University, Northridge

Christophe Gockel

Yvonne Ha—Cal State University, Northridge

Carolyn Hoong—Liberty International Underwriters

Kevin Keenan

Kim Chi Thai Le—Cal State University, Northridge

Jiaqi Lin—Cal State University, Northridge

Anthony Manasi

Aaronie Chan Nga Yin

Garrett Nichols - AI Claims

Janan Nichols—AI Claims

Patricia Olmedo—Cal State University, Northridge

Zuly Perez—Cal State University, Northridge

Taylor Rands - Cal State University, Northridge

Muhammed Zaki Shaikh—Cal State University, Northridge

Emma Lizeth Torres—Cal State University, Northridge

Hoang Tran—Cal State University, Northridge

Laura Vasquez—Cal State University, Northridge

Eman Yazdchi, Esq.

LA RIMS MIXER



The RIMS LA Chapter made a \$5,000 Donation to the LA City Lifeguard Association



The RIMS LA Chapter made a \$5,000 Donation to the Los Angeles Search Dogs



LA RIMS MIXER

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ENTERPRISE CONTINUITY IN THE RETAIL/WHOLESALE INDUSTRY





Staying competitive in the business of distributing and retailing consumer products requires firms to navigate a myriad of risks and issues across geographies, including operational, regulatory, reputational, financial, and strategic ones. In addition to such pressures, heightened public exposure coupled with rapidly shifting consumer demand increasingly draw attention to a company's enterprise continuity.

Most retailers and wholesalers have developed contingency plans to keep their storefronts and warehouses operational and restore plant locations following a disruption. Yet these focused operational resiliency plans only address one aspect of a company's risk profile and do not consider, for example, interdependencies and cascading risks. While the point of sale is a critical element of any retailer's or wholesaler's business, there also exists a business support structure which enables the processes of getting product into consumer hands at the right time. This support structure faces vulnerabilities which have the potential to impact operations and liquidity, highlighting the need for a comprehensive approach to risk management.

Whether your organization is challenged by the persistent need to attract and retain employees, industry consolidation, high-frequency/low-severity claims, information and network security, business continuity, supply chain concerns, or a complex insurance market, you need a trusted risk management advisor with an in-depth understanding of the retail/wholesale industry that is able to efficiently and effectively deliver the solutions appropriate to your company's risk complexity and global footprint.

Marsh Risk Consulting (MRC) has extensive experience and capabilities to assist manufacturers, retailers, and wholesalers in building robust enterprise risk management (ERM) processes to enable strategic business decisions about key risks, and business continuity programs (BCP) to address the on-the-ground necessities of mitigating operational risks. To do so, MRC brings:

- a strong understanding of the consumer products industry and the channels through which it operates;
- a disciplined, adaptable process that focuses on successfully achieving your risk management goals; and
- the technical expertise to support practical and scalable implementations of ERM and BCP programs and frameworks.

ENTERPRISE RISK MANAGEMENT

ERM is a structured, consistent, and continuous risk management process applied across an entire organization that allows companies to better understand and address their material risks. MRC assists companies in the retail/wholesale space in applying an integrated approach to identifying and assessing business-critical risks, evaluating existing risk management infrastructure elements, and constructing continuous, in-depth ERM processes.

MRC recognizes the potential for risk management to shift from a purely defensive function where the focus is on policies and compliance, to a strategic function where risk can be turned into a competitive advantage.

MRC's dedicated team works with retail/wholesale organizations to turn risk management theory into reality. Our ERM methodology is based on analyzing risk from an integrated perspective, exploring risk relationships within an organization, and aligning the ERM program to business objectives.

The many benefits of this approach include:

- building risk management awareness within the organization;
- ensuring that risk is communicated to key stakeholders;
- identifying risks to the organization, possibly not known or not communicated to senior management; and
- incorporating the critical decision making process of risk management into routine business processes.

BUSINESS CONTINUITY PROGRAM

Often, complex operational risks can make up a significant part of an organization's enterprise-wide risk profile, which is developed through an ERM process. Building on the operational risk mitigation and management strategies developed through the ERM process, MRC assists consumer products industry clients in focusing on those challenges associated with business continuity and operational resiliency. Discarding formulaic or "template" approaches to BCP, MRC's strategic approach focuses on all components—administration, performance, and compliance—that make a BCP successful.

PROGRAM ADMINISTRATION

Program administration is the foundation for defining what needs to be accomplished in policies, procedures, and governance. This foundation addresses key activities, individual roles and responsibilities, and resource management. For retailers and wholesalers, a BCP often originates in a department or at a functional level, and then an attempt is made to scale the program both up and throughout the organizational hierarchy. Instead, MRC's methodology achieves alignment across the organization using a top-down approach, establishing a program strategy driven by senior leadership. This clearly communicates the importance of the initiative throughout the organization and enables a successful and strategic implementation.

PROGRAM PERFORMANCE

Program performance deals with an organization's ability to execute a response across the company, and, importantly, how those capabilities perform and are documented. In assessing program performance, MRC typically reviews whether a retail/wholesale client has adequate manpower to implement program initiatives, given an organization's size and program scope. Additionally, necessary program assets and capabilities are examined, from whether a company has, for example, pre-staged the necessary alternate workspace capacity, computing, telephony, business and operational applications, and supplier arrangements, as well as other operational assets such as alternate warehousing and distribution centers, call centers, check

processing, and other outbound payments.

PROGRAM COMPLIANCE

Program compliance measures the overall compliance and governance structure of the program. This includes defining the parties involved in executing the program and the extent of each party's accountability and responsibility. MRC focuses on providing retail/wholesale companies with an efficient and effective means to gauge whether they have adequately laid the foundation for a self-sustaining program, has the means to implement and update its program across business functions, and has integrated business continuity into its strategy, culture, and planning.

MARSH'S GLOBAL RETAIL/WHOLESALE INDUSTRY EXPERTISE

Marsh is the preeminent leader in providing innovative and cost-effective insurance brokerage and risk management solutions, including customized benchmarking, for our clients in the retail/wholesale industry. We are unsurpassed in our depth of knowledge, resources, and skills dedicated to serving this industry and the complex risks it faces. Furthermore, the risk management solutions we offer our retail/wholesale industry clients for their business operations, physical risks, human capital, and brand identity exposures are the broadest of any broker.

Our network of over 400 dedicated professionals provides risk solutions to a diverse client base that includes mid-size to Fortune 100 businesses, and encompasses all industry sectors, including groceries, department stores, discount stores and warehouses, specialty stores, on-line and catalog distributors, and durable goods and nondurable goods distributors. Our global presence enables us to serve the needs of our clients whether they are regional, national, or multinational.

We leverage our dedicated consulting resources and powerful analytics and tools to help us maximize our impact on your risks at every stage—from risk identification through quantification, design of solutions, execution, and claims advocacy. Our ability to benchmark our clients' insurance and risk management arrangements helps us facilitate the adoption of best risk management practice, the achievement of favorable insurance terms, and the alignment of risk posture within your acceptable tolerance thresholds.

For further details on our enterprise continuity services for retail/wholesale companies, please contact your local MRC or Marsh representative or one of the following experts:

MAC NADEL Managing Director, Retail/Wholesale Practice
Leader mac.d.nadel@marsh.com
203 229 6674

JEFF COLBURN Managing Director, Marsh Risk
Consulting jeffery.w.colburn@marsh.com
202 263 7877

You can also learn more about our retail/wholesale industry expertise on www.marsh.com.

Marsh is one of the Marsh & McLennan Companies, together with Guy Carpenter, Mercer, and Oliver Wyman.

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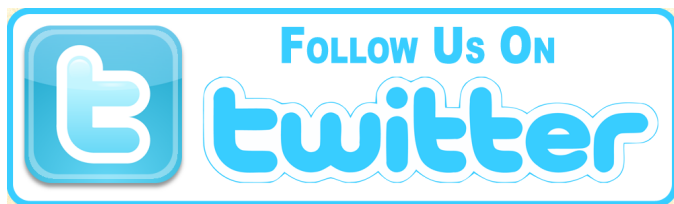


LA RIMS Quarterly Newsletter

LA RIMS
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Burbank, CA 91510

Mission Statement

Los Angeles RIMS is dedicated to be the preeminent association in risk management focused on attracting the leaders in the industry while fulfilling the needs of its members and affiliates. Through education and development, networking, and community outreach, we aim to promote the principles, and highlight the value of risk management to drive the success of our member organizations.



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RIMS Los Angeles Chapter

