













Duty of Care Conference 2017

Protecting employees and students travelling overseas





Foreword

We welcome you to Duty of Care Conference 2017, the region's first full-day conference dedicated to Duty of Care. The conference aims to facilitate constructive discussions on the possible health and security-related risks in work/study-related overseas travel, organisations' response and the concerned best practices.

With the growing concern on Duty of Care, since 2015 the Employers' Federation of Hong Kong and the International SOS Foundation have worked together to provide a platform that promotes a constructive and open dialogue between different stakeholders to discuss both health and security-related risks that employees are exposed to in their work-related travel overseas; employers' responses to the incidents; and the best practices. By organising today's conference, we hope there will be a springboard for dialogue among employers, employee representatives, and authorities with a view to enhancing awareness of employers' Duty of Care and the development of best practices.

In view of the growing international travel of the students, in the conference we also encourage discussions on the health, safety and security risks and challenges faced by educational institutions.

Many of you here today have varied roles at your organisations. Those of you represent human resources and global mobility, security management, medical and occupational health and safety, risk management and travel departments. All of you, however, share a responsibility for the welfare of your people. You build relationships with many different stakeholders to develop and communicate top-level policy as well as implement systems and procedures. Fulfilling Duty of Care responsibilities requires us to work together and across boundaries.

Today we are delighted to be joined by every of you who would like to advance in the Duty of Care journey. We would also like to thank the speakers for their willingness to share their thoughts and experiences. Without their participation, this conference would not be possible.

We hope you enjoy today's programme.

Louis Pong

CEO

Employers' Federation of Hong Kong

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Cindy Cheng
China Representative
International SOS Foundation

8 March 2017 Hong Kong Convention and Exhibition Centre 8:50am - 5:15pm

Agenda

AM Session

| 8:30 | Registration | | | | |
|-------|---|--|--|--|--|
| 8:50 | Opening remarks Employers' Federation of Hong Kong International SOS Foundation Labour and Welfare Bureau, the Government of the Hong Kong Special Administrative Region | | | | |
| 9:10 | Risk outlook 2017 Control Risks & International SOS | | | | |
| 9:50 | Combating health challenges at workplace Singapore National Employers Federation & Employers' Federation of Hong Kong, facilitated by Institution of Occupational Safety and Health | | | | |
| 10:40 | Break | | | | |
| 11:00 | Laws and regulations surrounding Duty of Care in China, Hong Kong and Malaysia King & Wood Mallesons, Mayer Brown JSM & Shearn Delamore & Co, facilitated by PCCW Limited | | | | |
| 12:00 | Networking lunch | | | | |



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Agenda

PM Session

| | Corporate Track 1 S421 | | Corporate Track 2 S423 | | Scholastic & NGO Track S425 | |
|------|---|------|---|------|--|--|
| 1:10 | Championing Duty of Care: Essentials of policies and procedures OCBC Bank | 1:10 | Emotional support to employees after incidents Workplace Options & International SOS | 1:10 | The challenges of non- traditional destinations English Schools Foundation | |
| 1:55 | Challenges of tracking travellers Prudential Corporation Asia | 1:55 | Protecting the Health & Safety of employees in Tata Group - Key Initiatives Tata Group | 1:55 | Fulfilling Duty of Care responsibilities towards students The Hong Kong University of Science and Technology | |
| 2:40 | Break | | | | | |
| 3:00 | Implementation: Putting the mechanisms in place CLP Holdings Limited | 3:00 | Safeguarding female travellers Li & Fung | 3:00 | Fulfilling Duty of Care responsibilities while sending staff for charit cause Greenpeace East Asia | |
| 3:45 | Panel discussion: Business travel in a new era of terrorism Agence France- Presse, CLP Holdings Limited & Prudential Corporation Asia, facilitated by Marsh (Hong Kong) Limited | 3:45 | Panel discussion: Responding to the evolving demographics of business travel AccorHotels, Li & Fung & Mars Inc, facilitated by Association of Corporate Travel Executives | 3:45 | Panel discussion: Responding to incidents overseas Greenpeace East Asia, Hong Kong Experiential Education Network & The Hong Kong University of Science and Technology, facilitated by International SOS & Control Risks | |
| 4:30 | Best practices to meet Duty of Care English Schools Foundation, OCBC Bank & Tata Group facilitated by The Jardine Engineering Corporation | | | | | |
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Lane Aldred Regional Security Director International SOS and Control Risks

Lane is a veteran security and risk management consultant specialising in providing advice and training to companies and government agencies throughout Europe, Africa, and the Middle East. Before joining Travel Security Services, a joint venture between International SOS and Control Risks, he spent



14 years with Control Risks, including six years with its China business. In his consulting career, Lane has undertaken specialist consultancy and management roles in organisations as diverse as extractives and mining, security consultancy, aviation, maritime, construction and manufacturing as well as government bodies. Prior to consulting, Lane served in the British Army on operations round the world. He earned his degree in Security and Risk Management with the UK's University of Leicester.

Glen Bath Senior Vice President, Global Procurement Li & Fung

Glen is an MBA-qualified finance and procurement professional with over 17 years of global/Asian leadership experience in procurement and corporate real estate. In 2007, lured by the diversity and vibrant cultures, Glen moved to Hong Kong to lead establishment of AXA's Asian Procurement and Corporate Real



Estate functions. After more than 20 years with AXA, Glen was excited to join the iconic Li & Fung in 2015 as their first ever head of global procurement. Establishing the worldwide function for the 110 year old global industry leader is a challenging but exciting 'work-in-progress'. Glen is married to a talented photographer and has two teenage children, all residing in Hong Kong.

Stéphane Blanchet Regional Financial Controller Agence France-Presse

Based in Hong Kong, Stéphane Blanchet studied Finance and International Management in France and started his career organising cultural events on Africa.



A Finance/HR professional with over 18 years in the media industry, Stéphane currently oversees the Finance and HR functions of the News Agency Agence France-Presse for Asia Pacific.

Looking after operations located in 23 territories and employing more than 300 staff (from Afghanistan to New Zealand), Stéphane has a vast experience in dealing with issues related to Duty of Care.

For media companies like Agence France-Presse, exposure to the risk of terrorism is a constant challenge.

Stéphane is also a Director of Creative Link Corporation, a media content and services provider based in Japan and a subsidiary of AFP.

Choo Kum Seng Workplace Health Promotion Consultant Workplace Options

Choo is a certified Workplace Health Promotion (WHP) consultant by the Health Promotion Board (HPB, Singapore) and helps organizations design, implement, and advises them on employee well-being and Crisis Intervention solutions.



They include Government Agencies, Pharmaceutical companies, Insurance company, Hi-tech firms and the Oil & Gas industry in the Asia Pacific region.

He works with Workplace Options (WPO) which specialises in Employee Support Services and is based in Singapore.

Prior to WPO, Choo worked with Aon Benefits among other companies in the industry.

Euphemia Chow Head of the Global Student Programs Office The Hong Kong University of Science and Technology

Euphemia is Head of the Global Student Programs Office at The Hong Kong University of Science and Technology. She oversees study abroad opportunities, inbound and outbound students at the University. Prior to her current role, Euphemia was Associate Director for non-local student recruitment and admissions. Euphemia has been serving HKUST since 2006.



Florence Chow Head of Group Human Resources PCCW Limited

Ms. Florence Chow is the Head of Group Human Resources for PCCW Limited. She is responsible for all the people agendas including HR strategy, talent acquisition, employee engagement, compensation and benefits, as well as organisation and talent development for all the Group's businesses in Hong Kong and overseas markets.



Ms. Chow has over 30 years of experience in human resources in multiple industries including financial services, automobile and telecommunications. Ms. Chow re-joined PCCW Limited in June 2011. Prior to that, she had worked for Hong Kong Telecom CSL Limited in its build-up phase, an auto parts manufacturer in Canada, American Express and Standard Chartered Bank in their Hong Kong and regional offices. Ms. Chow graduated with a Bachelor Degree in Social Sciences from the University of Hong Kong. She is currently a member of the Hong Kong Management Association Personnel Management Committee. In addition, she also serves on the Executive Committee, the Membership Committee and the Workplace Wellness Committee of the Employers' Federation of Hong Kong. Florence is also a member of the HR Advisory Council at The Women's Foundation.

Tim Davis Director of Security Prudential Corporation Asia

Tim is a former police officer. He moved into the corporate sector in 2006 working for a US bank in Hong Kong and Philippines as a regional investigator, and in the latter posting was also responsible for the corporate security and incident management programmes. He joined Prudential in 2012 and is the lead for physical security, travel security and business continuity in the Asia Pacific Region.



Dr. Ahmed Fahmy Regional Medical Director, Assistance, North Asia International SOS

Dr. Fahmy, a French National, was born and raised in Germany, and returned to Paris where he completed his Medical Degree at the University Pierre et Marie Curie. France.



Dr. Fahmy started his life with AEA / International SOS in 1997, joining as a Clinic and Alarm Centre Doctor working in Indonesia, followed by Vietnam. In 1998, he moved to Beijing as a Clinic Doctor and joined the Hong Kong office in 1999. Dr. Fahmy was promoted to Deputy Medical Director in 2000, and to Medical Director in 2005. In 2015, he was promoted to Regional Medical Director, Assistance, North Asia, and took over the case management medical leadership for China, Hong Kong, Mongolia, Taiwan, Korea and Sakhalin.

In February 2013 Dr. Fahmy was awarded the French National Order of Merit (Ordre national du Mérite), an order of the State awarded by the President of the French Republic. He received the insignia of Chevalier (Knight) in honour of his contribution to the French community during his stay in Hong Kong.

Walker Fung Organisational Support and Regional Development Director Greenpeace East Asia

Walker Fung is the Orgnaisational Support and Regional Development Director of Greenpeace East Asia, which covers the management of HR, IT, Legal and regional development functions of the organisation. He has 10 years' experience working in Hong Kong Confederation of Trade Unions in Hong Kong with a wide range of duties, includes campaigning, vocational training, centre and service projects management, start up social entreprise etc.



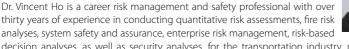
Richard Gerrish Co-founder and convenor Hong Kong Experiential Education Network

Since studying Outdoor and Science Education at University, Richard has spent the past 18 years working in schools on three continents, and for a number of providers of overseas, adventure and service based school trips. He is currently a coordinator of experiential learning programmes at a school in Hong Kong.



His areas of expertise include outdoor education, service learning and risk management.

Ir Dr. Vincent Ho Vice President Institution of Occupational Safety and Health



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decision analyses, as well as security analyses, for the transportation industry, nuclear power plants, CBRN weapons, and various complex engineering systems.

Dr. Ho is the Vice-President of Institution of Occupational Safety and Health (IOSH), the world's largest health and safety body. Dr. Ho had served in the IOSH Council since 2009, and he was the Chairman of the IOSH, Hong Kong Branch, in 2007-2008. Professionally, Dr. Ho is the Head of Corporate Safety of MTR Corporation Limited, a HK-based transportation company servicing over 10 million passengers daily worldwide on its railway businesses.

Dr. Ho received his BS, MS, PhD, and MBA from the University of California, Los Angeles. He is an Adjunct Professor at the City University of Hong Kong, and also teaches at the Hong Kong University of Science and Technology in risk management related subjects.

Dr. Jiang Junlu Partner King & Wood Mallesons

Dr. Jiang Junlu specialises in labor, employment and social security law.

Dr. Jiang is one of the first three individuals to receive a PhD in labor law in China, and he has practiced labor and employment law for 20 years. Dr. Jiang has also participated in the legislation of the PRC Labor Law, the Employment Contract Law, the Labor Dispute Mediation and Arbitration Law, the Employment Promotion Law and the Social Insurance Law, as well as the formulation of implementing regulations for such laws.

Dr. Jiang has, on many occasions, provided advice on complex settlement schemes and employee issues arising out of M&A transactions, restructurings, reorganizations, bankruptcy, and stock listings of large PRC state-owned enterprises and multinational companies with investment in China. Besides this, Dr. Jiang has rich experience in dealing with trade unions, collective bargaining, employee strikes and other such matters.

Dr. Jiang is also the deputy chair of the China Social Law Society; Honorary Chair of the Beijing Law Society for Labor and Social Security; adviser for the American Bar Association's Chinese Program; and a guest professor at the law schools of Peking University, Tsinghua University and Renmin University.

Wilson Kwong Chief Executive The Jardine Engineering Corporation, Limited

Mr. Wilson Kwong is the Chief Executive of Jardine Engineering Corporation (JEC). He joined the Jardine Matheson Group in 1998, and has worked in Jardine Aviation Services, the Jardine Matheson Head Office, and Hongkong Land.



Prior to joining JEC, Mr. Kwong was Chief Executive Officer of Raffles Quay Asset Management, a Hongkong Land's joint venture company overseeing One Raffles Quay and Marina Bay Financial Centre in Singapore. Mr. Kwong is a Member of the Royal Institution of Chartered Surveyors.

Mr. Kwong is a Director of the Business Environment Council, a General Committee Member of the Employers' Federations of Hong Kong, a Member of the Energy Advisory Committee under the Environment Bureau of the HKSAR Government, a Vice Chairman of the Environment and Sustainability Committee under the Hong Kong General Chamber of Commerce, a Member of the Independent Police Complaints Council, a Co-opted Member of the Hospital Governing Committee of Queen Mary Hospital and Tsan Yuk Hospital and a Member of the Committee on Management and Supervisory Training of the Vocational Training Council.

Michael Lewis Head of Industry – Asia Marsh (Hong Kong) Limited

Michael Lewis is Head of Industry for Asia which looks at the key current and emerging risk issues within his company's top industry segments (including Construction) and provides key risk management, mitigation or transfer options that assist clients manage risk on their balance sheet.

Michael previously led the Marsh Risk Consulting business in Asia and had direct responsibility for the consulting teams across North Asia as well as being responsible for the Workforce Strategies team for the Asia-wide region. Michael has been based in Hong Kong since March 2012.

Michael has over 16 years' experience working in the insurance industry in Australia and Hong Kong and his background is in human related casualty risk.

Michael is a qualified allied health professional (Exercise Physiologist) specialising in musculoskeletal rehabilitation and has worked previously with an accredited occupational rehabilitation provider and physiotherapy clinic.

Michael has vast experience working with local and global clients on assessing their pre-loss, post-loss and insurance risks associated with employee injury. His work involves evaluating the total cost of employee risk around safety, claim, injury and insurance management.

CW Lo Regional Security Director, APAC Mars Inc

CW commenced his security career in 1990, when he joined the Independent Commission Against Corruption (ICAC), a Hong Kong Government department focusing on anti-corruption enforcement works, as a Senior Investigator.



After 14 years of service with the Government, CW left the Commission in 2003 and joined Pinkerton Consultancy, taking care of the South China region business. Two years later, CW became the Regional Security Director, APAC, of Mars Inc, a leading confectionery and Petcare products company. Being the regional security head of the company, CW is responsible for physical security issues, anti-counterfeiting and also internal investigation into suspected fraud and relevant complaint matters. Within Asia Pacific region, Mars operates almost 20 factories, business offices in most of the key cities, and a total of around 15,000+ associates.

John Macpherson Senior Partner Control Risks

John is the Senior Partner for Control Risks, Greater China and North Asia. He has responsibility for Control Risks' business intelligence, political risk, fraud and forensics, ethics and compliance, crisis and consulting practices across mainland China. Hong Kong, Macau, Taiwan, the Koreas and Mongolia and work



mainland China, Hong Kong, Macau, Taiwan, the Koreas and Mongolia and working with Chinese companies outbound to complex environments in the Middle East and Africa.

John is an expert in complex problem-solving. He advises companies on how to successfully manage the commercial and operational challenges posed by China's political, economic and regulatory environments, and governance and security issues. He works with companies in China to mitigate and develop strategic responses to political crises, complex governance and compliance issues, and disputes with third parties and competitors. John is one of the region's leading experts in responding to Chinese regulatory investigations and in negotiation of coercive commercial and labour disputes.

Over the past 11 years, John has held various roles with Control Risks: Director of Crisis and Security Consulting, based in Shanghai; General Manager in Hong Kong; Manager for Global Client Services and Senior Consultant in Crisis and Security Consulting for Australia Pacific. Prior to joining Control Risks, John was a Senior Advisor in the Australian Government.

John has a degree in social science (international relations) from the University of NSW and qualifications in risk assessment.

Peter Messervy Director – Group Security CLP Holdings Ltd

Peter Messervy served for 27 years in the UK Army in a wide variety of roles around the globe which included service in numerous conflict zones. He moved to Asia permanently in 2008 where he has fulfilled a number of



corporate roles from training frontline staff; supply chain operations to security consulting. He is currently working as the Director – Group Security for CLP Holdings Ltd, with responsibility for the company's physical assets worldwide.

Gareth Morgan Curriculum Chair for Risk Mitigation English Schools Foundation

Gareth Morgan is a Senior Leader and teacher of ICT at Sha Tin College (STC) and is currently also the Curriculum Chair for Risk Mitigation across the English Schools Foundation (ESF). Throughout his 20 years in education, he



has been passionate about the benefits of outdoor education for young people and he has led many trips locally and overseas, International trips he has led have ranged from skiing trips in Europe to volcano hiking in Bali. Amongst his responsibilities now, he is co-ordinator for off-site education at STC, which runs up to 20 international trips every school year. The IB principles of CAS guide the nature of adventures offered to students. Students can participate in activities as varied as teaching English in orphanages, building schools in remote areas, achieving PADI diver qualifications and trekking up Mounts Fuji or Kilimanjaro. This broad and varied offer is appreciated by students and parents, but brings with it a great challenge of risk mitigation and preparing colleagues to provide an appropriate duty of care in such a varied range of challenging environments. An experienced traveller in his own right, Gareth has visited 122 countries and this summer aims to follow in his students' footsteps and trek up Kilimanjaro in Tanzania.

Benson Tang Regional Director, Asia Association of Corporate Travel Executives (ACTE)

Benson Tang, has been for the past five years - ACTE Regional Director, Asia, who based in Hong Kong. Before joining the team, he was Executive Director in Goldman Sachs Asia LLC for 11 years, responsible for the corporate travel



program for the whole Asia region. He worked in various different travel industry leadership positions before joining ACTE, including Cathay Pacific Airways, The Hong Kong Tourist Association and Farrington Travel. Benson is currently a part-time student for his Doctoral Degree in Hotel and Tourism Management in The School of Hotel and Tourism Management in The Hong Kong Polytechnic University. He got his Master degree in The University of Birmingham in United Kingdom. He was the first ever 1st class honour graduate in Bachelor of Arts in Tourism Management in the Hong Kong Polytechnic University.

Suresh Tanwar Chief – Group Safety & Health Tata Business Excellence Group (Tata Sons)

Mr. Suresh Tanwar is Chief - Group Safety & Health with Tata Group. He has moved into this role from Tata Motors, where he was Vice President – Safety, Health, Environment & Sustainability.



He is a Mechanical Engineer and a qualified Safety professional. He has worked in both – large Indian conglomerates and leading multinational corporations which include Tata Chemicals, Johnson & Johnson, Castrol (British Petroleum) & Essar Steel, as Vice President - SHE for global operations. He has widely travelled overseas and presented papers, imparted Safety training, led / conducted Safety audits.

In the current role with Tata Group (108 billion USD Group with 99 companies), he is steering & leading efforts across Tata Group Companies in the journey towards Safety Excellence. This is through creation of common policies and systems on Safety & Health and developing positive Safety Culture through strategic & alignment initiatives.

He is an international member of ASSE (American Society of Safety Engineers) and has received 'ASSE President's Award – 2016'for safety accomplishments in June this year in Atlanta, USA. Suresh is a seasoned safety professional and a recognized expert on Safety in India. He is a frequent speaker and member / moderator of panel discussions in National & International Conferences on Safety & Health.

Hong Tran Partner Mayer Brown JSM

Hong Tran is a partner of Mayer Brown JSM. He advises employers on compliance with employment, discrimination and privacy legislation. He also advises on strategic labour force issues including the structure of employment



relationships; risk management in the employment and discrimination context; the introduction of changes to employment arrangements; the handling of union relations; and recruitment, disciplinary and termination issues. He is experienced in handling employment disputes, discrimination and privacy complaints/issues. He represents employers engaged in legal proceedings at the various court levels from the Labour Tribunal through to the Court of Final Appeal. He also advises employers in responding to investigations by the Labour Department, Equal Opportunities Commission and the Office of the Commissioner for Personal Data Privacy. Hong speaks English, Cantonese and Chiu Chow dialect.

He has been ranked as Band 1 lawyer in employment Hong Kong Law by Chambers Asia Pacific (2017) and a "Leading individual" in employment law by Legal 500 (2015-2017). He has also been recognised by Who's Who Legal (2015) as being among the world's leading lawyers for employment and labour practice in Hong Kong.

Marc Tse Head of Physical Security, Operational Risk Management OCBC Bank

Marc Tse is the Head of Physical Security, Operational Risk Management in OCBC Bank headquartered in Singapore. He currently manages the Physical and People Security governance for the Group which include developing



physical security policies, setting the physical security standards and procedures, training, crisis management and the security operations centre that continuously track risk exposures for business travellers as well as OCBC assets around the globe.

Marc has 20 years of experience in the security industry and 15 years in facility management. His experience covers the full spectrum of infrastructure and risk management including an intimate knowledge of technical systems and applications.

Marc studied mechanical engineering at the National University of Singapore and completed an MBA at Macquarie University. He is also hold an NUS Specialist Diploma and Level III IBF Advance for Operational Risk Management.

Wong Kian Jun Partner Shearn Delamore & Co

Wong Kian Jun was called to the English Bar in 2005 and admitted as an Advocate and Solicitor of the High Court of Malaya in 2006. He joined the Employment and Administrative Law practice group of Shearn Delamore & Co in October 2006 as a Legal Assistant. He was appointed as a Partner of the firm in 2015.



His main area of practice is employment litigation at the Labour Court, Industrial Court, High Court and Court of Appeal. He is also involved in administrative law matters and is involved in judicial review proceedings in the High Court. Further, he advises on issues relating to dismissal, internal disciplinary proceedings, terms and conditions of employment, employment legislation and more recently matters involving the Personal Data Protection Act 2010.

Stephen Yee Assistant Executive Director and Senior Director of Training Singapore National Employers Federation





2009. Stephen manages the SNEF Corporate Learning Centre, and assists the Executive Director in various areas of tripartism and operations of SNEF. He also works with consultants in the area of Human Resources (HR) and Industrial Relations (IR) for course delivery and consultancy.

He is also involved in the construct of the PMax program with Singapore Workforce Development Agency where SNEF is a programme partner of the place and train program for employers. In addition, SNEF has been appointed as the Lean Enterprise Development Multiplier in helping small and medium size companies in rolling out strategies in automation, business model and process innovation driving productivity and efficiency.

Stephen is in the International Organisation of Employers (IOE) Future of Work panel members representing South East Asia. He is a sought after expert and speaks on numerous platforms and in expert panels for IOE for the last 3 years.

Stephen has an extensive background in training and development. His earlier career in HP where he was involved in supply chain management and e-business. He spent 2 years in i2 technologies where he specialises in SCM optimisation and he is greatly involved in development talents in the areas of SCM.

He was awarded a Master in Project Management (Distinction) from the University of Adelaide – Singapore campus in 2006 and completed his master degree part-time.



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