



## *Today's Challenges, Tomorrow's Strategy*

**March 19<sup>th</sup>, 2013 (Tuesday)**  
**8.30 am to 11.00 am**

Today, organizations are operating in a complex and demanding environment globally. Human Resource professionals are facing a daunting list of complicated and diverse benefits and healthcare issues, where solutions are not immediately obvious. War for talents, workforce diversity and escalating healthcare costs are raising challenges for organizations. Having global expertise coupled with local solutions is critical for Human Resource professionals in dealing with today's challenges faced in rapidly expanding organizations. MAXIS GBN cordially invites you to join this forum and you are also welcome to invite a HR professional from another organization. We aim to bring you valuable insights from various respected organizations and industry experts to support Human Resource professionals to prepare for Today's Challenges, Tomorrow's Strategy.

### Seminar Venue

**The St. Regis Singapore Hotel**

Governor Room (Level 1)

29 Tanglin Road,

Singapore 247911



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Time	Event Overview
8.30 am to 9.00 am	<p><b>Registration</b> <i>Breakfast will be served at the start of the event</i></p>
9.00 am to 9.05 am	<p><b>Opening</b> <i>Sebastian Tan, Business Leader Tokio Marine Life Insurance Singapore</i></p>
9.05 am to 9.10 am	<p><b>Today's Challenges, Tomorrow's Strategy</b> <i>Didier Weckner, Chairman MAXIS GBN</i></p>
9.10 am to 9.30 am	<p><b>HR Service Delivery Trends In Asia</b> <i>George Ho, Head of HR Service Delivery, Towers Watson Singapore</i></p>
9.30 am to 9.50 am	<p><b>Rewards with Talent Management</b> <i>Michelle Chan, Senior Consultant Mercer (Singapore)</i></p>
9.50 am to 10.05 am	<p><b>Break</b></p>
10.05 am to 10.25 am	<p><b>A Seat At The Table: Boosting HR Influence</b> <i>Ayin Jambulingam, Director &amp; Principal Consultant Glia Leadership Consulting</i></p>
10.25 am to 10.50 am	<p><b>Building A Resilient Workforce</b> <i>Gary Barnes, Director - Asia Pacific AXA ICAS</i></p>
10.50 am to 10.55 am	<p><b>Closing Statement</b> <i>Hervé Balzano, Managing Director MAXIS GBN</i></p>



**Didier Weckner**  
**Chairman**  
**MAXIS Global Benefits Network**

CEO of AXA France Group Life Business since 2003, in charge of the coordination of the Group Life activities of AXA and Chairman of the operational Group Life Board, Didier is also acting Chairman of the MAXIS network.

He joined AXA Group in 1987 as an internal auditor and later head the International Audit. From 1992, he held various positions for 9 years in AXA France individual life businesses (technical, commercial and CEO). He was also responsible of P&C activities (Regional CEO). Didier is a graduate of the Ecole Nationale Supérieure des Arts et Métiers (Engineering), and of the Institut d'Administration des Entreprises de Paris (Business School). He is a fellow of the French Actuarial Society.

His professional and societal commitment has also taken him to join the Bureau Commun des Assurances Collectives (a major consortium of insurance companies) and the Mouvement des Entreprises de France or MEDEF, the largest French union of employers.



**Hervé Balzano**  
**Senior Vice President, Managing Director**  
**MAXIS Global Benefits Network**

Hervé Balzano started working for the AXA Group in 1999 as Head of Control for life insurance operations.

Subsequently he joined AXA France's Group Life division where he since held various positions: Head of Claims & Administration for Group Employee Benefits (Life and Medical) and Head of Business Development for Corporate Life business.

On 1 January 2010, he was appointed Head of the International Employee Benefits Business Unit.

Prior to joining AXA, Hervé was Senior International Account Manager at GMC Services from 1995 to 1999.

He graduated from Paris X University as Master in Banking & Finance - subsequently obtained Post-graduate degree in Economy and also holds an Exec MBA of CNAM Institute in Insurance and Management.



**Thierry Mestach**  
**Vice President, Head of Business Development**  
**MAXIS Global Benefits Network**

Thierry Mestach joined the AXA Group in 1998 working initially for AXA Belgium and joining the MAXIS network in Paris in November 2000 as Senior Account Manager. Within the network he has held several positions, including member relations, before taking over as Head of Business Development in 2007.

Since 1 November 2010 and the official start of MAXIS GBN, Thierry heads up the business development activity with a particular focus on managing sales for European and Asian markets.

Prior to joining AXA, he worked as IEB-manager for Winterthur International Network and as local EB sales executive for AG Insurance in Belgium. Holder of Master Degree in Politics - International Relations of Vrije Universiteit Brussels and International Employee Benefits Diploma (Dip IEB).



**Juliet Kwek**  
**Regional Director Asia Pacific**  
**MAXIS Global Benefits Network**

Juliet Kwek joined the MAXIS network in 2011 as the Regional Director for Asia Pacific soon after the establishment of an Asia Pacific office in Hong Kong to better focus on our clients. Prior to joining the MAXIS network, Juliet had another 10 years of experience leading business development in Asia Pacific for employee benefits in AIG and Mercer. Juliet is a graduate from Curtin University of Technology in Australia with a double major in Banking and Finance.



**Sebastian Tan**  
**Head, Group Insurance**  
**Tokio Marine Life Insurance Singapore Ltd.**

Sebastian has over 18 years of employee benefits insurance experience. He currently manages the Group Insurance business with top and bottom line responsibilities. Over the last 7 years in the company, he has managed to turn the business around and grew the business from \$20mil portfolio to \$43 mil. In 2008, the company was awarded the Best Employee Benefits Insurance Company of the Year by the Singapore Insurance Brokers Association. Prior to his appointment with Tokio Marine Life Insurance Singapore Ltd., Sebastian spent 11 years in AIA Singapore. His last appointment in AIA Singapore was the head of agency in group business. Sebastian holds a Bachelor degree in Business Administration from RMIT. He is a Fellow of the Life Management Institute (LOMA, USA). He also holds a Chartered Life Underwriter and Chartered Financial Consultant by Singapore College of Insurance.



**George Ho**  
**HR Technology Leader Asia Pacific**  
**Towers Watson Singapore**

**Relevant Experience/Specialization**

George Ho is a technology consultant in Towers Watson's Singapore office and works in the firm's HR Technology practice for the APAC Division. He has extensive experience in the HR technology space and started as a PeopleSoft Implementation Consultant with The Hunter Group (PeopleSoft Partner).

George was involved in the General Motors PeopleSoft HR project in North America and Asia Pacific. He was the team leader of the data mapping team. George was also instrumental in the Federal Express APAC PeopleSoft implementation as both a functional and technical consultant. Other projects included Ceridian, Australia Air Express, Singapore Technologies Telemedia, DHL where he served as a capacity as a project manager.

George also spent a significant time in PeopleSoft Asia as an account manager, servicing 40 customers in Asia Pacific (Citibank, DBS Bank, United Overseas Bank, StarHub, HSBC). After the acquisition of PeopleSoft by Oracle, George became a product specialist for the Asia Pacific market specializing in PeopleSoft and Oracle HR product. He spearheads the development of HR technology growth in Asia Pacific and assist in major project management for multi country deployments, training needs, HR technology content and product architecture and functional/technical advice. George is a frequent speaker on external Oracle and HR events.

George has experienced in other technologies when he joined an internet startup with a focus on content management and portal technology that integrate into Enterprise Resource Planning software and kick-start of HR Portal solution into existing PeopleSoft HR solution. George is currently involved in Workday HRIS projects and is familiar with Software-as-a-Service (SaaS) and Cloud application deployment.

**Education and Credentials**

George has a MBA from University of Western Australia and a Honors degree in Electrical and Electronic Engineering from Nanyang Technological University Singapore.

He is a certified NLP (Neuro Linguistics Programming) practitioner.



**Michelle Chan**  
**Senior Consultant**  
**Mercer**

**ROLE**

Michelle is a Senior Consultant with Mercer's Human Capital team based in Singapore. She has worked on projects in most areas of the practice, focusing mainly on Rewards management. Michelle is also ASEAN Cultural Lead for M&A Consulting, working in the area of post merger HR harmonization.

**EXPERIENCE**

Michelle is interested in developing effective workforce strategies and management frameworks, supported by HR analytics. She has advised clients in both public and private sectors both in Singapore and regionally across Asia. Michelle has worked on a number of notable projects including the Ministerial Pay Review for Singapore supporting the Salary Review Committee and subsequent public sector pay review work. Her wide breadth of consulting experience covers high tech, bio-tech, education, healthcare, gaming, retail, property, banking, finance, insurance, pharmaceutical, manufacturing, and other sectors. Between 2009-2011, Michelle was Mercer's internal Total Rewards Advisor, South Asia as part of the regional CoE Rewards Team, during which she also led HR M&A activities in integration and due diligence. In this role, she successfully managed the C&B program for South Asia and year-end performance appraisals for business lines across Asia. She enjoyed the variety of challenges and wide scope of the role especially in HR data analytics, benefits review; creating new benefits such recognition program, group insurance, pensions and their implementation.

Prior to Mercer, she has worked in the area of Talent management and competencies development. In her regional role, she specialized in the content design of training programs, and worked with senior business leaders on international assignments across Asia, mostly from Fortune 100 companies.

Michelle occasionally speaks at events and teaches workshops from Mercer College. She is also interested in working with non-profits in the community and together brings 9+ years of experience in various aspects of Human Capital advisory and client management.

**EDUCATION**

Michelle was a Literature, Science & Arts merit scholar and has a Bachelor of Business Administration (High Distinction) from Ross School of Business, University of Michigan - Ann Arbor, with emphases in Corporate Strategy and Computer Information Systems.





**Gary Barnes**  
**Director - Asia Pacific**  
**AXA ICAS**

Gary Barnes has worked within the health division of the AXA Group for the last 13 years. Within the UK and Europe he has worked closely with many multinational organizations looking at their absence management, available health services, employee benefits and insurances to assist with returning people to work following general, physical and psychological ill health. This has often resulted in a better focus on support services, reductions in risk and appropriate use of insurances. More importantly, follow up work has focused on identifying and preventing possible future absence by introducing better training and proactive awareness measures.

In early 2012 Gary re-located, with his family, to Asia Pacific to replicate this type of work with many organizations that are already well known to AXA ICAS International and to offer this advice and support to potential new clients. His focus is initially on mental wellness and wellbeing recognizing that a fit and healthy employee – both in body and in mind – will attend, and perform, consistently well at work.



**Ayin Jambulingam**  
**Director & Principal Consultant**  
**Glia Leadership Consulting**

Ayin Jambulingam is a leadership consultant and executive coach based in Malaysia. In addition to his private consulting practice, Ayin works on leadership development with high-performing senior executives at two top-ranked business schools: IMD International (Switzerland) and the Global Leadership Centre at INSEAD (Singapore and France). He also works with the government of Saudi Arabia to develop young leadership talent in the country. Previously, Ayin consulted to and coached CEOs and Boards of entrepreneurial and public sector organisations in the UK.

In his prior business roles, Ayin was a transaction lead at boutique venture capital firms in London and Geneva. Prior to that, he held audit roles at KPMG in Dublin, and at PwC and Morgan Stanley in New York.

Ayin holds an MA in Psychoanalytic Organisational Consulting awarded by the Tavistock Clinic in London. He is a Certified Master Coach from the Behavioural Coaching Institute, a Master Practitioner of NLP and an ABNLP Master Coach, as well as a Language and Behaviour Profile Coach. He is also an Irish Chartered Accountant and holds an MBA (Distinction in Leadership) from IMD International.



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