

Praise for the ones who make **a difference**

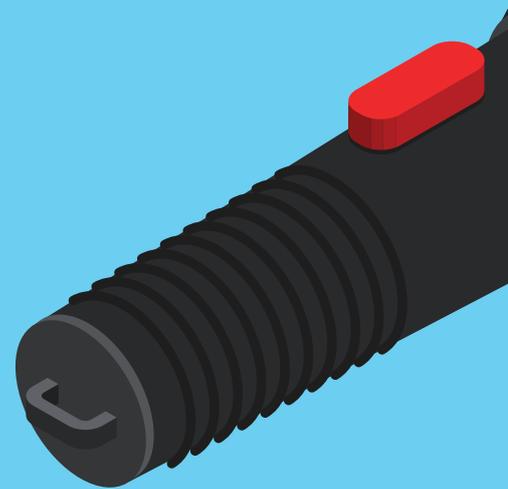
Every office has an unsung hero somewhere within it. Bermuda:Re+ILS has produced a supplement that celebrates them, and on these pages we hail the people who contribute so much to companies in Bermuda, based on nominations sent to us by the firms themselves.

Every company throughout the world has unsung heroes. They might not be that visible. They might not be that important to the financial bottom line of the company. But they make a difference—they contribute to the wellbeing of the company in a way that's hard to define.

This publication hails the unsung heroes who make a difference for companies in Bermuda. We asked readers to nominate the people who you felt were the unsung heroes of your companies. You sent us the names of those you thought were worthy of recognition.

They cover a wide range of companies, ages and backgrounds—and an even wider range of titles. Some are involved in IT, some in office management, others are the first person you see when you walk through the door, at the reception desk. But they all share that one vital qualification—without them their companies would not be quite be the same.

Pauline Monteith is one unsung hero, as the brand ambassador/senior receptionist at PWC Bermuda, which nominated her because it wanted to recognise that the role of the receptionist is vital to the smooth operation of any office. She acts as a business and brand ambassador for the firm in welcoming people, screening calls, and directing client traffic throughout the work day.





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PWC Bermuda said: “Pauline very often goes above and beyond in her role, stepping up to support the firm’s various lines of service in many ways, and volunteering her time for corporate social responsibility initiatives. She has become a welcome and familiar voice and face to our clients over the years.”

Sally Burgess, office manager at QBE Blue Ocean Re/Equator Re, was also nominated, with the company stating: “Sally is so important to the business for all the things that people don’t see. During the time I have worked with Sally she has helped find office space, helped find ways to jump to the front of the queue to get things done by knowing where to expect issues, speaking to the right people and generally making sure that the office functions as it should.”

Lucy Monkman, XL Catlin’s Bermuda operations marketing manager, was nominated because she carries out her responsibilities with a high degree of energy, enthusiasm and commitment. XL Catlin said that she is often required to juggle multiple high profile internal and external projects and work unsociable hours to ensure that an event runs smoothly and successfully. Her ability to multitask, fire-fight and deal with last-minute requests in a positive manner is commendable.

Hamilton Re said that assistant vice president head of administration Laura Newhook manages a team of admin staff and supports its executive team to keep the office functioning productively and seamlessly.

According to Hamilton Re: “Laura juggles a lot to ensure that our team is on time, on budget and on brand—and goes the extra mile to ensure everyone is cared for. She is highly experienced and absolutely delightful to work with.

“Her outstanding work ethic, energy and positive attitude certainly make her one of Hamilton’s unsung heroes. Laura treats everyone she supports—in our office, the market and the larger community—with respect and is a true ambassador of Bermuda.”

Behind the scenes

A number of office managers were nominated by various companies and all for largely the same reasons – they carry out work you barely notice at the time unless you take a moment to think about it.

Paulette Ball, office manager at Hiscox Re & ILS, was nominated. She has been with Hiscox for almost 12 years and on her nomination form the company stated: “During that time she has always gone over and above to ensure our Bermuda office is open for business. She is the first

person at reception to greet our clients, and handles everything from making sure we have a full fridge to a full cabinet of stationery.

“Her positive attitude shines through and it doesn’t matter what it takes, she gets the job done and she does it with immense pride.

“Paulette’s role keeps our Bermuda office open and running. She is key to ensuring that everyone has what they need on a daily basis to be productive in the office. It’s the simple things like a fridge full of drinks, coffee, stationery, comfortable chairs, catering for our clients and a friendly face to greet them and send them on their way.

“She even recognises when we might need a pick-me-up and puts out cookies and chocolates, which are always well received.”

Many of the other nominees were put forward because they deal with IT. As the re/insurance industry and the financial world in general sees technology change in leaps and bounds that would have been astonishing just five to 10 years ago, companies need people with the clear head and friendly voice that allows them to keep an office connected, working and free of spam.

Information security & business continuity manager Daryl Walwyn was nominated by Tokio Millennium Re (TMR) because Daryl’s job, as with many IT professionals, is to work quietly behind the scenes to keep companies running. TMR, like many companies, relies on literally thousands of components of computer hardware and software which must be kept running seamlessly so business users can do their jobs.

As TMR pointed out: “Most do not appreciate how much work goes on behind the scenes to maintain today’s highly complex global computer platforms. Not enough credit is given to the IT professionals like Daryl, who work tirelessly 24/7 to provide the tools needed to keep businesses running.

“There are very few other occupations where people who work so hard, go unnoticed. Daryl is an unsung hero within the Bermudian business community.”

You’ll find all of the above in this edition. We hope you enjoy it—and take the time to think of who you might nominate next time as the unsung hero of your company. To see the full complement of Unsung Heroes visit www.bermudareinsurancemagazine.com ■

To nominate an Unsung Hero for a future edition of this supplement, email head of research Angharad Davies at: adavies@newtonmedia.co.uk

Here is the complete list of our 2018 Unsung Heroes

Name	Company	Job title
Terri Andrews	Deloitte	Finance manager
Paulette Ball	Hiscox Re & ILS	Office manager
Sally Burgess	QBE Blue Ocean Re/Equator Re	Office manager
Subira Dill	Tokio Millennium Re	Reinsurance operations specialist
Marielle Doughty	BeesMont	Office manager
Gemma Godfrey	The Whitfield Group	Chief operations officer
Melody Greenslade	Expertise	Manager, HR & training services
Jeff Ingelman	Nephila Capital	Chief compliance officer
Carmalita Lambert	Arch Reinsurance	Receptionist
June Lewis	ASW Law	Receptionist
Abbie MacEachin	BeesMont	Corporate executive assistant
Robin Malpas	Validus Services (Bermuda)	Assistant vice president, project manager
Cushé Ming	Hiscox Re & ILS	IT project manager
Lucy Monkman	XL Catlin's Bermuda Operations	Marketing manager
Pauline Monteith	PwC Bermuda	Brand ambassador/senior receptionist
Laura Newhook	Hamilton Re	Assistant vice president, administration officer
Karen Rego	Nephila Capital	Operations and legal administrator
Chelito DeSilva Ruddock	Validus Services (Bermuda)	Assistant vice president, senior application support analyst
Johnette Smith	EY	Senior hospitality and workplace services coordinator
Rodlyn Trott	Deloitte	Administrative assistant
Daryl Walwyn	Tokio Millennium Re	Information security & business continuity manager, information technology
Karon Wolffe	XL Catlin's Bermuda Insurance Operations	Executive assistant
Sheena Young	PwC Bermuda	Executive assistant

The quiet achievers

A selection of nominations from the Unsung Heroes supplement.



TERRI ANDREWS

Company: Deloitte
Job title: Finance manager

Terri Andrews started at Deloitte in April 2005. She was promoted from audit administrative assistant to finance associate in June 2011 and from finance associate to finance supervisor on July 1, 2015. She assumed her current position of finance manager on July 1, 2017.

Why is she an unsung hero?

Terri is responsible for ensuring that Deloitte firms in the Caribbean optimise their working capital by the effective gathering and dissemination of practice management information on an ongoing basis.

Terri's understanding of the business and its needs has driven her to be the key contact for all Deloitte professionals. She is calm, approachable and always has a 'can do' approach to any request, adding perspective on many situations as she strives to make others' lives easier.

Terri has the ability to use her positive energy to educate and help people in the business and outside of it, at the same time balancing her commitments to her family and community. Her responsibilities extend to staff in Bahamas, the BVI, Trinidad and Barbados, and she reaches these folks with ease. ■

“Terri’s understanding of the business and its needs has driven her to be the key contact for all Deloitte professionals.”



PAULETTE BALL

Company: Hiscox Re & ILS
Job title: Office manager

Paulette Ball joined the company in November 2006.

Why is she an unsung hero?

Paulette has been with Hiscox for almost 12 years and during that time she has always gone over and above to ensure our Bermuda office is open for business. She is the first person at reception to greet our clients, and handles everything from making sure we have a full fridge to a full cabinet of stationery.

Her positive attitude shines through and it doesn't matter what it takes, she gets the job done and she does it with immense pride. Paulette's role keeps our Bermuda office open and running. She is key to ensuring that everyone has what they need on a daily basis to be productive in the office.

It's the simple things like a fridge full of drinks, coffee, stationery, comfortable chairs, catering for our clients and a friendly face to greet them and send them on their way. She even recognises when we might need a pick-me-up and puts out cookies and chocolates, which are always well received.

She takes pride in her role, and is loyal and a team player. Paulette is a constant in the office, she is reliable and has the ability to adapt to any situation presented. She takes immense pride in her role. She is a loyal employee who continues to want to learn and improve the office both in physical space and how it operates.

Paulette is someone you can rely on to lend an ear and help out in a pinch, a real team player. ■



SALLY BURGESS

Company: QBE Blue Ocean Re/Equator Re
Job title: Office manager

Sally Burgess joined Equator Re in 1991.

Why is she an unsung hero?

Sally has provided more than 25 years of wonderful service to QBE from its first beginnings in Bermuda. If there is a problem that needs to be solved, Sally is the person, and it is always delivered with a smile.

It doesn't matter whether it's the office or something personal, Sally always helps out and keeps things ticking. Let's be honest—she is the one person we always need in the office! Sally is so important to the business for all the things that people don't see.

During the time I have worked with Sally she has helped find office space, helped find ways to jump to the front of the queue to get things done by knowing where to expect issues, speaking to the right people and generally making sure that the office functions as it should.

She has acted as a confidante to many in the office and provided that bit of extra support particularly when helping expats settle in Bermuda. Three things that set Sally apart are:

- The ability to anticipate where the problems will occur and start smoothing them out before they even arise;
- Always being willing to go that extra mile, particularly when requests that most would regard as unreasonable are being made; and
- Always having time. ■

“Sally is so important to the business for all the things that people don't see.”



SUBIRA DILL

Company: Tokio Millennium Re
Job title: Reinsurance Operations specialist

Subira Dill is responsible for policy administration and client support at Tokio Solutions, a key player in Bermuda's ILS market.

Why is she an unsung hero?

Having studied insurance and risk management at university, Subira has taken her skills in efficiency and her enthusiasm for the sector to ensure the data quality and reporting requirements of Tokio Millennium Re (TMR) and our clients are satisfied.

While she has been working in the industry only for a little over one year, Subira's dedication to TMR and our clients is illustrated by her attention to detail in making sure the ILS deals are signed and properly recorded and reporting for all parties.

Without the support and dedication of people like Subira in our team, the ILS deals you see read about in Bermuda:Re+ILS would never come to fruition. Subira and her colleagues are responsible for the administration of the contracts and for the coordination with our counterparties and brokers.

Subira and the rest of the team work closely with our clients to make sure the contracts are properly recorded, while also handling the administration of the transactional lifecycle of the business.

In an industry that has historically struggled to attract young motivated talent with an interest in the insurance sector, Subira has taken the opportunity to learn all she can about the business and our clients to provide a high level of service to TMR and the ILS market. ■



GEMMA GODFREY

Company: The Whitfield Group
Job title: Chief operations officer

Gemma Godfrey has been working with ILS Bermuda since its formation in 2013; its annual Convergence event is now in its sixth year and growing bigger every year.

Why is she an unsung hero?

Gemma has worked with ILS Bermuda for more than five years to create the concept and execute the premier insurance-linked securities (ILS) industry event that has taken place in Bermuda over the last five years: Bermuda Convergence.

Gemma is simply a machine who thinks of every aspect of what makes a good event and then delivers. She has to liaise with C-suite industry leaders and does it super-effectively.

Gemma is a perfect candidate for this recognition because as the organiser of the ILS Bermuda industry networking event which is in its sixth year—through Gemma’s expert guidance and planning—Bermuda has positioned itself and remains a centre of excellence for the creation, support and listing of global ILS structures.

Gemma is an über planner and has laser-focused attention to detail. One thing that stands out is her ability to easily understand the commercial nuances of the insurance market and dialogue with senior industry executives with ease.” ■

“Gemma is an über planner and has laser-focused attention to detail.”



MELODY GREENSLADE

Company: Expertise
Job title: Manager, HR & training services

Melody Greenslade has been working at Expertise for 10 years in various capacities, having managed its recruitment and immigration teams. She currently manages Expertise’s training services and provides senior level HR support to clients.

Why is she an unsung hero?

Melody works in a support business for all our work permit-related employees. She is amazing, dedicated, professional and 100 percent there to make sure the company is supported through the immigration work permit process.

Melody’s role is more than an administrator of a process. Immigration in Bermuda can be a minefield if you don’t know what you are doing. She acts as not only a support regarding the process, she acts as the gatekeeper and expert in advising what can be done and how it should be done.

She is required to wear many hats: protector of Bermudians, protector and advisor to the employer—she has to maintain a high degree of impartiality without being dismissive to one or other party, employer and/ or applicant.

This position must have a keen awareness of what is happening around the Island from business, political and social perspectives as she is asked to advise on many scenarios. Her counsel is relied upon all the time, she helps sort through the weeds to find the flowers, she acts as a sounding board, an ear, and an interpreter among a few of her jobs. ■



CARMALITA LAMBERT

Company: Arch Reinsurance

Job title: Receptionist

Carmalita Lambert has been with Arch Re for 15 years.

Why is she an unsung hero?

Carmy is the heart and soul of Arch and has been from the very beginning. She sets the tone for the environment that we are all entering. Every single morning, Carmy is in at 7am to make sure the coffee machine is ready, the conference rooms are neat and clean and everything that needs to be stocked is.

She sits at her desk in reception and greets everyone with a most enthusiastic “good morning” and a smile that could compete with the sun. Carmy has been through two rounds of cancer and has survived both because of her ferocious attitude to grab life and live it well. When she was initially diagnosed, the entire office was distraught but she was the one telling us not to be sad and that she would beat it—which she did, twice.

The office did a collection for her to ensure we could help with any costs that were not covered by health insurance. Despite this personal challenge, she still came to work with a smile on her face. When the stress of my job gets to me, I will take a walk past her desk because I know her beautiful smile and generous spirit will lift me up.

She will do anything to help in any way she can for anyone whether it's arranging a taxi or tracking down a lost calculator. ■

“At Arch, we value resilience, strong work ethic, respect and collaboration. Carmy represents the very best of this.”



LUCY MONKMAN

Company: XL Catlin's Bermuda Operations

Job title: Marketing manager

Lucy Monkman has worked at XL Catlin for seven years.

Why is she an unsung hero?

Lucy's role is important because as marketing manager of XL Catlin's Bermuda Operations it involves planning and managing events that are very visible both within and outside XL Catlin and that demonstrate the company's brand as well as its corporate social responsibility.

Lucy carries out her responsibilities with a high degree of energy, enthusiasm and commitment. She is often required to juggle multiple high profile internal and external projects and work unsociable hours to ensure that an event runs smoothly and successfully.

Her ability to multitask, fire-fight and deal with last-minute requests in a positive manner is commendable. Lucy is very adaptable and always willing to collaborate with others within and outside XL Catlin.

Despite her demanding role, Lucy finds time to volunteer in the community. For example, she delivers meals to senior citizens in need as a volunteer for local charity Meals on Wheels; she reads to students at a local primary school every Monday as a volunteer with local charity YouthNet; and she helps local charity Family Center organise its annual Beach Bash Bermuda fundraising event. ■



PAULINE MONTEITH

Company: PwC Bermuda

Job title: Brand ambassador/senior receptionist

Brand ambassador Pauline Monteith has worked with PwC on the front lines for six years as the firm's senior receptionist.

Why is she an unsung hero?

As the first person our people, clients, visitors and future employees encounter, she helps ensure we make a good first impression. She adeptly connects callers and visitors with the right people and handles customer service requests and problems in an organised, calm, and meticulous manner.

Pauline very often goes above and beyond in her role, stepping up to support the firm's various lines of service in many ways, and volunteering her time for corporate social responsibility initiatives. She has become a welcome and familiar voice and face to our clients over the years.

Both professional and friendly, she is a huge support to our people, always offering kind and inspirational words and ready to assist with all kinds of queries. We recognise that the role of the receptionist is vital to the smooth operation of any office and that they act as a business and brand ambassador for the firm in welcoming people, directing calls and client traffic throughout the work day.

We are proud to have Pauline in that role as a highly valued member of the PwC team. ■

"She has become a welcome and familiar voice and face to our clients over the years."



JOHNETTE SMITH

Company: EY

Job title: Senior hospitality and workplace services

Johnette Smith, senior hospitality and workplace services coordinator, started with EY in 1980 and has been with the firm ever since—38 years.

Why is she an unsung hero?

Johnette started out in the word processing/administration department and her first job was to run the Telex machine (before fax machines) and has worked in other departments including sales and marketing and facilities.

Her positive attitude, infectious personality and her love for people, have contributed to her success at EY over the years and she is always the first one to lend a hand to help get the job done whether it be behind the scenes setting up a client meeting or with a big event.

She understands everyone's needs, is very caring, and contributes to EY's aspiration of "building a better working world" for everyone. Her other traits include:

- A focus on teamwork/collaboration.
- She is well respected and is the ultimate brand ambassador.
- Being with the firm for so long, her knowledge of EY has been very helpful in staff transitions and educating all on EY and local culture.
- She is a terrific sounding board and coach. She is a key part of our engine from an operational perspective." ■