



UAE HR Business Partner, Shared Services and Compensation Forum

Main Conference: 27 - 29 April 2015
Post Conference Workshops: 30 April 2015
Location: Raffles Hotel, Dubai

Join us in 3 Separately Bookable HR Forums in UAE:
HR Business Partner, Shared Services & Compensation Forum

Delivering High-value Business Results with HR Transformation

UAE's HR professionals are currently facing some extraordinary opportunities and challenges. With its projected levels of economic growth, an unprecedented increase in its youth population and dramatically changing patterns of immigration, these trends will impact the strategic priorities, decisions and choices being made by businesses.

The UAE HR Business Partner, Shared Services and Compensation Forum will seek to address and enable HR professionals to meet the ever-increasing expectations of business leaders and be able to fully support business needs in the changing landscape as a strategic partner.

AGENDA AT A GLANCE

27 APRIL 2015 - DAY ONE:

HR Business Partner Forum

- "Why are most HR functions still struggling to be Strategic Partners in Business?"
- Panel Discussion - The evolving role of the HR leader
- Measuring the impact of Strategic HRM

28 APRIL 2015 - DAY TWO:

HR Shared Services & Process Automation Forum

- Securing the buy-in of business stakeholders for HR Shared Services
- HRO without sacrificing customer experience and value-adding to the business
- HR Process Automation to drive continuous cost reduction improvement

29 APRIL 2015 - DAY THREE:

Middle East Compensation & Rewards Management Forum

- Improving Organization Performance through Short-term and Long-term Incentive Tools
- Pay for Performance - Unlock the Full Potential of the Workforce
- Managing Regional Talent Mobility with Effective Reward Frameworks

30 APRIL 2015 - DAY FOUR:

Post-Forum Workshops

- **Workshop A:** Internal Consulting Skills for HR Business Partners
- **Workshop B:** Automate your HR process with Cost Effective HR Technology

Featured Speakers

Day 1: HR Business Partner Forum



Dr. Yazan Hatamleh
VP - Human Capital
Arabtec Holding
PJSC



Peter Roche
Vice President
Human Resources
AECOM



Ramakrishna Krovvidi
Senior Vice President
- Organization
Development
Human Capital &
Administration
DU



Joshua Correia
Director Human
Resources - Middle
East, Africa, India &
Turkey
W R Grace & Co

Day 2: HR Shared Services & Process Automation Forum



Jiten Puri
Talent & Development
Manager
Aujan Coca Cola
Beverages Company



James Veysey
General Manager
Strategic Developments,
Africa & Middle East
International SOS



Murali Krishnan
Group Head, Human
Resources
Bryne Investments



Robin Goel
Asia Lead &
Associate Director for
Change Management
Deutsche Post DH

Day 3: Middle East Compensation & Rewards Forum



Ahmed Salem Al-Ali
Learning & Development
Manager - Emiratization
Emaar Hospitality
Group



Agni Skafidas
Director Compensation &
Benefits IRAMEA
Smith & Nephew



Michal Kusak
MEA Compensation &
Benefits Leader
IBM



Richard Lamptey
Director, Executive
Compensation
Towers Watson

SPEAKERS LINE UP

Thought Leaders from the Region



Dr Yazan Hatamleh
VP - Human Capital
Arabtec Holding PJSC



Peter Roche
Vice President
Human Resources
AECOM



Deepak Raya Kamath
Director Organization
Planning & Rewards,
Human Resources
Etisalat Group



Paul Lalovich
Head of HR Business
Partnering
Sadara Chemical Company



Joshua Correia
Director Human
Resources - Middle
East, Africa, India &
Turkey
W R Grace & Co



Wael El Fayoumy
Director Human
Resource, Middle
East & Africa
Ecolab



Ashok Gopal
Head of Talent
Management
Mashreqbank



Murali Krishnan
Group Head, Human
Resources
Byrne Investments



Ehsan Shammasi
Head of Shared
Services
Al Tayer Group



Ramakrishna Krovvidi
Senior Vice PResident,
Organization
Development
DU



Ron Thomas
CEO, Senior Faculty -
Human Capital
Institute
Great Place to Work



Jiten Puri
Talent &
Development
Manager
**Aujan Coca Cola
Beverages Company**



Robin Goel
Asia Lead &
Associate Director for
Change Management
Deutsche Post DHL



James Veysey
General Manager
Strategic
Developments, Africa
& Middle East
International SOS



George Xavier
Director of Consulting
The Talent Enterprise



Stuart Wigley
HR Technology Consultants
Towers Watson



Aroop Misra
Vice President,
Performance & Reward
**Mubadala Development
Company**



Richard Lamptey
Director, Executive
Compensation
Towers Watson



Sachin Bajaj
Head of Compensation,
Benefits & Performance
Management
**Takeda
Pharmaceuticals**



**Fatima Bin Mousa
Alloghani**
Manager - Marketing
Abu Dhabi Terminals



Michal Kusak
Mea Compensation &
Benefits Leader
IBM



Agni Skafidas
Compensation &
Benefits Director
Smith & Nephew



Ahmed Salem Al-Ali
Learning &
Development
Manager -
Emiratization
**Emaar Hospitality
Group**



Sadrine Bardot
Managing Director
The Bardot Group



AbdulHussain Tejani
Director of HR
Operations
GEMS Education



Swarna Rao
Global HR Automation
& Shared Services Lead
**Crompton Greaves
Limited**



Amer Tamer Shakker
Regional Human
Resources Manager
**Porr Qatar
Construction WII**



Akshay Kumta
Manager - HR Operations
- Group Shared Services
EMEA & APAC
Williams Lea

INVITATION TO UAE HR BUSINESS PARTNER, SHARED SERVICES AND COMPENSATION FORUM

Dear Colleagues,

UAE's HR professionals are currently facing some extraordinary opportunities and challenges. With its projected levels of economic growth, an unprecedented increase in its youth population and dramatically changing patterns of immigration, these trends will impact the strategic priorities, decisions and choices being made by businesses.

As HR finds its seat at the business table, it faces increasing scrutiny to demonstrate, like its counterparts around that table, how HR contributes to the business strategy and objectives. Many organizations also see a "disruption" of the CHRO role in their organizations and are refocusing HR as a "business contribution" function—a role that demands deeper skills in data and analytics as well as MBA-level business capabilities. Yet, research by Bersin by Deloitte on High-Impact HR has found that less than 8 percent of HR leaders have confidence that their teams have the skills needed to meet the challenge of today's global environment and consistently deliver innovative programs that drive business impact.

This April, find the answers to these pressing concerns at the UAE HR Business Partner, Shared Services and Compensation Forum! Be inspired by established speakers who will share personal experiences on how to implement a solid, effective HRBP strategy in your organization. Streamline your HR operations with the use of Shared Services to increase efficiency and reduce costs. Gain strategies to tailor the best benefits packages that allow you to attract talent, as well as raise employee engagement and commitment to your organization.

Featuring panel discussions with regional industry thought leaders, as well as discussions on critical issues that HR professionals in the UAE are struggling to overcome, you will expand your knowledge and benefit greatly. Be equipped with key strategies and insights that will position you well to be ahead of your competitors and enable you to deal with these challenging HR issues competently when the situation arises. Network with industry peers and professionals, broaden your experience and expertise and elevate your HR function to be a strategic partner in achieving business goals.

I look forward to meeting you at this exciting conference in April!

Looi Hui Yi & Xanth Loon
Conference Producer
HR Business Partner, Shared Services and Compensation Forum



Book Your Seat Today!

Email:

admissions_office@claridenglobal.com
or Call +65 6899 5030 today for
immediate booking.

UAE HR Business Partner, Shared Services and Compensation Forum

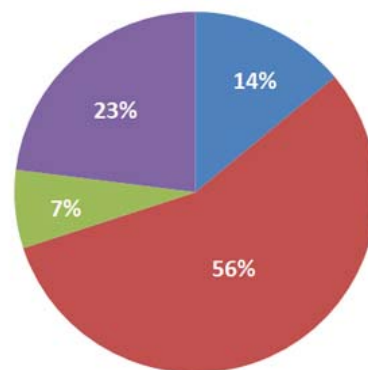
27 - 30 APRIL 2015 | RAFFLES DUBAI, UAE

Who You Will Meet:

Chief Human Resource Officers (CHRO), President Directors, Directors, Senior Vice Presidents, Vice Presidents, Senior Managers, Managers, and Heads of:

- Human Resource
- Learning / Training & Development
- Organizational Development Workplace Relations & Compliance Employment Relations
- Talent & Recruitment
- People Development
- Leadership Development & Succession Planning
- Remuneration, Compensation & Benefits
- General Managers who have staffing responsibilities
- Managing Directors
- CEOs / COOs
- Business Owners

**Seniority level:
More than 70% are Director Levels & above**



- Board/C Levels/MDs
- VP/Directors
- Head of Departments
- Managers/Professionals

Past participants from Clariden's UAE events

- Abu Dhabi Airport Services
- Abu Dhabi Islamic Bank
- Abu Dhabi Water & Electricity Company (ADWEC)
- Accor Hotels SAE
- Acer Computer Middle East
- Aker Solutions
- Al Futtaim Group
- Al Noor Hospitals Group PLC
- Amgen
- Aspire Katara Hospitality
- Astad Project Management
- Bayer Middle East
- Beiersdorf Middle East
- Can Pack ME DMCC
- CML International (Dubai)
- Comptel Communications Oy
- Diesel Technic (M.E.) FZE
- Dubai Airports
- Dubai Cares
- Dubai Petroleum
- Dubai Silicon Oasis Authority
- Ed Zublin AG
- Emaar Hospitality Group LLC
- Emitac Healthcare Solutions
- ENOC
- Fairmont Bab Al Bahr
- First Gulf Bank
- Fonterra Brands ME
- General Motors
- Hoffman La Roche
- Inspectorate Intl. Ltd.
- Interglobe Services & Technologies
- Jumeirah at Etihad Towers
- King Fahad Medical City
- Manpower Middle East FZ LLC
- Mitsubishi Corporation, Headquarters for the Middle East & Central Asia
- National Bank of Abu Dhabi
- Paramount Trading Est
- Pullman Dubai Deira City Centre
- Rolls-Royce Industrial Power Engineering (Overseas Projects) Ltd
- Saudi Arabian Airlines
- Saudi Aramco
- Seadrill Global Services Ltd (DMCC Branch)
- Sembcorp Gulf O&M Co.
- Serco Middle East
- Sharjah Investment and Development Authority
- SVITZER Middle East Ltd
- Trane
- VLCC International LLC

UAE HR Business Partner, Shared Services and Compensation Forum

27 - 30 APRIL 2015 | RAFFLES DUBAI, UAE

Participating Organizations



Media Partner:



UAE HR Business Partner, Shared Services and Compensation Forum

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10 REASONS TO ATTEND THIS CONFERENCE:



UAE HR Business Partner, Shared Services and Compensation Forum

HR BUSINESS PARTNER FORUM

27 April 2015

Many organizations have HR generalists who are well-equipped with functional HR skills but lack experience in other areas of business, HR Business Partnering can prove to be frustrating. Now, more than ever, HR professionals need to be armed with a new set of competencies which encompass both talent and business related skills in order to deliver the results their organizations are looking for.

At this HR Business Partner Forum, it will feature established C - level HR leaders who are trusted advisers to senior management within their organizations. Each speaker will share personal experiences on how to elevate the HR function whilst transforming the organization. Using case studies and effective blueprints, these industry experts will help you to better partner your organization in adding strategic value to achieve business goals.

Learning Tracks for the Day

- 1** Uncover crucial barriers and enablers for effective business partnering in your organization
- 2** Case Studies of leading organizations that have successfully implemented the HRBP model
- 3** Emphasize HR's value to the bottom line through business partnering

Featured Speakers



Dr. Yazan Hatamleh
VP - Human Capital
Arabtec Holding PJSC

Yazan Hatamleh is Arabtec's Group Chief HR & Admin Officer. He leads Arabtec's HR & Admin team in providing the needed support and services to employees and is responsible for Arabtec's Holding overall people strategy. He is also responsible for the Group HR & Admin global strategy for inclusion and diversity as well as its talent design and performance management, compensation and benefits programs, employee rewards systems and aligning business objectives. Hatamleh has more than 23 years of HR experience. Prior to joining Arabtec in 2013, he held leadership positions at Sanaya Holding, Tejari, Inmarsat in addition to other leading companies. He pulled together disparate benefits programs, the acquisition process and compensation plans across the company. He created several Leadership centers of Excellence bringing together appropriate services into a shared model producing HR operational efficiencies, including Tamayyaz - the leadership center at Arabtec.



Peter Roche
Vice President Human Resources
AECOM

Peter has had considerable experience in both senior level operational and strategic roles across a diverse range of industry sectors. His experience covers many geographical regions including South East Asia, Australia, Pacific, Middle East and also Central Europe. Peter's background is primarily in senior human resource leadership roles. He has a proven capacity in aligning human resources strategies with business strategies and creating value. With over 15 years experience, Peter has personally been involved with a number of blue chip multinational companies and significant regional business entities.



Ramakrishna Krovvidi
Senior Vice President, Organization Development
Du

Ramakrishna Krovvidi is a Master degree holder in Engineering (Industrial Engineering) with MBA in HRD. He is currently Senior Vice President OD at Du, a young telecom company in UAE. RK's expertise is in the fields of Strategic Consulting, Planning, Balanced Score Card & KPIs, Business Process Reengineering, Organization Development, Compensation & Benefits, Performance Development, and Continuous Improvement. He has cross industry exposure and has worked in the Telecommunications, Engineering, Aviation, Manufacturing and Mining sectors. RK has proven credentials in Corporate HR and OD with large Multinational Corporations, Private and Public sectors companies.



Joshua Correia
Director Human Resources - Middle East, Africa, India & Turkey
W R Grace & Co

Joshua Correia is Director HR at WR Grace & Co. with responsibility for all Human Resource activities across the Middle East, Africa, Indian Subcontinent & Central Asia. He is known for his strong commercial focus and his business partnership with C-Level leaders, while crafting HR solutions that drive growth. Prior to joining WR Grace, Joshua has had successful stints in varied roles at Gallup Consulting, Bharti Airtel Ltd. and Marriott Hotels.

UAE HR Business Partner, Shared Services and Compensation Forum

HR BUSINESS PARTNER FORUM

27 April 2015

DAY 1 - 27 APRIL 2015
HR Business Partner Forum Agenda

08:30 **Registration**

09:00 **Chairperson Opening Remarks**

Abdulhussain Tejani
Director of HR Operations
GEMS Education

Abdulhussain Tejani is a seasoned HR professional with over 20 years of experience within the ME, Africa and European region. A Tanzanian by nationality and an avid reader who never stops aspiring to learn.

As an HR practitioner, he is very passionate about growing and developing people. He is willing to push the boundaries on conventional HR and is always willing to speak up for the need to bring back the human into Human Resources. With over 13 years based in the region, he has extensive networks and ties in the region, thus having a deep understanding and love for the local culture. On the personal front, he is very fond of word games and listening to speakers who challenge the status quo.



09:15 **Keynote Address: Strategic Transformation of HR in the Middle East - from Partnership to Leadership**

Dr. Yazan Hatamleh
VP - Human Capital
Arabtec Holding PJSC

Yazan Hatamleh is Arabtec's Group Chief HR & Admin Officer. He leads Arabtec's HR & Admin team in providing the needed support and services to employees and is responsible for Arabtec's Holding overall people strategy. He is also responsible for the Group HR & Admin global strategy for inclusion and diversity as well as its talent design and performance management, compensation and benefits programs, employee rewards systems and aligning business objectives. Hatamleh has more than 23 years of HR experience. Prior to joining Arabtec in 2013, he held leadership positions at Sanaya Holding, Tejari, inmarsat in addition to other leading companies. He pulled together disparate benefits programs, the acquisition process and compensation plans across the company. He created several Leadership centers of Excellence bringing together appropriate services into a shared model producing HR operational efficiencies, including Tamayyaz - the leadership center at Arabtec.



10:00 **"Why are most HR functions still struggling to be Strategic Partners in Business?"**

- What is expected of HR in Strategic Partnership
- C suite Expectations of alignment from HR Strategic Partner

Ramakrishna Krovvidi
Senior Vice President, Organization Development
Du

Ramakrishna Krovvidi is a Master degree holder in Engineering (Industrial Engineering) with MBA in HRD. He is currently Senior Vice President OD at Du, a young telecom company in the UAE. RK's expertise is in the field of Strategic Consulting, Planning, Balanced Score Card & KPIs, Business Process Reengineering, Organization Development, Compensation & Benefits, Performance Development, and Continuous Improvement. He has a cross industry exposure and worked in Telecommunications, Engineering, Aviation, Manufacturing and Mining sectors. RK has proven credentials in Corporate HR and OD with large Multinational Corporations, Private and Public sectors companies. RK is an active speaker and presenter at many conferences in USA, Europe, Middle East and India.



10:45 **Morning Refreshment Session**

11:15 **Successful Integration of Business & HR Strategies**

- Identifying steps to align, identify and implement strategic actions
- Workforce Planning considerations when implementing business partnering initiatives

Peter Roche
Vice President Human Resources
AECOM

Peter has had considerable experience in both senior level operational and strategic roles across a diverse range of industry sectors. His experience covers many geographical regions including South East Asia, Australia, Pacific, Middle East and also Central Europe. Peter's background is primarily in senior human resource leadership roles. He has a proven capacity in aligning human resources strategies with business strategies and creating value. With over 15 years experience, Peter has personally been involved with a number of blue chip multinational companies and significant regional business entities.



12:00 **Effective Change Management: Getting & Keeping Support for your HR Transformation**

- Justifying your ROI to obtain buy-in on your HR strategy
- Developing a holistic communication strategy to guide your HR transformation
- Leveraging proactively and frequently on senior leadership support

Joshua Correia
Director Human Resources - Middle East, Africa, India & Turkey
WR Grace & Co

Joshua Correia is Director HR at WR Grace & Co. with responsibility for all Human Resource activities across the Middle East, Africa, Indian Subcontinent & Central Asia. He is known for his strong commercial focus and his business partnership with C-Level leaders, while crafting HR solutions that drive growth. Prior to joining WR Grace, Joshua has had successful stints in varied roles at Gallup Consulting, Bharti Airtel Ltd. and Marriott Hotels.



12:45 **Lunch**

UAE HR Business Partner, Shared Services and Compensation Forum

HR BUSINESS PARTNER FORUM

27 April 2015

14:00 Panel discussion - The Evolving Role of the HR leader

- HR leaders - where have we come from and where are we headed?
- The shifting trend - from focusing on the organization of the business to focusing on the business of the organization
- HR is more important than ever before - What impact has this had on the role of the HR leader?
- Become more strategic - where HR leaders need a shift in mindset and capabilities

Amer Tamer Shakker
Regional Human Resources Manager
Porr Qatar Construction Wll

Tamer holds a BS from the University of Wisconsin and MBA in Human Resources Management and is a GPHR (certified global professional of HR by the Society of Human Resources Management). He has over 20 years of experience (GCC and USA) in business process improvement with a focus on Human Resources. He has worked for multiple industries including Construction, Engineering Consulting, Oil & Gas and Financial. He is currently the Regional Human Resources Manager of Porr Construction. The PORR Group is one of Austria's largest construction companies and a leading player in Europe. With numerous offices across Central, Eastern and South-Eastern Europe and Middle East. It has about 12,000 employees and with an excellent track record in constructing high speed tracks, tunnels and underground railways, it has secured a major Doha Metro contract as part of a consortium for the Greenline.

Wael El Fayoumy
Director Human Resources, Middle East & Africa
Ecolab

Wael Kamal El Fayoumy is the Director of Human Resources, Middle East & Africa for Ecolab. He is a strategy-driven executive with 20 years' experience delivering innovative business solutions that meet company objectives and generate profitable returns. He has diverse international experience having previously worked in several MNCs such as Lafarge, Shell International, Motorola and Citibank Egypt NA, in different parts of the world. He has also demonstrated strengths and accomplishments in general management and human resources management — on both regional and international level.

Ashok Gopal
Head of Talent Management
Mashreqbank

Ashok Gopal is the head for Talent & Performance Management at Mashreq Bank. He is responsible for creating a Talent Management system, shaping engagement and driving a system of meritocracy across the bank. In his first year of joining Mashreq, he led Mashreq to winning the coveted 'Gallup Great Workplace Award', one of only 36 companies across the world to do so.

Prior to joining Mashreq in 2013, Ashok spent 16 years in consulting with The Gallup Organization, operating across the Asia-Pacific region in extended stints out of India, Singapore and Dubai. Customer and Employee engagement were his primary focus areas.

Ashok is a well regarded thought leader - a co-author of the Asian edition of a Gallup book titled 'Follow this Path', he has also had articles published in the Harvard Business Review, the Gallup Business Journal and a host of other publications. He has spoken at conferences across the Asia-Pacific region.

Murali Krishnan
Group Head, Human Resources
Byrne Investments

With over 24 years of Human Resources experience gained in the Manufacturing, Financial Services, Retailing/Wholesaling, Engineering and Marketing/Distribution sectors, Murali brings with him extensive Organizational Change Management and Human Resources Development experience, 16 years of which have been gained in the GCC region with large conglomerates, namely, Al Futtaim Group and MMI (Emirates Group), where he was employed in senior HR roles. Murali's current assignment is at Byrne Investments, which has recently been acquired by Hanco Group, and prior to which was a private equity investment of HSBC Private Equity Middle East, to institutionalize HR practices, bring in improvement to a key asset of the business - People - and add value from the Human Resources perspective.



15:15 Afternoon Refreshment Session

15:45 Measuring the Impact of Strategic HRM

- The HR Scorecard: Linking People, Performance, Strategy and Measurement
- Implementing a HR Scorecard
- Principles of Good Measurement

George Xavier
Director of Consulting
The Talent Enterprise

George Xavier is the Director of Consulting at The Talent Enterprise, where he works with private and public sector clients on their most pressing human capital priorities, with a special focus on HR transformation. He draws on the many years of experience working with the top management of leading financial and shared service organizations while in diverse HR leadership assignments across India and Middle East. Some of his previous roles include Head of HR at HSBC for their Global Service Centres at Chennai and Mumbai, Head of Recruitment - Tanfeeth at Emirates NBD and AVP HR at JPMorgan Chase&Co.



16:45 Chairperson Closing Remarks

17:00 End of Day 1

UAE HR Business Partner, Shared Services and Compensation Forum

HR SHARED SERVICE & PROCESS AUTOMATION

28 April 2015

Over the past several years, the shared services concept has become an effective delivery model for countless HR functions globally. Using this concept, numerous companies have reduced costs and improved their effectiveness through HR shared services, outsourcing and process automation. Despite this growth, some organizations fail to realize the promised cost and service benefits of this approach.

HR Shared Service & Process Automation Forum will bring you first-hand insights from senior HR practitioners. These industry thought leaders will share how they successfully employed strategies to deliver relevant and effective HR programs that drive business impact. Through relevant case studies and panel discussions, they will share their personal experiences and insights on the above issues.

Learning Tracks for the Day

- 1** Reducing complexities and transactional heavy tasks to gain efficiency and reduce costs
- 2** Creating an efficient and centralized HR function to ensure smooth, end-to-end process between the front and back offices
- 3** Developing a winning HR shared services and outsourcing model to deliver operational excellence and business value

Featured Speakers



Jiten Puri
Talent & Development
Manager
**Aujan Coca Cola
Beverages Company**

Jiten Puri is the Talent & Development Manager in Aujan Coca Cola Beverages Company. He has more than 14 years of experience in Business & HR functions with industry leaders spanning across Consumer Durables, Telecom, Banking & FMCG. He managed the training function in design, delivery & coordination of various courses to equip employees with the skills required to meet organizational objectives. Jiten also implemented the roll out of the global project in UAE for HR systems. Prior to Aujan Coca Cola Beverages, Jiten was the AVP, Human Resources of Royal Bank of Scotland and was the Head of Services.



Robin Goel
Asia Lead & Associate
Director for Change
Management
Deutsche Post DHL

Robin Goel is the Asia Lead & Associate Director for Change Management at Deutsche Post DHL. He brings over 15 years of experience in the fields of Leadership and Change Management across different companies, cultures and business environments. He coaches and consults businesses on Lean Transformations, Outsourcing & Shared Service implementations and also trains and coaches senior management teams on Change & Performance Management. Robin has extensive experience with centralization, offshoring & value optimization programs. At Deutsche Post DHL he designed the Change road-map to set-up the first HR Shared Service Centre (for multiple HR Processes) for 17 DHL business entities across Asia.



Murali Krishnan
Group Head, Human
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Ehsan Shammasi
Head of HR Shared
Services
Al Tayer Group

Ehsan has established and currently heads the Human Resources Shared Services function at Al Tayer Group. He has been with Al Tayer Group in Dubai since November 2006; he joined as HR Manager for their Lifestyle division. Born in Iran, having lived in 7 different countries and travelled to more than 35 countries around the world, Ehsan is fluent in English, Farsi (Persian) and Arabic. Ehsan is married and has a 12 year old son. He enjoys travelling and is not averse to the casual weekend barbeque. His motto is 'Simplicity is the ultimate form of sophistication'

UAE HR Business Partner, Shared Services and Compensation Forum

HR SHARED SERVICE & PROCESS AUTOMATION

28 April 2015

DAY 2 - 28 APRIL 2015

HR Shared Service and Process Automation Forum Agenda

08:30 **Registration**

09:00 **Chairperson opening remarks**

Ron Thomas
CEO, Senior Faculty-Human Capital Institute
Great Place to Work

Ron Thomas is the CEO of Great Place to Work - Gulf Region. He was formerly HR Officer based in Riyadh, Saudi Arabia. He is a senior faculty member for the Human Capital Institute. He holds certifications as Master Human Capital Strategist [MHCS], Global Human Capital Strategist [GHSC] and Strategic Workforce Planner [SWP]. Prior roles included senior level roles with Xerox HR services, IBM and Martha Stewart Living. Board membership include the Harvard Business Review Advisory Council, McKinsey Quarterly Executive Online Panel and HCI's Expert Advisory Council on Talent Management Strategy. He has received the Outstanding Leadership Award for Global HR Excellence at the World Human Resources Development Congress and has been named one of the 50 Most Talented Global HR Leaders in Asia.



09:15 **Moving HR Up the Value Chain - What will it take?**

- Collaboration: Working with the HR function and organizational leaders to reshape organization-wide expectations of what HR can and will deliver
- Delivery: meeting the real needs of the organization
- Being Proactive: understanding how changing environmental, organizational and workforce factors will influence the business, anticipating the associated HR needs and preparing to meet those needs

Jiten Puri
Talent & Development Manager
Aujan Coca Cola Beverages Company

Jiten Puri has been leading the Talent and Organization development agenda at Aujan Coca Cola Beverages Company for the past 4 years. In addition to the responsibilities of performance management, learning & development, talent management, & engagement, Jiten is also responsible for internal marketing, communications and business projects in his current role. With 17 years of experience in different functions across multiple industries, Jiten is very comfortable in connecting the needs to the delivery of the business. Before ACCBC, Jiten worked with RBS, ABN AMRO, Airtel and Samsung Electronics.



10:00 **Evolving Structure for HR: Optimizing your HR service delivery**

- An understanding of the main HR service delivery models
- A means of assessing what would suit your needs
- Change management: implementing new service delivery models

Robin Goel
Asia Lead & Associate Director for Change Management
Deutsche Post DHL.

Robin Goel is the Asia Lead & Associate Director for Change Management at Deutsche Post DHL. He brings over 15 years of experience in the fields of Leadership and Change Management across different companies, cultures and business environments. He coaches and consults businesses on Lean Transformations, Outsourcing & Shared Service implementations and also trains and coaches senior management teams on Change & Performance Management.

Robin has extensive experience with centralization, offshoring & value optimization programs. At Deutsche Post DHL he designed the Change road-map to set-up the first HR Shared Service Centre (for multiple HR Processes) for 17 DHL business entities across Asia.



EXCELLENCE. SIMPLY DELIVERED.

10:45 **Morning Refreshment Session**

11:15 **Panel Discussion: Securing the buy-in of business stakeholders for HR shared services**

- Building expectations, a need and an appreciation throughout the business
- Engaging colleagues and management effectively to ensure they are onboard with your ideas
- Aligning your value proposition to the business goals to ensure that it is focused on meeting internal HR needs

Swarna Rao,
Global HR Automation & Shared Services Lead
Crompton Greaves Limited

Swarna has more than 19 years of experience with a strong financial/costing and HRIT background with the ability to automate and streamline HR systems and processes across global locations. Currently managing HR Shared Services and Functional Lead of Global HR Automation, she has a track record in successfully deploying key HR processes through in house HR ERP System across SEAP, Europe, US and Canada (10000 users) with an ability to effectively work with diverse cultures in a global team.

Akshay Kumta
Manager - HR Operations - Group Shared Services - EMEA & APAC
Williams Lea

Akshay Kumta is a trained project management professional and manages the HR shared services for Europe, Middle East, Africa and Asia Pacific in Williams Lea India. He has more than 12 years of corporate experience and has managed various clients across Banking, FMCG, Healthcare and Insurance. In the current capacity with Williams Lea, Akshay continues to identify areas of improvement and looks for opportunities to scope in more work in the offshoring business by leveraging talent, sharing best practices and making value propositions. Akshay was a core team member and launched 3 pilot projects during his stint with Accenture India.

Robin Goel
Asia Lead & Associate Director for Change Management
Deutsche Post DHL.

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Smart solutions.
Strong relationships.



EXCELLENCE. SIMPLY DELIVERED.

UAE HR Business Partner, Shared Services and Compensation Forum

HR SHARED SERVICE & PROCESS AUTOMATION

28 April 2015

12:15 **Attracting and Retaining Talent for your HR Shared Services**

- Creating clearly defined career paths to broaden employee experiences
- Deepening employee engagement by providing employees with opportunities to rotate across other areas of your HRSS

James Veysey
General Manager Strategic Developments, Africa & Middle East
International SOS

James has run the HR and shared services departments for two highly entrepreneurial companies specialized in risk prevention across the MENA region and was responsible for the P&L of a large medical services company operating in high-risk locations. He was a member of the executive committee for a large British private security company and was instrumental in supporting large-scale growth and business optimization.

James has spent 15 years working overseas and has high sensitivity to the success factors involved in working as an expatriate with multiple cultures and operating in high-risk environments. He has designed and delivered numerous leadership development and coaching programmes across multiple sectors (pharmaceutical, infrastructure, security and defence, healthcare) and specializes in accompanying businesses and individuals through periods of change, developing bespoke leadership initiatives and one-to-one coaching.



13:00 *Lunch*

14:00 **Case Study: HR Shared Services as a Profit Center**

- Introducing HRSS Service Charge and positioning in your organization
- Drive change through your service charge mechanism and customer centric mindset
- HRSS value add services

Ehsan Shammasi
Head of HR Shared Services
Al Tayer Group

Ehsan has established and currently heads the Human Resources Shared Services function at Al Tayer Group. He has been with Al Tayer Group in Dubai since November 2006; he joined as HR Manager for their Lifestyle division. Born in Iran, having lived in 7 different countries and travelled to more than 35 countries around the world, Ehsan is fluent in English, Farsi (Persian) and Arabic. Ehsan is married and has a 12 year old son. He enjoys travelling and is not averse to the casual weekend barbeque. His motto is 'Simplicity is the ultimate form of sophistication'



14:45 **HRO without sacrificing customer experience and value-adding to the business**

- Key considerations for developing strategic and mutually beneficial agreements with outsourcing partners
- Identifying which processes should and should not be outsourced
- Restructuring existing outsourcing agreements

Murali Krishnan
Group Head, Human Resources
Byrne Investments

With over 24 years of Human Resources experience gained in Manufacturing, Financial Services, Retailing/Wholesaling, Engineering and Marketing/Distribution sectors, Murali brings with him extensive Organizational Change Management and Human Resources Development experience, 16 years of which have been gained in the GCC region with large conglomerates, namely, Al Futtaim Group and MMI (Emirates Group), where he was employed in senior HR roles. Murali's current assignment is at Byrne Investments, which has recently been acquired by Hanco Group, and prior to which was a private equity investment of HSBC Private Equity Middle East, to institutionalize HR practices, bring in improvement to a key asset of the business - People - and add value from the Human Resources perspective.



15:30 *Afternoon Refreshment Session*

16:00 **HR Process Automation to drive continuous cost reduction improvement**

- Which processes are the easiest to automate and why?
- Exploring how automation continuously drives value and unlocks trapped cash
- The extent of value-add to business when reducing thousands of hours of repetitive manual tasks
- Taking your automation to the next level - gaining efficiency and control over processes to better allocate time for strategic value-adding tasks

Swarna Rao,
Global HR Automation & Shared Services Lead
Crompton Greaves Limited

Swarna has more than 19 years of experience with a strong financial/costing and HRIT background with the ability to automate and streamline HR systems and processes across global locations. Currently managing HR Shared Services and Functional Lead of Global HR Automation, she has a track record in successfully deploying key HR processes through in house HR ERP System across SEAP, Europe, US and Canada (10000 users) with an ability to effectively work with diverse cultures in a global team.



16:45 **Chairperson Closing Remarks**

17:00 **End of Day 2**

UAE HR Business Partner, Shared Services and Compensation Forum

COMPENSATION FORUM

29 April 2015

According to the National Bureau of Statistics, consumer prices have been showing a year-on-year growth of 1.26 per cent, thus signalling a high cost of living in UAE. With the rising cost of living, the ability to attract, engage and retain employees has become a critical focus for almost every organization in UAE. The trends on inflation and rising costs of living have resulted in an upward trend in annual pay reviews in 2014. These major concerns are now the new focus for many organizations' C&B strategies in trying to reduce cost while attracting and retaining the right talent.

We are pleased to present a key platform for HR leaders and practitioners to share and discuss valuable insights on various compensation and benefits strategies. These strategies are adopted by leading organizations to drive growth and efficiency in today's business environment.

Learning Tracks for the Day

- 1** Identify and tackle the rising cost of living, long-term incentives and emiratization trends in relation to Compensation & Benefits in UAE
- 2** Practical best practices on how alignment is achieved between Total Rewards and business objectives
- 3** Creating equilibrium between companies' cost competitiveness and employees' benefits with the introduction of flexible benefits programs

Featured Speakers



Ahmed Salem Al-Ali
Learning & Development
Manager - Emiratization
**Emaar Hospitality
Group**

Ahmed is responsible for designing and executing the learning initiatives for Emiratization within Emaar Hospitality Group which includes overseeing the learning and development strategy, facilitated training programmes, departmental cross exposure, Internship programmes for UAE National students and career development. Ahmed previously worked with the Jumeirah Group within Guest Services and later progressed through the field of Learning and Development. In his last post with Jumeirah, he also acquired pre-opening hotel experience with Jumeirah at Etihad Towers.



Agni Skafidas
Director Compensation
& Benefits IRAMEA
Smith & Nephew

Agni has gained extensive Human Resources and specialized Compensation & Benefits experience while working on 3 continents over the last 15 years. Translating business requirements into suitable programs and initiatives, Agni has been recognized for her excellent business acumen and for simplifying HR for managers and leaders in her organizations. As the Director, Compensation & Benefits IRAMEA, Agni has initiated and is leading far-reaching change projects strengthening Smith & Nephew's presence and supporting its aggressive expansion goals within the region.



Michal Kusak
MEA Compensation &
Benefits Leader
IBM

Michal leads IBM's Compensation & Benefits teams in the Middle East and Africa region. Over the past 10 years, he has held a number of Compensation & Benefits roles in Central and Eastern Europe, Middle East and Africa and on EMEA level, mainly in the IT industry. Prior to joining IBM at the beginning of 2013, Michal worked for HP and Vodafone. He has successfully driven various C&B initiatives, innovative programs and transformational projects that had a positive impact on the business, and his focus areas in recent years have included Flexible Benefits or Africa C&B strategy and initiatives.



Richard Lamptey
Director, Executive
Compensation
Towers Watson

Richard has over 25 years experience advising on Executive Compensation with clients across many sectors based in a number of geographies. His particular strengths lie in incentive plan design including most performance-related bonuses, carried interest plans and all variations of stock plans, performance metrics and corporate governance. Richard holds a BA Degree in Economics and a MA Degree from Cambridge University; has a MBA Degree from City University and is a Member of the Chartered Institute of Personnel and Administration.

UAE HR Business Partner, Shared Services and Compensation Forum

COMPENSATION FORUM

29 April 2015

DAY 3 - 29 APRIL 2015 Compensation Forum Agenda

08:30 **Registration**

09:00 **Chairperson Opening Remarks**

Ron Thomas
CEO, Senior Faculty-Human Capital Institute
Great Place to Work

Ron Thomas is the CEO of Great Place to Work - Gulf Region. He was formerly HR Officer based in Riyadh, Saudi Arabia. He is a senior faculty member for the Human Capital Institute. He holds certifications as Master Human Capital Strategist [MHCS], Global Human Capital Strategist [GHSC] and Strategic Workforce Planner [SWP]. Prior roles included senior level roles with Xerox HR services, IBM and Martha Stewart Living. Board membership include the Harvard Business Review Advisory Council, McKinsey Quarterly Executive Online Panel and HCI's Expert Advisory Council on Talent Management Strategy. He has received the Outstanding Leadership Award for Global HR Excellence at the World Human Resources Development Congress and has been named one of the 50 Most Talented Global HR Leaders in Asia.



09:15 **Keynote Address: A look into the Latest UAE Compensation Trends and Benefits 2015**

Aroop Misra
Vice President, Performance & Reward
Mubadala Development Company

Aroop Misra has over 15 years of experience in Compensation and Rewards. He is currently the Vice President, Performance & Reward at Mubadala Development Company. He manages and leads ad-hoc projects under Performance & Management & Reward. He designs, reviews, improves and implements the organization's benefit policies by conducting research on global benefit schemes so as to prepare proposals to make Benefits more flexible, attractive, diverse, relevant and competitive. He develops through benchmarking and research based analysis the compensation and grade structure for Mubadala and its new assets. He supports in the design and delivery of modern C&B approaches within Mubadala and its assets in the UAE and abroad.



10:00 **Designing a Well-Formulated Executive Compensation Plan that Aligns with your Organization Goals**

- Customize reward strategy to recognize the markets for talent, e.g. as between Management and other professional
- Market positioning - The need to be the best payers, benchmarking against the market trends
- Keeping a healthy balance on the reward mix, e.g. between fixed and regular cash pay

Richard Lamptey
Director, Executive Compensation
Towers Watson

Richard has over 25 years experience advising on Executive Compensation with clients across many sectors based in a number of geographies. His particular strengths lie in incentive plan design including most performance-related bonuses, carried interest plans and all variations of stock plans, performance metrics and corporate governance. Richard holds a BA Degree in Economics and a MA Degree from Cambridge University; has a MBA Degree from City University and is a Member of the Chartered Institute of Personnel and Administration.



10:45 **Morning Refreshment Session**

11:15 **Improving Organization Performance through Short-term and Long-term Incentive Tools**

- Improve STIs and LTIs to exploit the full potential of these tools
- Devise employee share option schemes to engage employees in the long term
- Explore innovative ways of designing tools to improve organizational performance
- Build sustainable performance culture in the long term with solid implementation of these tools

Sachin Bajaj
Head of Compensation, Benefits & Performance Management
Takeda Pharmaceuticals

Sachin is an expert in the areas of Rewards, Performance Management and HR Excellence. With 14 years of solid experience, he has designed and implemented initiatives for very large organizations with multinational environments. He has conceptualized and deployed many innovative practices, which have resulted in quantifiable business impact as well as improved employee satisfaction and retention.



12:00 **Introducing Skill and Capability Based Compensation Programs to Enhance Work Performance**

- Major shifts in the IT industry and how these impact talent strategies: skills as the new currency
- Capability development as a way of building local talent in the Middle East and Africa
- Using Compensation as an accelerator

Michal Kusak
MEA Compensation & Benefits Leader
IBM

Michal leads IBM's Compensation & Benefits teams in the Middle East and Africa region. Over the past 10 years, he has held a number of Compensation & Benefits roles in Central and Eastern Europe, Middle East and Africa and on EMEA level, mainly in the IT industry. Prior to joining IBM at the beginning of 2013, Michal worked for HP and Vodafone. He has successfully driven various C&B initiatives, innovative programs and transformational projects that had a positive impact on the business, and his focus areas in recent years have included Flexible Benefits as well as Africa C&B strategy and initiatives.



12:45 **Lunch**

UAE HR Business Partner, Shared Services and Compensation Forum

COMPENSATION FORUM

29 April 2015

13:45 **Managing Regional Talent Mobility with Effective Reward Frameworks**

- Deploy forward-looking mobility processes to effectively utilize top talent
- Implement appropriate reward systems that are needed to drive engagement and manage employee expectations
- Challenges in managing regional cross-border workforce moves that will have significant impact on business performance

Deepak Raya Kamath
Director Organization Planning & Rewards
Etisalat Group



14:30 **Driving Workforce Engagement through an Effective Communication of Total Rewards**

- Life cycle of the workforce (external and internal channels of communication)
- Establishing psychological bonding with the workforce
- Tracking the effectiveness of the communication
- The strategic impact of communicating Total Rewards to the employees

Agni Skafidas
Compensation & Benefits Director
Smith & Nephew

Agni has gained extensive Human Resources and specialized Compensation & Benefits experience while working on 3 continents over the last 15 years. Translating business requirements into suitable programs and initiatives, Agni has been recognized for her excellent business acumen and simplifying HR for managers and leaders in her organizations. As the Director, Compensation & Benefits IRAMEA, Agni has initiated and is leading far-reaching change projects strengthening Smith & Nephew's presence and supporting its aggressive expansion goals within the region.



15:15 **Afternoon Refreshment Session**

15:45 **Panel Discussion: Harmonizing Emiratisation and Compensation Strategies to Achieve a Leading Edge**

Ahmed Salem Al-Ali
Learning & Development Manager - Emiratisation
Emaar Hospitality Group

Ahmed is responsible for designing and executing the learning initiatives for Emiratisation within Emaar Hospitality Group which includes overseeing the learning and development strategy, facilitated training programmes, departmental cross exposure, Internship programmes for UAE National students and career development. Ahmed previously worked with the Jumeirah Group within Guest Services and later progressed through the field of Learning and Development. In his last post with Jumeirah, he also acquired pre-opening hotel experience with Jumeirah at Etihad Towers.



Sandrine Bardot
Managing Director
The Bardot Group

Sandrine is leading a boutique International Compensation & Benefits training and consulting company, The Bardot Group where she shares hands-on, pragmatic approaches with her clients throughout GCC and Asia. For almost 20 years, Sandrine took on positions with increasing responsibilities in Compensation & Benefits in Microsoft, Airbus, Apple, Fiat and more, leading global positions of Head of Performance and Reward at Majid Al Futtaim then Mubadala.

She also has extensive experience in designing and implementing - Total Rewards and Performance Management strategies which led her to develop 2 unique propositions in the region: "Future Map", a proprietary assessment of pay practices and a flexible and hands-on Total Rewards coaching package.



Fatima Bin Mousa Alloghani
Manager - Marketing
Abu Dhabi Terminals

Fatima Alloghani has more than 10 years working experience in Human Resources across diversified industries like Oil & Gas - Schlumberger: the strong base of recruitment and payroll, Retail- IKEA: the brand experience, Properties Development- Nakheel: innovation, Corporate-Dubai World: worldwide positioning, Airline - Etihad Airways: excelling to be the best, and recently Maritime-Abu Dhabi Terminals: Operating high tech and state of art Container Terminal.



16:45 **Chairperson Closing Remarks**

17:00 **End of Day 3**

UAE HR Business Partner, Shared Services and Compensation Forum

POST FORUM WORKSHOPS

30 April 2015

Workshop Timetable: Workshops will run from 9:00 am - 5:00 pm, with mid morning, luncheon and mid afternoon refreshment breaks included. Registration begins 30 minutes before each workshop commences

Internal Consulting Skills for HR Business Partners

Workshop A (9:00 am - 12:00 pm)

Workshop Overview

The role of the HR professional is being transformed from that of the guardians or enforcer of an organization's policies and procedures into that of a strategic business partner. As demands and expectations of HR professionals change, they must continually develop new skills to add value to the organization. Essential skills for the HR Professional as Business Partner are consulting skills. As an internal consultant, HR professionals act as a proactive advisor providing critical input into the strategic initiatives of the organization and become increasingly involved in the implementation of strategies.

About Your Workshop Leader



Paul Lalovich
Head of Business
Partnering
Sadara Chemical
Company



Paul is a Human Resources professional with proven ability to develop forward thinking culture, attract and retain great people while excelling in the delivery of people strategies. A change agent who successfully supported rapid growth, turnaround, organizational excellence programs (EFQM Model) and right-sizing initiatives. Commercially oriented and capable of driving the best practices in the areas of HR business partnering, talent management, total rewards, performance management, talent acquisition and localization.

In the past worked extensively in the emerging markets of Europe and The Middle East for large public and private companies (du, Emirates Integrated Telecommunications Co, Gazprom NEFT NIS, Norconsult and Global Medical Solutions Hospital Management LLC). Prior to this, during the consulting career in Canada worked with many companies on the Fortune's list "100 Best Companies to Work For in America".

He is currently responsible for leading HR Business Partner team supporting 4,000 employees across the enterprise to drive business growth and corresponding talent strategies for Sadara Chemical Company, a joint venture between Saudi Aramco and the Dow Chemical. World's largest petrochemical facility ever built in one single phase (US \$27Bn).

Workshop Outline

Role of the Internal Consultant

- State the Value of the Internal HR Consultant to the Organization
- Describe the Three Roles of the Internal Consultant
- Identify the Skills and Competencies Needed to Be an Effective Internal Consultant

Scoping the Issue

- Diagnose Situations to Determine the Client's Need and Current State
- Formulate Problem Statements with the Internal Client
- Document the Statement of Work and Approach to Problem Solving

Contracting with the Client

- Initiate a Contracting Meeting with the Client
- Present and Negotiate the Terms of the Engagement with the Client

Analyzing Issues and Making Recommendations

- Synthesize Information from the Data Gathering Phase
- Prepare the Client and Key Stakeholders for Recommendations

Providing Feedback to the Client

- Share the Key Findings in a Manner so that they will be Heard and Accepted
- Position the Findings and Feedback for Client Commitment and Action

Develop an Implementation Plan

- Create a Blueprint and Action Plan Required to Solve the Problem
- Identify the Role of the Consultant in Implementation

Action Planning

- "Operationalize" the Role of the Internal Consultant
- Transfer Learning from the Classroom to Your Job Within 24 Hours

UAE HR Business Partner, Shared Services and Compensation Forum

POST FORUM WORKSHOPS

30 April 2015

Workshop Timetable: Workshops will run from 9:00 am - 5:00 pm, with mid morning, luncheon and mid afternoon refreshment breaks included. Registration begins 30 minutes before each workshop commences

Automate your HR process with Cost Effective HR Technology

Workshop B (1:30 pm - 5:00 pm)

Workshop Overview

Keeping pace with technological advances is a lofty goal, and most organizations don't have the budget for frequent upgrades. Before you decide to automate HR, it's important to weigh all the factors involved, such as the predicted growth of the company and the level of satisfaction (or dissatisfaction) with the current HR system. During this workshop, the facilitator will share how to evaluate HR's automation needs, get buy in from management for HR Automation, establish a roadmap for HR automation, establish objectives and conduct a cost/benefit analysis.

About Your Workshop Leader



Stuart Wigley
HR Technology
Consultant,
Towers Watson

TOWERS WATSON 

Stuart is a Senior Consultant in the HR Technology practice of Towers Watson's London office. He is moving to Dubai in 2015 to lead the firm's technology presence in the GCC region.

Stuart has worked with Towers Watson for 10 years and during this time has been involved in the design, development and implementation of many of Towers Watson's HR technology tools.

Stuart's areas of expertise include compensation and talent management technology, and employee communication through the firm's HR Portal solutions.

In addition, Stuart also has extensive experience of Towers Watson's technology related consulting services, including analysing technology needs, business case design and Cost Benefit analysis.

Workshop Outline

Conduct a current state technology evaluation

- Understand what kind of technology your business needs in the future
- What are the unproductive HR processes and how automation can help?
- What are the urgent areas of improvement and which are the ones that can afford gradual or incremental automation

Build a preliminary business case

- Identify cost savings and improvement opportunities
- Ways to assess the organization needs to ensure the technology improvements are relevant to the end-users and provide real business impact

Know your options

- An overview of the current technology landscape, including pros and cons of various applications
- Gather data on the changing HR technology landscape to fully understand the future of vendor solutions and the state of the HR technology marketplace

Cost Benefits Analysis

- Establish the long & short term objectives of HR automation and how they can be measured
- Is the investment justified?

UAE HR Business Partner, Shared Services and Compensation Forum

27 - 30 APRIL 2015 | RAFFLES DUBAI, UAE

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“THE online social media network for HR and L&D professionals in the Middle East”

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Capitalize on this Forum for HR Sponsors & Exhibitors

With strong economic growth and increasing difficulty in retaining talent in the UAE, it is essential for companies to formulate effective strategies to **raise efficiency, reduce costs and re-align HR and business goals**. In addition, companies need to develop and offer attractive compensation and benefits packages to ensure the **long term sustainability of their workforce and talent**. The UAE HR Business Partner, Shared Services and Compensation Forum provides an ideal platform for HR professionals and industry thought leaders to gather and engage in relevant conversations on how best to **transform and elevate their HR function as a strategic partner to achieve business goals**.

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