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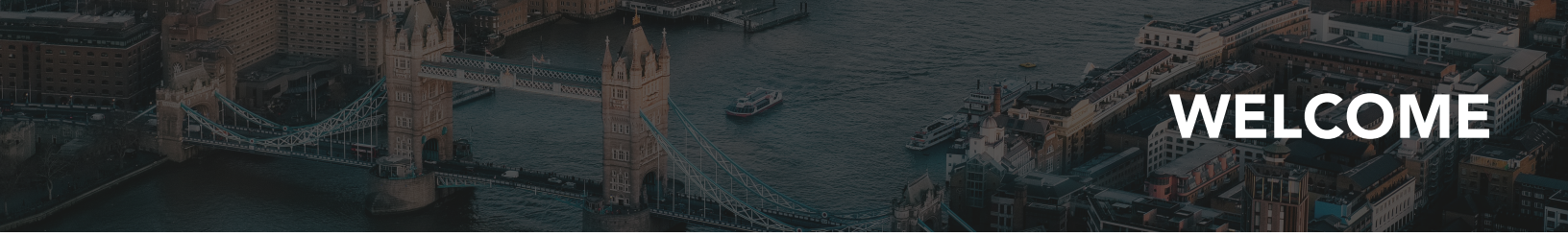

WELCOME

GREETINGS!

Welcome to the second Sharing Economy Global Summit. This is a really exciting year for us because the summit is now 'all grown up.' We started last year in San Francisco, bringing together representatives from sharing economy membership organisations, trade bodies and industry groups from nearly 20 countries around the world, as well as their members.

It was a bit of a trial run and we 'bookended' the summit around the Marketplace Risk Management Conference - and really just waited to see what happened. What happened was amazing - coming together gave us the opportunity to learn, network and collaborate, with a mutual goal of growing the sharing economy globally.

This year, the summit is bigger and better… and that's because of the support we've had in bringing this event to life. It's a testament to the power of the sharing economy and has been a huge personal pleasure for me to be part of something that so many people are willing to invest their time and energy. Because, like me, they believe in 'peer to peer' - using technology to leverage the power of communities.

I hope that you can take part in as many of the events at the summit as you can. There is always more to learn when it comes to the world of sharing platforms. And, do get in touch with me if I can help in any way. I look forward to meeting you.

Best,

Elle Tucker
Chair of the Steering Committee, Sharing Economy Global Summit

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SCHEDULE AT-A-GLANCE

TUESDAY 4

6:00 PM - 8:00 PM
Welcome Reception
Willis Towers Watson

WEDNESDAY 5

9:00 AM - 10:00 AM
Registration and Check In
Lloyd's First Floor

10:00 AM - 10:20 AM
Welcome
Old Library

10:20 AM - 10:45 AM
Keynote: The Secrets of a Winning Platform Strategy
Old Library

11:00 AM - 11:30 AM
Conquering Screening and Friction in Onboarding
Room 1

Risk Management Pitfalls and Opportunities with Platform-Enabled Delivery
Room 2

The Fast and the Furious: How to Win With a Strategic Screening & Onboarding Program
Room 3

11:40 AM - 12:10 PM
Global Privacy Considerations for the Sharing Economy
Room 1

11:40 AM - 12:15 PM
Sharing Economy Insurance Q&A: What, Why and How
Room 2

11:40 AM - 12:20 PM
Leveraging the Latest Technology to Develop Gig Platforms
Room 3

1:00 PM - 1:30 PM
Insurance as an Enabler to Platform Growth
Room 1

Trust me... Not Everyone is Willing to Share
Room 2

Real Life Background Check Successes and Challenges in the Sharing Economy
Room 3

1:40 PM - 2:10 PM
Bankrupting the Business of Cybercrime
Room 1

Sharing Economy for a Social Cause: Fostering the Sharing Economy & Closing the Gender Pay Gap
Room 2

Platform Advertising - Some Risks Just Have to be Taken
Room 3

2:20 PM - 2:50 PM
Global Certification for the Sharing Economy:TrustMark and International Standards Organization (ISO) Sharing Economy Initiatives
Room 1

Mobility as a Service - The Role of Trust, Safety & Risk
Room 2

Trust & Safety - How to Think and Act Globally
Room 3

3:00 PM - 3:30 PM
A Holistic View of the Risk: The Secret to a World-Class Performance
Room 1

Social Media Influencers and other Marketing Pitfalls
Room 2

Turning Employees into Active Risk Sensors
Room 3

3:40 PM - 4:10 PM
Variations in Background Checks throughout the World
Room 1

Regulation in Mobility & Transportation Platforms
Room 2

Building a Sharing Economy Among Developing Countries
Room 3

4:20 PM - 4:50 PM
Designing Communities for the Sharing Economy - Is it Even Possible?
Room 1

Challenging the Norm of Customized Insurance Solutions
Room 2

Malaysia's Experience in Managing the Sharing Economy; Role of the Government
Room 3

5:00 PM - 5:30 PM
How to Democratize the Sharing Economy
Room 1

5:00 PM - 5:35 PM
Leveraging Blockchain in the Sharing Economy
Room 2

5:00 PM - 5:40 PM
Stories from the Trenches: Following the Roadmap to Success when Expanding Across Borders
Room 3

5:45 PM - 8:00 PM
Networking Party
Aon HQ

SCHEDULE AT-A-GLANCE

THURSDAY 6

9:00 AM - 10:00 AM
Registration and Check In
Lloyd's First Floor

10:00 AM - 10:10 AM
Welcome
Old Library

10:20 AM - 10:50 AM
CEO Perspectives on Risk Management
Room 1

Tech with Purpose: Choosing the Right Technology Stack to Make a Difference to Society
Room 2

P2P Accommodation Platforms: Perspectives on Policy Making and Curriculum Development
Room 3

11:00 AM - 11:30 AM
Why Home Sharing Needs Cross-Platform Action to Flush Out the Scammers
Room 1

The Evolution of Mobility
Room 2

Is Escrow Key to Safeguarding the Sharing Economy?
Room 3

11:40 AM - 12:10 PM
Trust in the Sharing Economy: The Perspective of an International Platform
Room 1

11:40 AM - 12:15 PM
What Good Risk Management Looks Like and How Effective Insurance Solutions Support It
Room 2

11:40 AM - 12:20 PM
Global Expansion of Home Sharing - Regulation and Government Relations
Room 3

1:00 PM - 1:30 PM
Raising Standards: Barriers and Solutions to Building Trust in Short-Term Accommodation
Room 1

Growing Sharing Economy Markets Outside of the USA - Opportunities and Challenges
Room 2

Crowdsourcing Risk Management
Room 3

1:40 PM - 2:10 PM
Infrastructure for Shared Mobility
Room 1

Shared Mobility - New Frontiers where Market Forces and Regulation Meet
Room 2

Fair Work in the Sharing Economy
Room 3

2:20 PM - 2:50 PM
Leveraging Sharing Economy Industry Groups as Resources for Platform Expansion
Room 1

Creating Frictionless Talent Deployment
Room 2

Financial Inclusion and Security to Gig Workers - Smarter Screening and Tailor-Made Services
Room 3

3:00 PM - 3:30 PM
Trust & Transparency: Mechanisms for Ensuring Satisfaction
Room 1

Finding Balance Between Strong Customer Authentication and CX. Let's Outsmart Fraud. Together.
Room 2

Digital Identity - All the Ways to Know Your Customer Through Various Data Points
Room 3

3:40 PM - 4:10 PM
Fake Reviews: The Path to Brand Abandonment
Room 1

Business Considerations of International Expansion - Lessons Learned from Airbnb, Rover, Peerspace and Others
Room 2

The Platformification of the Global Economy
Room 3

4:20 PM - 4:50 PM
Responsible, Sustainable & Innovative Business Models in the Sharing Economy
Room 1

4:20 PM - 4:55 PM
Short-Term Rental Fraud Prevention Around the World
Room 2

4:20 PM - 5:00 PM
Where Next for Sharing Mobilities?
Room 3

5:05 PM - 5:30 PM
Endnote: Our Greatest Collective Risk? Climate Emergency
11th Floor Lobby

SHARING ECONOMY GLOBAL SUMMIT STEERING COMMITTEE

Elle Tucker, Chair*
GangHut
Edinburgh, UK

Anna Bordon
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Juliet Eccleston
AnyGood?
London, UK

Nick Fulton
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Neal Gorenflo
Shareable
Mountain View, CA, US

Jeremy Gottschalk
Marketplace Risk
Chicago, IL, US

Justin Hales
Sharing Hub
Sydney, Australia

Sjoerd Handgraaf
Sharetribe
Helsinki, Finland

Joanna Jurgens
Sofar Sounds
Dallas, Texas, US

Olivia Knight
Sharing Economy UK
London, UK

Ola Lowden
omocom
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Marta Mainieri
Collaboriamo
Milan, Italy

Lucie Munier
Sharing Economy UK
London, UK

Hideaki Ninomiya
Sharing Economy Association Japan
Tokyo, Japan

Darzy Norhalim
Sharing Economy Ecosystem Division, Malaysia Digital Economy Corporation
Kuala Lumpur, Malaysia

Marianne Olsson
Konsultboken
Stockholm, Sweden

Chelsea Rustrum
Blockchain for Good
San Francisco, CA, US

Josh Sanders
Aon
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Elisa Saturno
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Jozef Wallis
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Iris Wang
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AGENDA TUESDAY 4 - WEDNESDAY 5

TUESDAY

6:00 PM - 8:00 PM
Willis Towers Watson

Welcome Reception
Join attendees for the 2020 Sharing Economy Global Summit at a reception to welcome everyone!

WEDNESDAY

9:00 AM - 10:00 AM
Lloyd's First Floor

Registration and Check In
Be sure to register and check in for the 2020 Sharing Economy Global Summit.

OPENING REMARKS & KEYNOTE ADDRESS

10:00 AM - 10:20 AM
Old Library

Welcome and Opening Remarks, Trevor Maynard, Head of Innovation at Lloyd's
Join Trevor Maynard, Head of Innovation at Lloyd's, to welcome attendees to the 2020 Sharing Economy Global Summit.

10:20 AM - 10:45 AM
Old Library

Keynote: The Secrets of a Winning Platform Strategy, Laure Claire Reillier, COO & Co-founder, Launchworks & Co
Network effects are key to unlocking the power of communities, exponential growth and long-term success. In this keynote, Laure Claire Reillier, ex-eBay exec, Launchworks & Co-founder and author of the best-selling book 'Platform Strategy' will explain how sharing economy platforms can attract, match and connect ecosystem participants to enable them to transact. She will distill key learnings on how to maximise growth and network effects from working with dozens of platforms, including eBay.

SESSIONS

11:00 AM - 11:30 AM
Room 1

Conquering Screening and Friction in Onboarding, Anjan Luthra, Co-founder, GigZoo; Spencer McLain, VP & GM of EMEA, Ekata; and Daniil Tarakanov, CEO, AddyCar
There is a natural conflict between the rush to onboard users and properly screening them. After all, you have to confirm your customers are who they say they are and, from there, screen them to make sure they are appropriate for your platform. But how do you balance these competing interests? AddyCar CEO Daniil Tarakanov, GigZoo CEO Anjan Luthra and Spencer McLain from global digital identity solution Ekata will explain how you can conquer friction in the onboarding process to overcome this natural conflict.

11:00 AM - 11:30 AM
Room 2

Risk Management Pitfalls and Opportunities with Platform-Enabled Delivery, Jillian Slyfield, Managing Director Digital Economy Practice Leader, Aon; Chris Moore, Head of Casualty, Apollo Underwriting; and Russell Corbould-Warren, Head of Insurance EMEA, Uber
This session will feature a discussion with some of the largest platform-enabled delivery companies discussing how to manage the top five risks associated with platform delivery, including providing access to one's home, guns, drugs and children. This session will explore how to create a culture of risk management, including with driver selection, driver liability, employment practices liability, UBI and telematics.

11:00 AM - 11:30 AM
Room 3

The Fast and the Furious: How to Win with a Strategic Screening & Onboarding Program, Dan Koellhofer, Chief Innovation Officer, First Advantage; and Tammie Moser, Sr. Director, Product Innovation, First Advantage
Ramping up quickly using contract, part-time or gig workers is our new reality. Using innovative strategies, hear how one driving company and another global retailer prepared for these events to onboard workers fast while successfully managing the risks of the contract worker world. Changing global laws require program consistency that require you to take the "high road." Not to mention driving data privacy! Learn what they did and how they did this to protect their brands, their workers and their patrons.

AGENDA WEDNESDAY 5

11:40 AM - 12:10 PM
Room 1

Global Privacy Considerations for the Sharing Economy, Matt Getz, Partner, Boies Schiller Flexner LLP; Albert Giang, Partner, Boies Schiller Flexner LLP; and Mark Mao, Partner, Boies Schiller Flexner LLP
Privacy is perhaps the hottest topic in tech today. From GDPR to CCPA and all the regulations in between, platforms are wrestling with compliance under tight deadlines and potentially steep fines for noncompliance. Join privacy experts Matt Getz, Albert Giang and Mark Mao from global law firm Boies Schiller Flexner to learn how you should approach privacy for your platform.

11:40 AM - 12:15 PM
Room 2

Sharing Economy Insurance Q&A: What, Why and How, Karl Gray, Global Head of Motor & Retail Lines, Zurich Insurance; Joe Hurley, North America Sharing and Gig Economy Practice Leader, Willis Towers Watson; Chris Moore, Head of ibott, Apollo Underwriting; Karl Sawyer, GB Industry Subject Matter Expert – Technology, Media and Telecommunications, Willis Towers Watson; and Victoria Vasso, Senior Associate - Broking, Property & Casualty, Willis Towers Watson
Do you understand the differences in insurance types and how to procure the best program for your startup? This session will give you everything you need to know about procuring and maintaining the best insurance policies designed for your business. Five critical players focused on insurance in the sharing/marketplace economy will engage attendees in a dialogue about the interaction between the new world of the sharing economy and the evolving world of those insurers and brokers immersed in this space.

11:40 AM - 12:20 PM
Room 3

Leveraging the Latest Technology to Develop Gig Platforms, Juliet Eccleston, CEO and Founder, AnyGood?; Anjan Luthra, Co-founder, GigZoo; Marianne Olsson, Advisor & Gig Economy Expert, Konsultboken; and Tobias Porserud, VP, President, AppJobs.com, The AppJobs Institute
Gig platforms and technology go hand-in-hand. Are you leveraging the latest technology to the greatest potential? Gig economy expert Marianne Olsson, GigZoo Co-Founder Anjan Luthra, AppJobs.com and The AppJob Institute VP and President Tobias Porserud, and AnyGood CEO and Co-Founder Juliet Eccleston will explore the latest technology leveraged to develop today's most popular gig platforms.

12:10 PM - 1:00 PM LUNCH BREAK

1:00 PM - 1:30 PM
Room 1

Insurance as an Enabler to Platform Growth, David Blessing, Chief Underwriting Office – Sharing Economy and New Mobility, Liberty Mutual Insurance; Jim Kilduff, Chief Insurance Officer, Outdoorsy; Josh Sanders, Digital Economy Business Development Manager, Aon; and Max Feldman, Head Actuary, Lyft
Insurance is often viewed as a necessary evil; however, insurance is a vital element of growth. Learn how insurance feeds the growth story and the needs it serves, including the continuous need for innovation. This session will also explore dependencies for the model to work, as well as current and future challenges.

1:00 PM - 1:30 PM
Room 2

Trust me... Not Everyone is Willing to Share, Rob Brown, CEO, KERB
Trust has become the most critical currency of the 21st Century as more and more people shun the establishments of yesteryear in favour of new peer-to-peer, online platforms that allow the sharing of services, space and resources. But Anglo notions of 'decency' and 'doing the right thing' don't necessarily apply everywhere else, as global parking app KERB has found as it enters new markets. This session will feature Rob Brown, CEO of KERB.

AGENDA WEDNESDAY 5

1:00 PM - 1:30 PM
Room 3

Real Life Background Check Successes and Challenges in the Sharing Economy, David Bloom, General Manager (Gig), Sterling; and Steve Smith, Managing Director - Sterling EMEA, Sterling
Attend this practical session to hear the good, bad and ugly from businesses like yours that have rolled out background check programmes in global locations to enhance their service, protect their users and promote their brand. Learn how organisations have worked with one of the world's leading background and identity service providers to help shape innovation, mitigate risk, drive safety and provide an identity solution specific to the needs of the global sharing economy.

1:40 PM - 2:10 PM
Room 1

Bankrupting the Business of Cybercrime, Kevin Gosschalk, CEO and Founder, Arkose Labs
Digital businesses are facing ever-rising fraud levels, as more and more individuals are enticed into cybercrime by the prospect of high financial gain alongside minimal risk. These individuals are supported by a global cybercrime ecosystem, providing the tools and low-cost resources needed to scale up attacks. This presentation will provide fresh insight into socio-economic drivers behind fraud across various regions using Arkose Labs' Attack Incentive Index. Gosschalk will then discuss how businesses can use this intelligence to inform security strategies. Until businesses disrupt the underlying economic motivations behind organized fraud, they will be stuck in an endless cat-and-mouse game with fraudsters. Fraud controls that significantly drive up the cost for fraudsters to execute attacks will be key to long-term fraud prevention - and putting an end to the vicious circle of cybercrime success that perpetuates large scale attacks.

1:40 PM - 2:10 PM
Room 2

Sharing Economy for a Social Cause: Fostering the Sharing Economy & Closing the Gender Pay Gap, Raj Anand, CEO and Founder, Goodman Lantern
In the US, only 20% of tech jobs are held by women even though they make up more than half of the country's workforce. In the UK, women account for a mere 15% of the tech workforce. Goodman Lantern's technique of "engineering content" is based on hurdles overcome in the past, and the knowledge acquired in the process. Over the course of five years, 30 of our researchers interviewed 100s of people, perused thousands of texts, and browsed a multitude of websites to discover how business owners could grow their empires more easily and equitably. This presentation will focus on the approach, methods, and tactics used to deliver content projects in the sharing economy to close the gender pay gap.

1:40 PM - 2:10 PM
Room 3

Platform Advertising - Some Risks Just Have to be Taken, Paul Mellor, Co-founder & Managing Director, Mellor & Smith; Elle Tucker, Director, GangHut; and Ann-Marie Rossiter, Head of Marketing, HeadBox
How is marketing different when you're promoting your sharing economy platform? It's a risky business, as not only do you have to educate and build trust, you're often talking to several distinct groups (users and providers). You also need ideas that stand out. This session features Elle Tucker from GangHut, Paul Mellor from the Mellor & Smith agency, whose clients are from a range of sectors and include Amazon, Egencia, M&S, Spotify and Remitly, and Ann-Marie Rossiter, Global Head of Marketing of event technology company HeadBox.

2:20 PM - 2:50 PM
Room 1

Global Certification for the Sharing Economy: TrustMark and International Standards Organization (ISO) Sharing Economy Initiatives, Hide Ninomiya, Secretariat General, Sharing Economy Association Japan; and Joseph Maar, Co-Founder & CEO, Networked Everywhere, Connected Forever
Trust is said to be the biggest barrier to adoption for the sharing economy. But, trust means different things to different platforms. With so many variations and definitions of trust, how does the world align to grow the sharing economy? In this session, you will learn about global certification standards being proposed by several organizations, including Sharing Economy Association Japan's TrustMark and the International Standards Organization's efforts to develop standards for the sharing economy.

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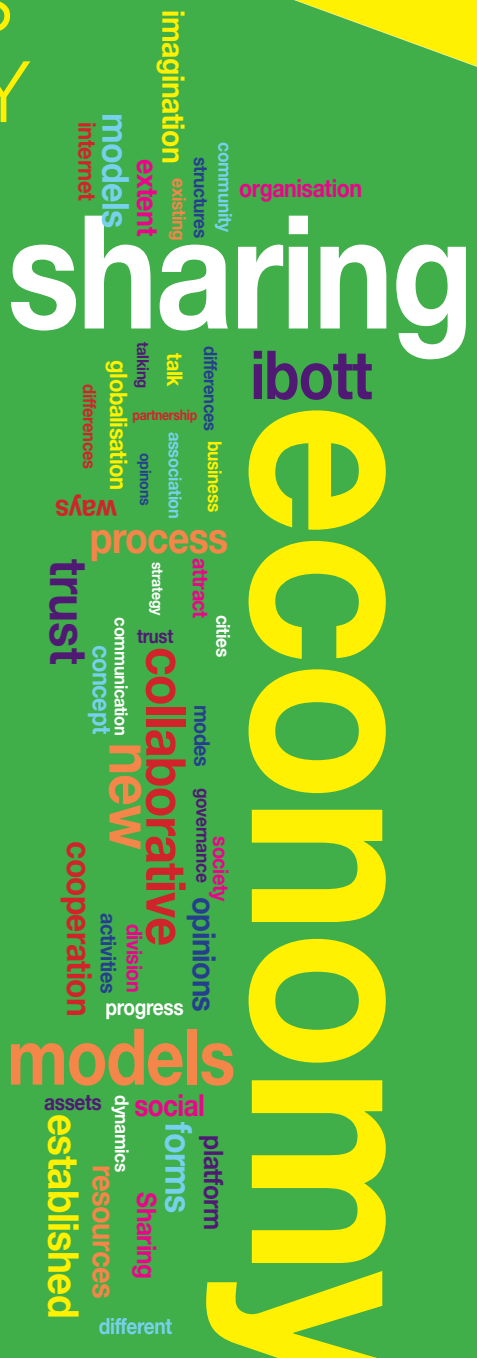

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AGENDA WEDNESDAY 5

2:20 PM - 2:50 PM
Room 2

Mobility as a Service - The Role of Trust, Safety & Risk, Funmi Onamusi, Founder, 3FEV; and Graeme Risby, CEO, hiyacar
Eighty-four percent of car owners say that owning a car is still very important to them. However, the mobility landscape is changing with speculation that sharing economy will reduce the need for car ownership. This leads to the questions: What is required to consume mobility as a service? What are the barriers to its uptake? And, what role do trust, safety and risk play in driving innovation in car sharing? Join 3FEV Founder Funmi Onamusi and hiyacar CEO Graeme Risby as they explore answers to these questions and more!

2:20 PM - 2:50 PM
Room 3

Trust & Safety - How to Think and Act Globally, Kelly Barton, Senior Director, Global Trust, Health and Safety, HomeAway / VRBO; Joanna Jurgens, Head of Business Affairs, Sofar Sounds; and Shannon Scott, Global Trust & Safety, TaskRabbit
Trust and safety might be a universal concept, but the application is anything but. Hear how some of the world's largest platforms view trust and safety and, more importantly, how they execute on best practices.

3:00 PM - 3:30 PM
Room 1

A Holistic View of the Risk: The Secret to a World-Class Performance, Jérôme Selles, Co-founder and CTO, Tint.ai
Today, sharing economy marketplaces miss out on opportunities to improve their risk management performance because they focus too much on user-level verifications by running background checks, for example. While this is an important part of the equation, the total risk of a transaction is also related to entities such as the asset, the location, the context of the transaction, messages, etc. Therefore, a world-class risk assessment should go beyond verifying users.

3:00 PM - 3:30 PM
Room 2

Social Media Influencers and other Marketing Pitfalls, Albert Giang, Partner, Boies Schiller Flexner LLP
Join Albert Giang, Partner at global law firm Boies Schiller Flexner LLP, for a discussion about how to properly leverage influencers and other marketing tactics when building your platform. Hear stories from the front line by way of litigation, regulatory action and other threats to platforms.

3:00 PM - 3:30 PM
Room 3

Turning Employees into Active Risk Sensors, Katz Kiely, CEO, beep; and Mary Inman, Partner, Constantine Cannon LLP
In the technology, process and people triangle, people are by far the weakest link in the information security chain. They can also be the biggest asset if incentivised to become accountable risk sensors and active problem solvers. This session will reference behavioural science and experiences with a variety of businesses how to build a culture of security and continuous improvement.

3:40 PM - 4:10 PM
Room 1

Variations in Background Checks throughout the World, Bon Idziak, Chief Compliance and Government Relations Officer, Accurate Background
Background checks are great tools to promote trust and safety on platforms. But, with so many variations in background checks throughout the world, where do you start? Join Bon Idziak, Chief Compliance and Government Relations Officer at Accurate Background, for an insightful discussion on variations in background checks throughout the world.

3:40 PM - 4:10 PM
Room 2

Regulation in Mobility & Transportation Platforms, Dominick Moxon-Tritsch, Director of Regulation & Policy, Bolt
Join Dominick Moxon-Tritsch, Director of Regulation & Policy at Bolt, for a brief romp through the regulation of the sharing economy, starting with the JP Morgan Chase Institute distinction between labour sharing and asset sharing platforms. Then, he will offer a brief analysis of the opinion of the Advocate General of the European Court of Justice in the Airbnb Ireland case, which will define asset sharing platform regulation. Finally, he will take a look ahead to the Romanian referral to CJEU in Star Tax.

AGENDA WEDNESDAY 5

3:40 PM - 4:10 PM
Room 3

Building a Sharing Economy Among Developing Countries, Warner Woodworth, PhD, Professor, Emeritus, BYU
In this session, BYU Professor Emeritus Warner Woodworth, PhD will explore three inspiring stories that show how: embracing social innovations like microfinance & social entrepreneurship are powerful strategies, especially for women; leading three decades of mobilizing the world's 'haves' to share with 'have-nots' has moved both toward a bright future of economic sustainability; and growing a sharing economy will foster deep happiness & resilience.

4:20 PM - 4:50 PM
Room 1

Designing Communities for the Sharing Economy - Is it Even Possible?, Elisa Saturno, Social Designer, Collaboriamo
'Communities' has become a buzzword these days; but what does it even mean? What exactly are communities and why is it so important to know their characteristics, how they are structured and what their value is? Even more importantly for this event, what is their role in sharing economy - and most of all, is it possible to design them? In this session, Elisa Saturno from Collaboriamo in Italy will discuss these topics with the aid of the Community Toolkit, a set of tools for enterprises, startups and organisations that aims to create or grow a community through a design driven approach.

4:20 PM - 4:50 PM
Room 2

Challenging the Norm of Customized Insurance Solutions, Iain Boyer, Chief Underwriting Officer, Y-Risk LLC, a Company of the Hartford
As sharing economy companies grow and business models expand, traditional insurance approaches could provide roadblocks. However, there are insurers and insurance brokers with specialized teams that focus on the unique needs of the sharing economy and help provide customized insurance solutions to support and enhance business opportunities. Insurance products can be designed to help companies grow - balancing the retention, transfer and mitigation of risk. Through an in-depth look at each company, insurers can help identify trouble spots, evaluate potential liabilities and help minimize concerns taking traditional lines of insurance and transforming them into products that work for each individual client.

4:20 PM - 4:50 PM
Room 3

Malaysia's Experience in Managing the Sharing Economy; Role of the Government, Darzy Norhalim, Director, Sharing Economy Ecosystem Division at Malaysia Digital Economy Corporation
The Malaysia Digital Economy Corporation (MDEC) is a government-owned agency which was given the mandate to explore the sharing economy. Since 2012, MDEC has completed the National Framework and Strategic Roadmap on Sharing Economy for Malaysia, which is a study that includes defining the sharing economy, setting objectives and identifying potential areas of growth for Malaysia. In addition, the MDEC has managed specific national-level programmes from 2012 (eRezeki and Global Online Workforce programme) to facilitate participation of individuals onto the sharing economy. This session will provide insights of a national-level strategy adopted by Malaysia, explore identified challenges and solutions. This session will also highlight what should be the role of the government and the need for a strong sharing economy industry association.

5:00 PM - 5:30 PM
Room 1

How to Democratize the Sharing Economy, Sjoerd Handgraaf, CMO, Sharetribe
The sharing economy potentially harbors many benefits: the things we own are used more efficiently; we can connect with others in our community; and we get extra income while doing so. However, in its current form, through domination by a handful of global giants, these benefits do not get realized. In this session, Sharetribe's CMO Sjoerd Handgraaf will show how, by making marketplace technology accessible for everyone and using innovative business ownership structures, we can create a better sharing economy.

AGENDA WEDNESDAY 5 - THURSDAY 6

5:00 PM - 5:35 PM
Room 2

Leveraging Blockchain in the Sharing Economy, Alpesh Doshi, Founder and CEO, Fintricity; Nick Fulton, Partnerships Director, Paybase; and Joseph Maar, Co-founder & CEO, Networked Everywhere, Connected Forever
We've all heard about blockchain. In fact, you probably cannot go a day without hearing about it. But, what is it? And, more importantly, how can it be leveraged effectively in the sharing economy? Alpesh Doshi, Founder and CEO of Fintricity, Nick Fulton, Partnerships Director at Paybase, and Joseph Maar, CEO at NECF, Inc., will host a presentation on how sharing economy platforms can effectively leverage blockchain. Specifically, this session will answer: What is Blockchain? What are the shared benefits that platforms bring with blockchain solutions? What are the key differences between both? Will Blockchain solutions augment or replace traditional platform businesses?

5:00 PM - 5:40 PM
Room 3

Stories from the Trenches: Following the Roadmap to Success when Expanding Across Borders, Alejandro Artacho, Founder and CEO, Spotahome; Garrett Johnston, Digital Economy Account Executive, Aon; and Rob MacKethan, VP of Insurance and Risk Management, Lime
International expansion is atop most startups' list. But the risk profile of your company changes the moment you expand. This session will provide a general roadmap for the top risk management considerations for sharing economy companies when expanding the business outside of your home country.

5:45 PM - 8:00 PM
Aon HQ

Networking Party
Join attendees from the 2020 Global Summit at Aon's headquarters for a networking party!

THURSDAY

9:00 AM - 10:00 AM
Lloyd's First Floor

Registration and Check In
Be sure to register and check in for the 2020 Sharing Economy Global Summit.

OPENING REMARKS & KEYNOTE ADDRESS

10:00 AM - 10:10 AM
Old Library

Welcome, Elle Tucker, Chair, Steering Committee, Sharing Economy Global Summit
Sharing Economy Global Summit Steering Committee Chair Elle Tucker for a brief welcome to kick off the second day!

SESSIONS

10:20 AM - 10:50 AM
Room 1

CEO Perspectives on Risk Management, Jeff Cavins, Founder & CEO, Outdoorsy; and Mark Gustafson, CEO, Spinlister Global Bike Share
Jeff Cavins, Founder & CEO of Outdoorsy, and Mark Gustafson, CEO of Spinlister, discuss their perspective on risk management. Outdoorsy is the largest RV rental marketplace and Spinlister is the is the world leader in peer-to-peer bike, surf, and snow rentals with users from over 100 countries. Together, these CEOs have tackled some of the biggest risks in shared mobility. They will discuss trust and safety challenges inherent to these businesses, along with how they have overcome those risks.

10:20 AM - 10:50 AM
Room 2

Tech with Purpose: Choosing the Right Technology Stack to Make a Difference to Society, Donovan Justice, CEO and Co-founder, Digital Detox
Hype clouds judgement, and technology without true purpose just won't work. In a world where we're fighting against buzzwords yet pressured to stay ahead of the curve, how do you choose the right stack for you? In this session, Donovan will delve into the importance of ensuring we make those all important technology and innovation decisions for the right reasons, and keep society and sustainability in mind, too.

AGENDA THURSDAY 6

10:20 AM - 10:50 AM
Room 3

P2P Accommodation Platforms: Perspectives on Policy Making and Curriculum Development, Dr. Cristina Miguel, Senior Lecturer, Leeds Beckett University; and Dr. Rodrigo Perez-Vega, Lecturer, Henley Business School
The rapid growth of peer to peer (P2P) accommodation platforms took the marketplace and governments by surprise. However, social and political pressures have led to changes in attitudes, policies, and regulations in most of the locations where these platforms operate. This panel session features Dr. Cristina Miguel, principal investigator of the EU-funded project COLECO: Higher Education Curricula Development on the Collaborative Economy in Europe, and Dr. Rodrigo Perez Vega, who has conducted research (with Dr. Miguel and Dr. Jones) on stakeholder's perspectives on the regulatory framework of P2P accommodation platforms in London and Barcelona, by using Airbnb as a case study. This panel will introduce the COLECO Erasmus+ project, an initiative which aims to reduce the gap of our understanding of the Collaborative Economy in general, and of peer-to-peer accommodation platforms in particular. This project, which includes universities form Croatia, Cyprus, Italy, Spain, Turkey, and the UK, will create both academic modules at Masters level and Massive Open Online Courses (MOOCs) for the general public. In addition, the panel will cover the considerably different approaches to policy-making to regulate the P2P accommodation market sector in London and Barcelona, as well as the perspectives of users, policy-makers and the industry.

11:00 AM - 11:30 AM
Room 1

Why Home Sharing Needs Cross-Platform Action to Flush Out the Scammers, Humphrey Bowles, CEO and Co-founder, GUARDHOG Technologies
When it comes to trust and safety, the sharing economy has a lot to learn. As it grows, it faces a growing challenge - scammers, fraudsters and deceivers are taking advantage of this community that relies on trust - and it is currently losing this challenge. Unless we prevent them, these bad actors are in danger of irreparably damaging the industry by trashing its reputation and triggering prohibitive regulation. It's time to turn the tide. This session features Humphrey Bowles and will explore why and how home-sharing platforms work together to rid the scammers.

11:00 AM - 11:30 AM
Room 2

The Evolution of Mobility, Max Feldman, Head Actuary, Lyft; and Neeraj Sahni, Digital Economy Broking Leader, Aon
Join Aon and their Emerging Mobility team for an exploration of the stages of Mobility as a Service. This session will include some of the leading MaaS companies discussing the evolution of the now expanded options of mobility across the globe and how this will impact businesses.

11:00 AM - 11:30 AM
Room 3

Is Escrow Key to Safeguarding the Sharing Economy?, Anna Tsyupko, CEO, Paybase
Escrow is undergoing a renaissance. As the platform economy grows, escrow's ability to safeguard it is even more valuable. According to a recent Forbes article, "The job of a platform economy business is to enable two strangers to transact without any friction while ensuring the transaction is safe." This tension, it argues, comes as a result of growing consumer expectations. Given the consumer-to-consumer nature of much of the platform economy, it is perhaps not surprising that payments security is one of the key hurdles for platform businesses to overcome. Today, there are various options available to fulfil these consumer demands, one of which is escrow. We investigated escrow's potential in the platform economy and what's caused the instrument to break into mainstream use.

11:40 AM - 12:10 PM
Room 1

Trust in the Sharing Economy: The Perspective of an International Platform, Jacob Wedderburn Day, CEO, Stasher
The way we travel has changed. Thanks to new technologies and the sharing economy, we trust total strangers to drive us across cities, host us in their homes and, in the case of Stasher, safeguard our belongings. Trust is what makes services like these possible, but it also one of the biggest concerns new customers have about using them. Stasher CEO Jacob Wedderburn Day will demonstrate how trust can be built cross-culturally.

AGENDA THURSDAY 6

11:40 AM - 12:15 PM
Room 2

What Good Risk Management Looks Like and How Effective Insurance Solutions Support It, Nicole Garcia, Head of Motor Fleet, Western Europe, Willis Towers Watson; Joe Hurley, North America Sharing and Gig Economy Practice Leader, Willis Towers Watson; Rob Jolly, CEO, EvEzy; Chris Moore, Head of ibott, Apollo Underwriting; Fredrik Motzfeldt, GB Industry Leader - Technology, Media and Telecommunications, Willis Towers Watson; and Patrick Smith, Global Business Resilience Leader, Deliveroo

The risk environment is constantly evolving in the sharing economy space and, as a result, it is important for your company to have a strong risk management framework in place. This session will highlight key risk management fundamentals that your company should focus on, including the importance of reliable data, proactive risk mitigation and controls, knowing the regulatory landscape, and leaning in to better understand the insurance industry to ensure you are teaming up with the right partners in the sharing economy space. A look at what companies must consider if they are looking to offer their services on a corporate basis, what risks are corporates afraid of and what do they want to see in terms of good risk management?

11:40 AM - 12:20 PM
Room 3

Global Expansion of Home Sharing - Regulation and Government Relations, Merilee Karr, Founder & CEO, UnderTheDoormat, and Chair, Short-Term Accommodation Association; Jean-Philippe Monod, VP, HomeAway / Expedia; and Katerina Shearer, Public Affairs Manager, Booking.com

Home-sharing and short-term accommodation platforms are ubiquitous - you can legally stay in someone else's home for a fee in nearly every country. But, how did this come to be and, more importantly, how do you navigate each country's laws, regulations and legal structure to ensure compliance? Short Term Accommodation Association (STAA) Chair and UnderTheDoormat Founder and CEO Merilee Karr, along with Jean-Philippe Monod of HomeAway/Expedia and Katerina Shearer of Booking.com, will explore the global expansion of home sharing, including regulation around the world and proper government relations.

12:10 PM - 1:00 PM LUNCH BREAK

1:00 PM - 1:30 PM
Room 1

Raising Standards: Barriers and Solutions to Building Trust in Short-Term Accommodation, Merilee Karr, Founder & CEO, UnderTheDoormat, and Chair, Short-Term Accommodation Association

Trust is synomyous with the sharing economy and as the industry grows and has become mainstream, how to build trust is important for the industry as a whole. It isn't just for homeowners to know if they can trust the people staying, it's also for guests to know that they are booking a legitimate property and that it will meet the right standards. P2P platforms often use user reviews as the primary tool, but verifications, accreditations and insurance products are all emerging as industry solutions to help solve this issue and ensure that the industry grows responsibly and works with government to reduce the need for regulatory solutions to protect consumers.

1:00 PM - 1:30 PM
Room 2

Growing Sharing Economy Markets Outside of the USA - Opportunities and Challenges, Peter Bowden, Compliance, Apollo Underwriting; Andrew Cooper, Executive Director & Chief Broking Officer, Aon; Chris Moore, Head of ibott, Apollo Underwriting; and Edward Pike, Senior Broker/Producer, Besso Insurance Group

The sharing economy is experiencing exponential growth outside of the US and that presents some significant risk management, insurance and regulatory challenges that are often complex and territory specific. This panel will discuss how companies can identify and manage territory-specific challenges to marketplace risks and create policies that are compliant globally to support the growth aspirations of their operations.

AGENDA THURSDAY 6

1:00 PM - 1:30 PM
Room 3

Crowdsourcing Risk Management, Justin Hales, CEO, Camplify
Having run a successful RV rental marketplace in four countries over the last five years, Justin will share how building and training a tight knit community of engaged customers on the supply side of your marketplace can successfully mitigate your risk, and assist in early stage improvements to reduce problems.

1:40 PM - 2:10 PM
Room 1

Infrastructure for Shared Mobility, Angelo Meuleman, Expert Shared and Connected Mobility, Taxistop
Angelo will present an interactive session about mobility hubs: Infrastructure for shared mobility connected with other transport modes and functionalities. He will present from different perspectives: the user, the operator and the local and regional authorities. Besides that he will talk about the digital aspect of it: how and why to connect the bricks and bytes for shared and connected transport. Angelo will also present about concrete examples in Belgium and other European countries.

1:40 PM - 2:10 PM
Room 2

Shared Mobility - New Frontiers where Market Forces and Regulation Meet, Richard Dilks, Chief Executive, CoMoUK
CoMoUK supports the development of shared modes of transport including through car clubs, bike sharing, ride sharing and emerging modes of "on demand" buses and scooter sharing as an alternative to private car ownership. Founded in 1999, the organisation leads UK's transition to integrated mobility solutions designed for the public good through advocacy, research and development. Join CoMoUK's Chief Executive for a presentation on the intersection of market forces and regulation for shared mobility.

1:40 PM - 2:10 PM
Room 3

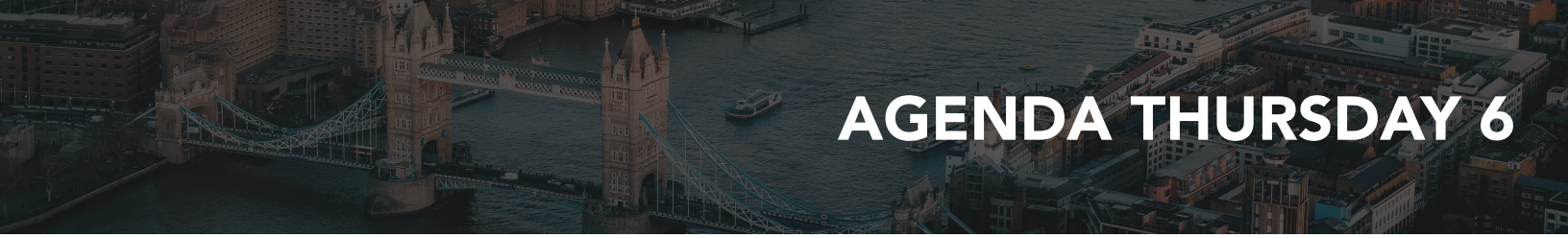
Fair Work in the Sharing Economy, Richard Heeks, Chair, Development Informatics, University of Manchester
Sharing economy platforms have been an engine for employment growth but the quality of jobs being created varies widely. In the general absence of government regulation, it will be important to publicly differentiate between good and poor practice. The Fairwork Foundation, led by Richard Heeks, Chair of Development Informatics at the University of Manchester, is an academic action research programme undertaking this differentiation by rating platforms in a number of countries.

2:20 PM - 2:50 PM
Room 1

Leveraging Sharing Economy Industry Groups as Resources for Platform Expansion, Elizabeth Douet, Digital Transformation, Strategy & Innovation Consultant, Europe and MENA Region; Olivia Knight, Chair, Sharing Economy UK; Hide Ninomiya, Secretariat General, Sharing Economy Association Japan; Moriya Rockman, Founder; Partner, Smiling House; WEconomize; and Elisa Saturno, Social Designer, Collaboriamo
Launching a growing startup is not easy to do. But, you are not alone or without resources. In fact, there are sharing economy industry groups throughout the world that are ready to help you launch and grow your startup. Beyond this, when you're ready to expand internationally, these sharing economy industry groups can be helpful navigating local laws, regulations, cultural issues and beyond.

2:20 PM - 2:50 PM
Room 2

Creating Frictionless Talent Deployment, Terry Doyle, GM of International Business, Checkr
As marketplace companies mature and need to justify candidate acquisition costs, their focus is shifting away from finding as many candidates as possible to join the platform, to improving contractor experience and reducing churn as they scale. It's not just about earning potential or an easy on boarding experience, candidates expect more. So, how are marketplace companies leveraging technology to do this today? How can they achieve frictionless talent deployment? Join Checkr's GM of International Business for a fireside chat to hear what the most innovative marketplaces are doing deploy and redeploy talent efficiently.



AGENDA THURSDAY 6

2:20 PM - 2:50 PM
Room 3

Financial Inclusion and Security to Gig Workers - Smarter Screening and Tailor-Made Services, Claes Persson, CEO, Gee Finance
Even though niche and challenger banks are matching younger generations lifestyle demands, there are no banks, neither traditional nor niche banks, that are matching the demands of giggers and addressing problems from the gigger lifestyle. With powerful tools, a comprehensible workflow and unified implementation, a next-generation decision engine can push the giggers business forward. This session from Claes Persson, CEO of Gee, a new banking solution for the gig economy, aims to discover and discuss how an improved credit scoring, adapted to gigger's situation, in combination with a good understanding for giggers situation can give birth to a better, more inclusive, financial situation to the gig workers.

3:00 PM - 3:30 PM
Room 1

Trust & Transparency: Mechanisms for Ensuring Satisfaction, Fergus Campbell, Head of PR, Communications and Public Affairs, Gumtree, and Board Member, Sharing Economy UK; Juliet Eccleston, CEO and Founder, AnyGood?; Justin Hales, CEO, Camplify; Andy Hibbert, Founder & CEO, Car & Away; and Marie Lorimer, Policy Manager UK & Ireland, Airbnb, and Board Member, Sharing Economy UK
The issue of trust and transparency is one that all sharing economy platforms face. There are numerous ways for companies to facilitate trust on their platforms to ensure that they attract first time users, but more importantly, that those users love coming back. This panel will discuss and demonstrate the methods in which sharing economy companies can address the vital issues of trust and transparency for their users. By sharing success stories, this panel discussion can teach you how you can approach this in your business, to ensure repeated usability and excellent service.

3:00 PM - 3:30 PM
Room 2

Finding Balance Between Strong Customer Authentication and CX. Let's Outsmart Fraud. Together., Lewis Besley, Business Development Manager EMEA, Emailage
In this session Lewis Besley, Managing Director of EMEA at Emailage, will cover the big question on everyone's mind: how can companies successfully verify a customers identity, with minimal friction, whilst maximizing approvals during account opening or at point of transaction? The new reality is companies will gain a competitive edge when decisions are better informed through dynamic, real-time fraud risk analytics and data. Lewis will cover: (1) how to provide a frictionless customer experience in the shared economy; (2) developments in analysis of underlying transactional data; and (3) trends, concerns and regulatory challenges such as PSD.

3:00 PM - 3:30 PM
Room 3

Digital Identity - All the Ways to Know Your Customer Through Various Data Points, Florian Jensen, Global Fraud & Payment Director, Glovo; Stacy Stubblefield, Co-founder, TeleSign; and Charlotte Walsh, Co-founder and Partnerships Director, Digital Detox
Take a deep dive into how companies can use mobile information to understand their users beyond what has previously been possible, how this information can be used to mitigate risk, and best practices from the top web and app properties around the world.

3:40 PM - 4:10 PM
Room 1

Fake Reviews: The Path to Brand Abandonment, Jim Payne, Group Manager of Product Marketing, Sift
Fake reviews are online reviews from users who never used the service or who were incentivized to write it. Despite the growing risks from this, businesses can't turn off reviews due to the role they play in what users decide to buy. Sharing economy organizations must evolve, adopting new strategies to keep users safe and understand how fake reviews affect their brand and customers long-term. Sift's, Jim Payne, will impart these strategies.

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AGENDA THURSDAY 6

3:40 PM - 4:10 PM
Room 2

Business Considerations of International Expansion - Lessons Learned from Airbnb, Rover, Peerspace and Others, Christopher Cederskog, Co-founder, Expansion Partner
Join this presentation would focus to explore a framework for decomposing the complexity of expanding platforms to international markets, including the five key lessons learned from companies including Airbnb, Uber, Kayak, Rover and others. This session will include specific case studies from operators responsible for expanding Airbnb, Rover and Peerspace to Europe.

3:40 PM - 4:10 PM
Room 3

The Platformification of the Global Economy, Devan Hughes, CEO & Co-founder, Buymie, and Director, Sharing Economy Ireland
The way we live, work, shop and travel has changed dramatically over the last decade and now much of what we do is via huge, decentralised online and mobile platforms, driven by data. This presents a new level of friction both for traditional industries and policy makers trying to keep up. Hear the real story of what it's like to build a business at the very center of this disruption, with Devan Hughes, Co-founder and CEO of the new on-demand grocery delivery service Buymie, sharing his journey of disruption and exponential growth.

4:20 PM - 4:50 PM
Room 1

Responsible, Sustainable & Innovative Business Models in the Sharing Economy, Edel Kennedy, Head of Marketing, UrbanVolt, and Director, Sharing Economy Ireland
UrbanVolt's Head of Marketing and Director of Sharing Economy Ireland Edel Kennedy will share the hurdles and solutions UrbanVolt has experienced while developing a business model literally 'off grid' from what existed (i.e. no public procurement category for 'lighting as a service'), as well as UrbanVolt's journey to achieve B Corporation certification (businesses that meet the highest standards of verified social & environmental performance, transparency, & legal accountability).

4:20 PM - 4:55 PM
Room 2

Short-Term Rental Fraud Prevention Around the World, Chris Maughan, CEO, I-PRAC; Moriya Rockman, Founder, Smiling House, and Partner, WEconomize; and Chuks Uwaechia, Operations Director, KH Homes
This session will feature a presentation with International Property Rental Approval Certification (I-PRAC) CEO Chris Maughan, Smiling House's Moriya Rockman, and KH Homes' Chuks Uwaechia. They will discuss the rising problem of rental fraud within the short term rental sector and how to prevent falling victim. This session will also explain how short term rental hosts can showcase credibility and mitigate fraud by leveraging tactics designed by I-PRAC.

4:20 PM - 5:00 PM
Room 3

Where Next for Sharing Mobilities?, Davide Arcidiacono, Researcher in Economic Sociology, University of Catania, Italy; Mike Duggan, Teaching Fellow in Digital Media and Culture, Department of Digital Humanities, King's College London; Güneş Tavmen, ESRC Postdoctoral Fellow at the Department of Digital Humanities, King's College London
In this session, the authors of the recently published book, "Sharing Mobilities: Questioning our Right to the City in the Collaborative Economy," will present the key ideas and examples from their book. Experts in urban mobility and design exploring, and then invite responses from two discussants in the field of urban will join the authors as they explore mobility and design in relation to the wider field.

5:05 PM - 5:30 PM
11th Floor Lobby

Endnote: Our Greatest Collective Risk? Climate Emergency, Olivia Knight, Chair, Sharing Economy UK
How the sharing economy can support people, profit and planet. Olivia Knight, Chair of SEUK, sets out the crucial role played by the sharing economy - in our past, present and future. She addresses the risk that global climate change presents and demonstrates the crucial role of the sharing economy in transitioning to a new, more sustainable and equitable economic model for the future.

SPEAKER BIOGRAPHIES

ALBERT GIANG

Albert Giang is a litigation partner at Boies Schiller Flexner LLP and one of the "go to" lawyers for tech companies—whether they are making their case to courtrooms, governmental regulators, or policymakers. His clients include some of the most respected platforms in the sharing economy and on-demand space, including Lyft, Airbnb, Eaze, Postmates, and Snap. In addition to defending clients as outside litigation counsel, Albert has been asked to serve two stints in-house at a leading startup and provides strategic counseling on cutting-edge regulatory issues, governmental compliance, class actions, and complex consumer and employment disputes. The Los Angeles Business Journal has named him one of the "Most Influential Minority Lawyers" for his "impressive track record for passionate advocacy on some of the most pressing legal issues—a pillar of influence in the technology [field]."

ALEJANDRO ARTACHO

Alejandro is co-founder and CEO of Spotahome.com, an online booking platform for mid-to-long-term accommodation - for people who are moving abroad, so to book housing online without the necessity of arriving first to the city. Spotahome is a fast-growing, multicultural company that lets you rent like a local, no matter where you are in the world. Before Spotahome, Alejandro spent three years doing business in China, including in international trade, internationalization of businesses and taxation. Then Alejandro came back to Spain where he did an ILLM at IE. Alejandro is obsessed with making the world smaller by simplifying every possible difficulty cross border. He believes there is still a lot to do in order to make it easier for everyone to be able to work, study and therefore live anywhere in the world. Spotahome is contributing to that by allowing people to get housing abroad insanely easy.

ALPESH DOSHI

Alpesh is the founder of a group of companies focused on transforming markets and industries with the application of decentralized (Blockchain) and data driven business models. Blockchain technology will transform almost every industry in the coming years, and he is building ventures and JVs, and software companies to capture that large opportunity. Alpesh came into the Blockchain space 4 years ago when he stumbled across the Ethereum team.

ANDREW COOPER

Andrew joined Aon in 2001 and has over 20 years of experience in the insurance market, the majority of which has been focused on US Casualty. Having spent three years in New York and three years in Chicago, he has worked in a retail as well as wholesale capacity. He has been involved in the casualty placements for most industries, including the chemical, energy, construction, manufacturing, retail and sharing economy sectors. Currently Andrew's main focus is on clients within the digital/sharing Economy space. Working closely within the CBO community at Aon, Andrew is focused on bringing new innovative solutions from across the practice to solve for unique client problems.

ANDY HIBBERT

Andy is an experienced senior executive of the travel sector who has led, grown and sold travel related businesses that were private equity backed. Andy most recently founded Car & Away, a peer-to-peer car sharing business, enabling car owners to make money from their parked cars which are otherwise gathering dust at airports whilst they are away. Prior to this, Andy led Reed & Mackay through nine years of EBITDA growth +20% CAGR. He also led the sale of the business from Living Bridge to ECI Partners returning 4.8x returns. Previous experience as Head of Ancillary for easyJet, Online / Commercial Director for STA Travel and a combination of management, commercial and aircraft trading roles at British Airways.

ANGELO MEULEMAN

Since 2007, Angelo Meuleman's mission is to make shared mobility the most rocking concept in the world of transport. Which is not a difficult task for him, as he is convinced that shared mobility 100% rocks. Angelo is Innovation and Policy Director at Taxistop, a Belgian non-profit car-sharing and carpooling operator. He travels around Europe as shared mobility consultant and partner in several European projects. In Belgium, he's one of the initiators of a new concept for transport planners: Mobihubs, a local hub with at least shared mobility, collective transport and bike-facilities.

ANJAN LUTHRA

Anjan is the Founder & CEO of GigZoo. He is a former Private Equity and Venture Capital Investor at Partners Group where he invested over USD 2.0bn across Europe. He also held board positions for several leading VC firms. He is a Chartered Accountant and previously had his own event management company. He has also played international tennis and cricket for Scotland.

ANN-MARIE ROSSITER

Ann-Marie has spent the last 7 years working at sharing economy businesses and was one of the founding team members at HeadBox, Europe's fastest growing event technology company, where she oversees the company's global marketing strategy. Prior to HeadBox she was part of the London commercial team at onefinestay which sold to AccorHotels in 2017.

SPEAKER BIOGRAPHIES

ANNA TSYUPKO

Anna Tsyupko is the CEO and Co-founder of Paybase. She has a passion for payments and the opportunities that eMoney infrastructure can offer businesses that require more than a simple payment gateway. Her goal is to ensure all businesses have the freedom to build what they want to build by offering a truly flexible payment solution.

BON IDZIAK

Bon is a 20-year industry professional and subject matter expert on the topics of background screening, drug testing and human resources technology. Bon's philosophy is to minimize engagement and retention risk through the design, implementation and management of an intelligent screening program, embracing industry standards and best practices, while ensuring compliance. Bon regularly consults with major corporations and associations to develop screening solutions that are cost-effective and compliant.

CHARLOTTE WALSH

Charlotte is Co-founder of Digital Detox, a purpose-led design and development agency focused on building core technology to best service end-users, specialising in web and app. Her digital strategy and design experience spans more than 20 years across a wide range of industries including FinTech, banking, government, energy, e-commerce and telecoms. Delivering transformation agendas through to innovative green-field projects, Charlotte has spent much of her career making technology more accessible, thanks to her expertise in design, user-experience, strategy and management.

CHRIS MAUGHAN

Chris' journey began in a small studio in the South of France. However, 20 phenomenal years since, and he has become a leading professional in the short-term rental sector. Chris' company and experienced team at AES GROUP now manages close to 250 properties on the French Riviera, some of which are the most sought after properties in the world. His luxury rental accommodation and events company provides corporate services for global brands including Google, Spotify, Disney, Fox, IPG, Twitter, Microsoft, and Apple. It comes as no surprise that the company itself (AES GROUP) has become an industry-leader in Cannes and for its high-end global clientele. When many other industry professionals would have paused to enjoy the fruits of their labour, Chris in fact, continued to make a positive impact. In 2016, Chris founded I-PRAC, and his vision to protect travellers from rental fraud finally came to life. I-PRAC is a global verification platform for short-term rental agencies and property owners, and is proving to disrupt the sector, for the better. Chris' long-span career speaks volumes about his tenacity, attention to detail and understanding of future industry trends. He promises invaluable insights and take-aways that will guarantee business growth and retention.

CHRIS MOORE

Chris has worked in the Lloyd's market for over ten years and has a wealth of experience in underwriting global casualty accounts. In 2013, Matt Newman and Chris set up the Apollo Casualty team and have now grown it to become the largest US Casualty team in London. Chris is a fellow of the Chartered Insurance Institute and has his CRIS qualification as well as a BSc in Mathematics. Chris is a member of the Lloyd's Market Association Committee for both US and International Casualty as well as being a member of the Lloyd's innovation panel. Chris has a passion for innovation and recently spearheaded the new ibott SPA at Lloyd's targeting insurance products in the sharing economy.

CHRISTOPHER CEDERSKOG

Christopher is an expert in international expansion and the Co-founder of Expansion Partner. Previously, Christopher spent over four years at Airbnb, as the Regional Manager of Germany, Central & South-Eastern Europe.

CHUKS UWAECHIA

Chuks Uwaechia is the Director and Co-founder of Kent Housing and KH Homes, a luxury, serviced apartment provider and housing company. He has worked in the Kent property hospitality market since 2010. He is highly experienced in meeting the demands of business travellers, corporate clients, and large housing corporations. KH Homes has grown over the years to become Kent's leading serviced apartment business, with apartments across Kent, and a team that has an in-depth experience of the serviced apartments and housing market. Some clients include: Vanquis Banks, Allianz Insurance, Amazon, Jamie Oliver Restaurants, UK and European construction companies, relocation companies and event management companies and US film production companies. Chuks' professional and relentless approach to providing luxury serviced apartment for clients, his unwavering dedication to his property investors in providing high quality tenants have won him huge loyalty and trust amongst his clients.

CLAES PERSSON

Claes is an entrepreneur with 26 years of experience in sales, marketing and business development within IT, C-level and VP-level internationally and with global companies as FormScape Inc (BottomLine Technologies), Scribona and Xerox. Persson is also the founder and former CEO of Gigger, Sweden's most advanced and successful gig platform.

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SPEAKER BIOGRAPHIES

DR. CRISTINA MIGUEL

Dr. Cristina Miguel is a Senior Lecturer in Digital Communication at Leeds Business School. She is the Principal Investigator of the COLECO Erasmus+ project: Higher Education Curricula Development on the Collaborative Economy in Europe. Dr. Miguel is also an Expert evaluator for the COST Association - European Cooperation in Science and Technology. Dr. Miguel recently published a book titled "Personal Relationships and Intimacy in the Age of Social Media". In addition, she has published book chapters and articles in several journals including "Convergence: The International Journal of Research into New Media Technologies," MedieKultur and Social Media + Society. Dr. Cristina Miguel often presents her work at international conferences, such as the International Communication Association Annual Conference, International workshop on the Sharing Economy, ECREA, MeCCSA or the World Social Science Forum. She has also been invited to speak as a keynote at conferences such as the 'Dating through the Screen' conference in Lisbon. Dr. Miguel has conducted research about social media data mining and personal relationships through social media.

DAN KOELLHOFER

Dan is a proven executive with more than 20 years in high-performing B2B sales and product leadership positions. Dan joins First Advantage from CallidusCloud where he was Senior Vice President of Product Management. Dan has a strong technical background in SaaS/Cloud architecture and agile development processes and thrives in bringing together business groups to create customer solutions. Dan graduated with honors, earning his Bachelor of Science in Engineering degree from the University of Michigan.

DANIIL TARAKANOV

Daniil is a Co-founder of AddyCar - a sharing economy startup that helps B2C startups to reach consumers in London by advertising on private cars using vinyl as a medium. Prior to launching AddyCar he worked at JPMorgan Chase, building FX algorithmic trading systems and a blockchain-powered credit clearing engine.

DARZY NORHALIM

Darzy is Director of the Sharing Economy Ecosystem Division (SEED), Malaysia Digital Economy Corporation (MDEC). He joined the Malaysia Digital Economy Corporation (MDEC) in 2001, and currently is the Director of the Sharing Economy Ecosystem Division (SEED). In his current capacity, he has been instrumental in creating policy frameworks to promote and grow crowdsourcing, the sharing economy industry in Malaysia, and fostering the ecosystem needed to prepare the country to benefit from the disruptive technology trend. He oversees the implementation of national-level initiatives which facilitate participation by citizens in the 'freelance, gig economy', and adoption of the disruptive model of crowdsourcing and sharing economy by businesses. He graduated from Brown University with a Bachelor of Science (Mechanical Engineering) in 1994.

DAVID BLESSING

David P. Blessing is SVP and Chief Underwriting Officer, Sharing Economy and New Mobility, for the National Insurance segment of Liberty Mutual's Global Risk Solutions SBU, bringing creative underwriting solutions to this rapidly expanding economic sector, with a focus on mobility. David and his team partner with leaders and resources across the company to bring the best of Liberty Mutual's vast commercial and personal capabilities together to help brokers and clients find ways to learn faster, adapt smarter, and scale with confidence. During his tenure at Liberty Mutual, which he joined in 1991, David has held various underwriting and finance leadership roles, including CUO, National Casualty and Middle Market, and Financial Officer for Liberty Mutual Surety. David is based in Boston, MA.

DAVID BLOOM

David is General Manager of the Gig Economy team at Sterling, where his mission is to help customers make better hiring decisions with information they can trust. Before joining Sterling, David was Head of Product for Wirecutter, acquired by The New York Times. As an entrepreneur, David founded Ordrin, a Google Ventures-backed API startup named one of America's 100 most innovative companies by Entrepreneur Magazine.

DAVIDE ARCIDIACONO

Davide is a researcher in Economic Sociology at the University of Catania, Italy. His research focuses on the issues of digital transformation and the sharing and platform economy.

DEVAN HUGHES

Devan is the Co-founder & CEO of Buymie, which is a mobile first, on-demand grocery delivery platform enabling consumers to order any grocery or household item from local stores using their mobile device, and get them delivered in as little as one hour ("The Deliveroo for Groceries"). The Buymie platform connects customers, via the app, to a fully vetted and trained crowd sourced personal shopper network.

DOMINICK MOXON-TRITSCH

Dominick Moxon-Tritsch is Director of Regulation and Public Policy for Bolt, Europe's leading ride-hailing platform. He was previously Head of Public Policy EMEA for Uber, Head of Government Relations for Hermes and Head of Public Affairss for Addison Lee. Dominick operates at the intersection of

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technological innovation, regulation and the policy-making process. He is regarded as one of Europe's foremost experts on labour-sharing platforms.

DONOVAN JUSTICE

Donovan Justice is the CEO and Co-founder of Digital Detox, a purpose-led design and development agency focused on building core technology to deliver digital empowerment, specialising in web and apps. With a solid 15 years of technical experience as an interface, front-end and Javascript developer, and having founded Digital Detox back in 2004, his sweet spot for web technologies and understanding of tech with purpose means his work enables clients to leverage the latest technology to best service humanity, sustainability and growth.

EDEL KENNEDY

Edel Kennedy is Head of Marketing for UrbanVolt, a Director of Sharing Economy Ireland and a member of the Leadership Team in B Corp Ireland. A former journalist, Edel has helped market the benefits of the sharing and circular economies. And as Ireland's first B Corp, UrbanVolt has been key in increasing awareness of the movement in Ireland. Edel has an MBA from Smurfit Business School.

EDWARD PIKE

Edward works in the Casualty Division as leader of the specialist sharing economy team. He also supervises the placement of bespoke liability programs for industry disrupters. Besso has created a dedicated team with broad risk backgrounds and a wealth of experience. The sharing economy sector provides new challenges daily and they have positioned themselves at the front of the curve in providing unique and holistic solutions where others sit and scratch their heads. They have working knowledge and capabilities in real-world applications and experiences within the web and mobile marketplace industry, including but not limited to transportation, in-home care, delivery, shift work/odd jobs, home/vacation rentals, logistics/shipping, pet care, and many more. Besso understands that these market 'disruptors' are continuing to push boundaries and develop even more ingenious methods of changing the world. Everyone continues to learn with these insureds and the insurers as to how to provide risk transfer as an enabler to businesses rather than an obstacle. Besso has standalone and package solutions for the full range of clients, whether they are a small entrepreneurial start-up or one of the largest household names in the industry. Both benefiting from their bespoke wording and claims handling solutions. Besso's markets have the capability to offer a true worldwide insurance solution across all lines of business for when the next start up goes global.

ELISA SATURNO

Elisa is a designer specializing in public spaces and their activation, and in cultural and social planning in terms. Since 2016 she has been a member of constructLab, an international collective of architects and humanists that engage in social design and participatory architecture. In September 2017 she became a country manager for the international open-source platform Harvestmap, a marketplace for professional upcyclers, and since the beginning of 2019, she has been with Collaboriamo, where she applies her service design and community involvement skills to collaborative economy-related projects. She has lived in Eugene, OR (USA) and Berlin and she is currently working Europe wide.

ELIZABETH DOUET

Elizabeth Douet is a digital communications consultant leveraging innovation, diversity and a global network to help businesses, individuals and communities meet their complex, digital transformation challenges. Previously she led the establishment of Sharing Economy Ireland, an industry association created for sustainable development of Ireland's collaborative economy, and advised the European Commission and European Parliament on tools and policies to support platform economy, cross-border e-commerce and digital single market initiatives. She presently consults across Europe and Northern Africa on projects furthering the future of work, digitalization, and sustainable development.

ELLE TUCKER

Elle (Eleanor) is Chair of the Sharing Economy Global Summit Steering Committee and a former broadsheet journalist, advertising creative and media expert who has focused her skills on the specific marketing needs of peer-to-peer marketplaces. She co-founded RUDE Communications in 2016, the first PR agency to focus on the sharing economy. She is now Director and 'Gang Leader' of GangHut, which provides specialist marketing and growth strategies for two-sided marketplaces. Passionate about the potential of P2P to democratize individuals and empower communities, Elle is originally from Oxford and was educated at Edinburgh University, where she now lives. She divides her time between the Scottish capital, London and Google Hangouts, thanks to GangHut's international client base and her role on the Marketplace Risk Management Conference Advisory Board.

FERGUS CAMPBELL

Fergus has spent 16 years working in communications and marketing roles for a variety of brands and businesses in the UK and abroad, both in PR agencies and now in house at Gumtree – part of the eBay Classifieds Group. In his role at Gumtree he is focused on building the profile and reputation

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of the business within the UK, and rebutting misperceptions of the brand, by building proactive consumer and corporate campaigns. While these activities are broad in nature – ranging from creating physical activities which bring the sharing economy to life, or showing tech-savvy audiences how a mature trading platform like Gumtree can help you get a job, declutter your home, or find a new flatmate – consistent to all is a fundamental belief that Gumtree is in the business of helping people. Fergus also sits on a number of industry groups and associations.

FLORIAN JENSEN

Florian is responsible for the Fraud and Payments teams that build and operate all of the experiences that help customers to pay as well as couriers and partners to get paid across the Glovo platform while ensuring that the platform remains secure from fraudulent users. Prior to joining Glovo, he spent half a decade building the EMEA Fraud team at Uber.

FREDRIK MOTZFELDT

Fredrik leads WTW's TMT Industry Group in the UK. Fredrik specializes in strategies for the handling of emerging and technology related risks via risk management and insurance program solutions. Fredrik provides creative risk advice and solutions for WTW's TMT clients that are impacted by exposures from IoT, AI, Robotics, etc. Fredrik frequently leads research, thought-leadership and advisory in areas of emerging risks, including the sharing economy, technology dependency and cyber, and their potential implications on our clients' business models.

FUNMI ONAMUSI

Funmi co-founded 3FEV in 2014 to provide an all-electric car rental service for individuals and businesses in the UK. 3FEV also launched UK's first all-electric peer-to-peer sharing service in 2017, which now operates as Driev. Funmi continues to speak in the EV mobility space to encourage adoption of on-demand mobility and raise awareness around the issues impacting its growth.

GARRETT JOHNSTON

Garrett serves as the senior Client Executive within Aon's Digital Economy Practice. In this role, he is responsible for managing overall client relationships and bringing the full scope of Aon's resources across all product lines and geographies, globally. Garrett provides strategic operational and risk consulting for clients in the Digital Economy including mobility-as-a-service, sharing economy, digital disruption, fintech, insuretech, future of work, and autonomous vehicles. Through his experience early in his career as an underwriter and later as a broker specializing in cyber, financial institutions, technology and private equity, he brings deep institutional knowledge in the insurance space coupled with intellectual curiosity to help clients in the new economy address risk landscapes that are not fully met by traditional insurance products. Garrett is on the forefront of new product innovation and design to help clients meet the emerging risks that clients face from both a legal and regulatory standpoint.

GRAEME RISBY

Graeme Risby is the Co-founder and CEO of hiyacar. Simply put, hiyacar is a people-powered car hire platform who connect drivers to cars when and where they want them. Graeme is a social entrepreneur who believes strongly in using technology and peer-to-peer networks to improve people's lives, make new friends and bring communities together.

GÜNEŞ TAVMEN

Güneş is a ESRC Postdoctoral Fellow at the Department of Digital Humanities, working on data-driven urbanism. Her postdoctoral project follows up from her PhD research on (open) data-driven practices, initiatives and discourses in the context of smart city planning in London, which she completed at Birkbeck, University of London.

HIDE NINOMIYA

Hideaki (Hide) is a secretariat member of the Sharing Economy Association Japan (on loan from Gaiax Co. Ltd.). He has been working for the development and improvement of the online sharing economy market in Japan, engaging in the "Sharing Economy Trust Mark" (safety and security certification system for online platformers) project or the "Sharing City" (alliance scheme between local governments and online platformers) project.

HUMPHREY BOWLES

Humphrey has worked in the sharing economy since it began to flourish a decade ago, helping grow one of the first home-sharing platforms from start-up to major player. Working with thousands of hosts, he identified insurance gaps and trust issues as major barriers to the growth of the sector and in 2016 he co-founded GUARDHOG to provide trust and insurance solutions to the p2p economy.

IAIN BOYER

Iain brings 29 years of experience as an underwriter and intermediary to Y-Risk and our clients. Iain is an Associate in Risk Management, Licensed P&C and Surplus Lines Broker, and holds a BA from Hamilton College and an MBA from Bentley University's McCallum Graduate School of Business.

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JACOB WEDDERBURN DAY

Jacob is the CEO and Co-founder of Stasher, a platform that is redefining the way businesses value space. Stasher unites customers who need temporary city storage with businesses that want to monetise their underused space. Already live in over 250 cities across six continents (it will be a while before they launch Antarctica), Stasher has made its name as the platform that helps tourists worldwide safely store their luggage. Jacob graduated from Keble College, Oxford in 2015, along with roommate and Co-founder Anthony Collias. Stasher was born the summer they graduated. Jacob loves sports, in particular football, and of course travelling.

JEAN-PHILIPPE MONOD

Prior to joining Expedia Group, Jean-Philippe was a Partner at Interel European Affairs. From 2007-2009 he served as a Member of Cabinet of EU Competition Commissioner Neelie Kroes. He started his career as a management consultant at Booz Allen Hamilton. Jean-Philippe holds a degree in Chemical Engineering from Delft University of Technology in the Netherlands, and an MBA from INSEAD, Fontainebleau/Singapore.

JEFF CAVINS

Jeff Cavins is the Founder and CEO of Outdoorsy. Outdoorsy is the largest and most trusted recreational vehicle and outdoor travel marketplace on the planet with millions of rental days, nearly one million users a rapidly expanding global fleet of unique outdoor vehicles. Outdoorsy operates in 14 countries around the world and provide more than 200,000 unique travel experiences on the platform.

JÉRÔME SELLES

Jérôme is Co-founder and CTO of Tint.ai. Before this, he was the head of Data Science at Turo. He worked on the data infrastructure for the entire company and launched the first machine learning models including search rank, dynamic pricing or insurance claims prediction. He holds a MSc. in Applied Math from ENSTA ParisTech and MSc. in Telecommunications from Universitat Politècnica de Catalunya.

JILLIAN SLYFIELD

Jillian serves as Aon's Digital Economy Practice Leader. In this role, she addresses digital disruption of traditional industries and the on-demand economy. Her focus areas are mobility-as-a-service, the future of work, and new economy digital risk. Through this practice, Jillian ensures Aon's market leadership, technology platforms and deep analytics capabilities are harnessed for our clients. Jillian was Business Insurance Women to Watch award winner, 2017 and a Risk & Insurance Power Broker award winner, 2018. She also proudly serves on Aon's Diversity and Inclusion Board.

JIM KILDUFF

Dynamic insurance professional with experience in creating solutions across insurance, reinsurance, agency and digital platforms. Driven to present the best customer experience by always doing the right thing.

JIM PAYNE

Jim Payne is a Group Manager of Product Marketing at Sift focused on Enterprise product and go-to-market strategy. His background is in marketing research, analytics, and growth for technology leaders. He is also the proud owner of a bustling cheesesteak restaurant in Denver, CO.

JOANNA JURGENS

After spending time with NBC Universal, as well as starting her own successful small business, Joanna joined start-up life at Sofar Sounds. From volunteer house concert organizer, to being one of their first employee hires, to her role overseeing multiple aspects of compliance worldwide, Joanna is heavily involved in all aspects of risk management needs for the rapidly growing global leader in intimate musical events.

JOE HURLEY

Joe Hurley serves as WTW's Practice Leader for the Sharing and Gig Economy. He is responsible for delivering a team-based, consultative risk and insurance strategy to all clients in the digital space across North America. The Sharing and Gig Economy practice is part of Willis Towers Watson's Silicon Valley Tech Center of Excellence. Before joining in October 2019, Joe served as Senior Risk Manager for Lyft, Inc. where he spent three years developing and executing Lyft's risk financing strategy and corporate insurance programs.

JOSEPH MAAR

Joseph Maar is a digital transformation expert and Co-founder/CEO of NECF Corporation, a global fintech exchange providing a new economic model and technology for sharing economy companies to increase margin, improve quality and reduce risk. The exchange operates worldwide in media & entertainment and is expanding into other sharing economy industries. Maar is a founding member of ISO Sharing Economy TC 324 and liaison for ISO Blockchain TC 307. His work includes presenting to and coordinating sharing economy businesses or countries, advising on new economic opportunities, models and standards, and providing proven growth strategies via a new economic model. He recently coordinated a global cloud provider, a major US broadcasting network and a host of tech/media industry firms to help create the first sharing economy open source Digital Asset Trust Framework, operational across the entire value chain from

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initial providers through vendors-businesses platforms to end-users.

JOSH SANDERS

Josh Sanders serves as the Business Development Manager for the Aon Digital Economy Practice. In this role, he leads and facilitates client and prospect sales management, partnerships, and carrier relationships. This includes initial prospect communication, broking solution project management, and external strategy and research. Prior to this role, he led U.S. Industry data and analytics.

JULIET ECCLESTON

Juliet is CEO and founder of AnyGood?, a platform where professionals recommend other professionals for roles. Juliet's background is delivering large-scale change programmes. After 20 years building high-performing teams, her frustration with the process for recruitment collided with opportunity and the rise of sharing economy. This drove her to develop an alternative. AnyGood? launched in the UK in 2017 and is growing globally.

JUSTIN HALES

Justin is the CEO of Camplify. Camplify connects RV owners with holidaymakers, sharing the joy of camping. Camplify is Australia's largest caravan hire and RV sharing community that link owners of caravans and RVs together with holidaymakers in a secure peer-to-peer sharing environment. The Camplify platform enables owners to earn extra income - anywhere between $280 - $2100 per week - while their RV is not in use. As for our hiring members, they get to experience the joy of camping without having to purchase their own RV.

KARL GRAY

Karl Gray was appointed as a Global Underwriting Head in 2014, and as 'Head of Motor and Retail Lines' is currently responsible for leading Zurich's Personal lines and SME portfolios. He co-leads activities on driverless vehicle technology, connected insurance and the sharing economy. Prior to his current appointment, Karl was the Chief Underwriting Officer for Zurich's Middle East and Africa region. Before that he held a number of leadership positions with AXA, RSA and Aviva. He started his professional career in the UK and has over 20 years' experience of developing motor and personal lines businesses, leading both underwriting and non-underwriting functions.

KARL SAWYER

Karl's career spans more than 20 years of experience in insurance and risk. From personal to commercial and from underwriting to loss adjusting. In recent years he has researched and provided insight with the new business models of the sharing & gig economy fintech. His value is to translate the complex world of technology into the complex world of insurance and vice versa. He has 10 years experience of being a professional risk and insurance buyer at ITV.

KATERINA SHEARER

Katerina Shearer leads the Short-Term Rental (STR) agenda within the Public Affairs team of Booking.com. She is responsible for overseeing global regulatory developments regarding STR, shaping Booking.com's public affairs strategy and engaging with the governments to promote proportionate regulation that represents a healthy balance between the different interests of all STR stakeholders. Katerina joined Booking.com in 2017. Prior to that, Katerina held a public affairs and investor relations role at internet security company AVG Technologies as the company prepared for an Initial Public Offering on the New York Stock Exchange. Katerina holds a master of science degree in International Business from Teesside University and an executive MBA from the University of Amsterdam.

KATZ KIELY

Katz is an award-winning serial entrepreneur and pioneer. She built the first open innovation platform for HP, re-architected the way a UN agency does business and designed a behaviour change platform with Intel that connected mobiles, big screens and data. She now heads up beep: an empowerment platform that unleashes the problem solving potential of the workforce.

KELLY BARTON

Kelly is a seasoned e-commerce risk management professional. Kelly is experienced in risk management, fraud detection, prevention, mitigation, implementing technical solutions, cross-functional policies and procedures with key stakeholder alignment.

KEVIN GOSSCHALK

Kevin Gosschalk is an innovator, revolutionizing the fraud prevention industry with technology that delivers long-term protection against fraud. He founded Arkose Labs to move the industry from mitigation to prevention, by breaking down fraudsters' business model without impacting customer experience.

LAURE CLAIRE REILLIER

Laure Claire Reillier is Co-founder and COO of Launchworks & Co, the leading experts for designing and scaling marketplaces & platforms. Formerly a senior exec at eBay Europe, she has 20 years' experience in developing, managing and marketing products and services for digital, e-commerce, and platform companies. Laure Claire was

appointed in 2019 as one of the eight experts on digital platforms at the World Economic Forum. She is also the co-author of "Platform Strategy: How to Unlock the Power of Communities and Networks to Grow your Business."

LEWIS BESLEY
Lewis is responsible for Shared Economy, Marketplaces and GIG Economy.

MARIANNE OLSSON
Marianne is a gig economy expert, speaker, author, and a strategic advisor with 25 years of marketing and business development experience in international environments. She has an MBA from Henley, UK, and her new book "Consulting in the Gig Economy & How to get Great Gigs" aims to inspire more people to become gig workers and make a good life working in the gig economy.

MARIE LORIMER
Marie is Airbnb's Public Policy Manager for the UK & Ireland. She works with all levels of government, politicians and civil society - educating policymakers about how Airbnb can help to drive healthy tourism growth towards a sustainable economy. Prior to Airbnb, Marie advised a variety of businesses and multinational organizations across the technology, media, charity and Fast Moving Consumer Goods (FMCG) sectors on strategic communications, public affairs, stakeholder engagement and corporate campaigning.

MARK GUSTAFSON
Mark is the CEO of Spinlister Global Bike Share. Spinlister is a marketplace that lets you find the best bikes, skis, and snowboards to rent from individuals or existing rental shops. Just type where you'd like to ride and Spinlister gives you the best bike, skis, and snowboard rental options for that location. We connect you with awesome people and great rides from around the world. If you'd like to list your ride, just snap a few pictures and share your sweet chariot with awesome people like you. Spinlister helps you meet up, exchange the ride, and have a great experience, whether you're the renter or the lister. Spinlister is available in the US and more than 50 countries. Spinlister accepts listings and rentals from anywhere in the world. Download the iOS or Android App to seamlessly use Spinlister while traveling.

MARK MAO
Mark's practice focuses on intellectual property and data privacy. He has resolved more than 400 cases in litigation, and is the go-to litigator for his technology clients. Companies look to Mark as their trusted advisor and litigator in new areas of the law and emerging technologies. Mark has successfully defended numerous organizations through difficult high-stakes IP disputes, including patent, trade secret, and copyright and trademark litigation. In addition, he frequently handles litigation involving technology errors and omissions, and problems relating to choices made by directors and officers of technology companies. The consumer class actions he resolves often include evolving privacy and regulatory issues, such as in the areas of data breach and misuse, product liability, wiretap acts, the Fair Credit Reporting Act, and unfair and deceptive acts and practices litigation.

MARY INMAN
Mary Inman is a partner in Constantine Cannon's London Office and launched the firm's international whistleblower practice specialising in representing whistleblowers from the U.K., Europe and worldwide under the American whistleblower reward programs.

MATT GETZ
Matt Getz is a New York and English-qualified Partner in the firm's Global Investigations and White Collar Defence Group based in the London office. His practice focuses on internal investigations, in particular regarding compliance with corrupt practices legislation, conducting compliance assessments and creating and implementing appropriate compliance programmes and procedures, as well as complex international arbitration matters. He regularly advises clients in connection with EU and UK sanctions and money-laundering regulations.

MAX FELDMAN
Max currently serves as the Head Pricing Actuary at Lyft, and previously led the Actuarial Pricing team for Safety & Insurance at Uber. His experience in rideshare and tech includes the placement of usage-based, mobility insurance solutions across six continents and the development of product & engineering solutions to improve safety. Max comes from a traditional insurance background. As an Actuary with Zurich based in New York and London, Max developed pricing models for Global Energy.

MERILEE KARR
Merilee Karr is the CEO and Founder of UnderTheDoormat – an award-winning luxury short-term rental company. Merilee founded the company in July 2014 after a 13-year successful career at oil and gas giant Shell. Her vision for UnderTheDoormat is to enable modern travellers to enjoy the comfort of a home with the professional service of a hotel across the UK and globally. As the elected Chair for industry body, UK Short Term Accommodation Association, she is passionate about helping professionalize and grow the industry in the most responsible way. Merilee has worked with BEIS and HMRC on sharing economy policies, Westminster Council and MHCLG to build regulation in the industry.

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Merilee has been profiled in London's Evening Standard and regularly speaks at events, including International Hotel Investment Forum (IHIF), the Vacation Rental Management Association (VRMA) and European Holiday Homes Association (EHHA). She has also participated in the UN Women's Panel on Entrepreneurship. Merilee has been recognised with several awards including the prestigious accolade of Entrepreneur of the Year in 2018 and Best Luxury Corporate Travel Providers in 2019.

MIKE DUGGAN

Mike is a Teaching Fellow in Digital Media and Culture. He joined the department of Digital Humanities in September 2017, before which he was awarded a PhD in Cultural Geography from Royal Holloway University of London in 2017, which examined everyday digital mapping practices. This project was co-funded by the Ordnance Survey and the EPSRC.

MORIYA ROCKMAN

Moriya Rockman, is Founder and CMO of Smiling House Luxury Switzerland, managing over 1.500 properties in over 20 countries worldwide. The company was founded three years ago and is now busy creating a bridge between the new age of travelling and legacy travel companies. Moriya is a Media creative and PR expert, and also a specialist of the sharing economy and a keynote speaker. She is an active Partner of WEconomize, a group of professionals leading transforming processes in big organisations using the shared economy.

NEERAJ SAHNI

Neeraj is a Vice President at Aon and is part of the Digital Economy Practice. In this role, he is responsible for developing customized insurance solutions with carriers for shared economy companies. Prior to joining Aon, Neeraj was a Senior Broker at Willis Towers Watson handling FINEX. He previously worked as an underwriter at AIG Professional Liability division. He has 15+ years of combined insurance experience in various aspects of emerging technology and digital platform risks. Neeraj's expertise consist of experience in coverages in the shared economy; subscription lease, car share and autonomous mobility. He is a frequent speaker at insurance related conferences and was a recipient of the 2015 Power Broker Retail – Risk & Insurance Award.

NICK FULTON

Nick heads up the Partnerships Team at Paypbase and was responsible for the GTM strategy of this very exciting, game-changing fintech company. Paybase is a London-based fintech company providing an end-to-end solution for payments, compliance and risk - all rolled into one unified API. They are the perfect for platform businesses (gig/sharing economies or marketplaces) or fintech/Blockchain apps and products that have complex payments requirements.

NICOLE GARCIA

Nicole started her career in 2010 at a law firm specialised in international land and marine transportation. She moved to London in 2011, to develop her international profile at Foster + Partners in 2012 and joined Willis Towers Watson in 2014. In 2016, Nicole was appointed Project Manager for the Western Europe Motor Fleet initiative. Since 2019, she was promoted to Head of Motor Fleet in Western Europe where she continues to develop and promote value propositions, has access to key players in the motor european insurance markets and coordinates a network of experts in 14 countries. Nicole is a member of the Charter Insurance Institute.

OLIVIA KNIGHT

Olivia Knight spent ten years as a partner and strategist at eatbigfish brand consultancy, then two years as a Creative Director for environmental charity Do The Green Thing, before launching the Patchwork group gift platform. An active member of the women in tech and London startup community, Olivia is Chair of Sharing Economy UK. Olivia's advice for life: Don't Snatch, Share.

PATRICK SMITH

Patrick is an experienced and practicing risk management professional, with significant experience across a multitude of sectors. Patrick is the Global Business Resilience Leader for Deliveroo and he manages their global insurance requirements. Patrick is a founder of Tribe, a specialist risk-lead insurance consultant intermediary focused on groups, schemes and affinities with expertise in the shared and gig economies. Patrick was also International Director of Risk, Insurance and Claims Management for the Hertz Corporation.

PAUL MELLOR

Paul's main role in life is the direct opposite of a hostage negotiator – convincing others to take risks. He started Mellor & Smith in 2009 in the midst of a financial crisis, and has been making sensible decisions ever since. The MD (Master of Decibels) at Mellor & Smith, founder of #Takefuckingrisks and co-author of 'The Bland Book' - Paul doesn't do safe and will show you why you shouldn't either.

PETER BOWDEN

Peter Bowden started working in compliance in the insurance industry in 2011 after finishing post-graduate law school. He joined Apollo in 2018 as Deputy Head of Compliance, having worked at one of the largest insurance companies in the

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world, with compliance responsibility for their Lloyd's platforms. Peter has a keen interest in the sharing economy and the interaction between regulation and innovation. Peter is ACII qualified.

RAJ ANAND

Raj is an engineer by profession and founded three startups, and taken one venture from zero to acquisition. He has also won BusinessWeek's Europe's Young Entrepreneur and has been named one of Revolution Magazine's 50 Most Influential People in Digital (2009). Raj is currently the Chief Lantern at Goodman Lantern, a native English content writing service that helps customers boost sales.

RICHARD DILKS

Richard's aim is to raise the profile of shared mobility and how it can deliver modal shift alongside public and active transport. Richard was previously transport programme director at the business group London First, as well as a board member at the statutory transport watchdog London TravelWatch.

RICHARD HEEKS

Richard is Chair in Development at the Global Development Institute, University of Manchester; and Director of the Centre for Development Informatics (http://www.cdi.manchester.ac.uk). His research interests are data-intensive development, e-resilience and e-sustainability, digital development, and the digital economy in developing countries. He is currently a co-investigator on the Fairwork programme, which acts to improve the working conditions of those employed in the digital platform economy.

ROB BROWN

Rob is the Co-founder and CEO of KERB, a global peer-to-peer and B2B parking app. One of Australia's most prominent marketers and a globally-recognised pioneer in the world of marketing automation, Rob is a regular international keynote speaker and has appeared on BBC World, Huffington Post, Channel 9, 7 & 10 news, plus dozens of other mainstream news networks.

ROB JOLLY

Evezy is Europe's leading electric vehicle subscription service. With no deposit and no long-term commitment, it is as simple as downloading the app to subscribe and drive. Get all the benefits of car ownership with none of the hassle. One monthly fee covers everything you need.

ROB MACKETHAN

Rob is the VP of Insurance and Risk Management at Lime. He has a passion for transformative ideas that make products irresistible and a customer experience that causes people to smile and say "finally." He leads experienced teams through the development of big ideas into focused business plans and then on to clean, data-driven executions.

DR. RODRIGO PEREZ-VEGA

Rodrigo is a Lecturer in Marketing at Henley Business School. His research interests are in digital marketing, online consumer behaviour, social media marketing, social CRM, and applications of AI to marketing. Rodrigo holds a PhD in Management, where he looked at the role of immediacy as a determinant of Facebook fan page engagement. He also holds a Master of Research, an MSc. in Strategic Project Management and a BA (Hons) in Marketing. Rodrigo has been invited to deliver workshops and conferences at the SME World Summit and the Social Media Summit. He actively engages with industry in the UK, UAE and Mexico for his research projects and he was awarded best literature review at the Doctoral Colloquium of the Academy of Marketing in 2014. Rodrigo co-authored the book "Essentials of Digital Marketing". The book provides an engaging introduction to digital marketing to help students and marketing professionals understand the impact of digital channels on marketing operations. Rodrigo's professional experience is in brand management and digital marketing. He has worked for multinationals in FMCG industries and digital marketing agencies. He has work experience in several South American countries, the UK, France, Spain and the Middle East.

RUSSELL CORBOULD-WARREN

Russell is Head of Insurance EMEA at Uber where he works with an awesome team. He is leading the insurance strategy, setting out new partnerships and procuring the best solutions across Europe, the Middle East and Africa.

SHANNON SCOTT

Shannon is the Global Head of Trust and Safety at TaskRabbit. Prior to joining TaskRabbit, Shannon was Chief Operating Officer at Press, an on-demand laundry and dry cleaning marketplace. Before that, Shannon was the Director of Risk & Payments at uShip, Inc., which is an online marketplace that connects shipping customers with transportation service providers. Shannon is a marketplace industry veteran and has been involved with the Marketplace Risk Management Conference since just about the beginning. Shannon got her Bachelor of Science in Business Administration and Management from Central Missouri State University.

SJOERD HANDGRAAF

Sjoerd is the CMO of Sharetribe, democratizing the sharing economy by making platform technology accessible to everyone. He was also the editor-in-chief of the Marketplace

SPEAKER BIOGRAPHIES

Academy and editor of "The Lean Marketplace," an Amazon bestseller. Over the last two years at Sharetribe, Sjoerd has talked to hundreds of (aspiring) sharing economy entrepreneurs and organizations so he works at the heart of the ecosystem.

SPENCER MCLAIN

Spencer McLain leads Ekata's international expansion efforts in the EMEA region. Spencer aligns with executives at Ekata's customers to maximize data efficacy in their customer's risk models. Spencer is an expert on risk management use cases in a variety of verticals and advocates for a layered approach to minimize fraud and maximize acceptance.

STACY STUBBLEFIELD

Stubblefield co-founded TeleSign in 2005 and today helps to drive TeleSign's strategy and identify opportunities for innovation. As part of TeleSign's founding team, she was instrumental in conceptualizing and developing its platform and patented technology. She also oversaw an engineering team at an internet incubator that launched several fast-growing web properties. She continues to advise internet start-ups and is a frequent speaker at industry events.

STEVE SMITH

Steve is the Managing Director for Sterling EMEA. Previously, Steve spent nearly 10 years at REED, where he worked closely with senior HR professionals and talent acquisition leaders across multiple sectors helping to shape successful hiring programmes. He now leads Sterling's EMEA region, with strategic and operational responsibility for delivering robust background screening and identity solutions for clients and driving business growth for Sterling.

TAMMIE MOSER

Tammie Moser is an innovative and motivated product management leader, recognized for her entrepreneurial spirit, creativity and a strong focus on market-driven solutions. With nearly 20 years of industry experience, she applies a pragmatic approach to product design and development to help companies successfully align and deliver on their organizational goals and strategies. Tammie currently works within the First Advantage Innovation Organization focusing on creating leading-edge solutions for companies across the globe.

TERRY DOYLE

Terry is a results-oriented technology executive, with extensive leadership experience creating and delivering growth strategies to maximize shareholder return. Terry has significant domestic and international experience in the telecoms, software and consumer electronics industries for market leading organizations in accelerating profitable growth, culture change and strategy execution.

TOBIAS PORSERUD

Tobias is the President of AppJobs Institute. AppJobs.com is the world's largest community of gig-workers with 900k+ members across 300+ cities, adding 15k+/week. The Institute is on a mission to ensure the progress of the Future of Work by making it accessible and transparent through data-driven insights. Tobias co-founded Talent Eye, and he has been named one of the top talents in Sweden by Swedish Business Press.

TREVOR MAYNARD

Trevor Maynard PhD, MSc, FIA has degrees in pure maths and statistics and is a Fellow of the Institute of Actuaries. He is Head of Innovation at Lloyd's where he is responsible for horizon scanning, emerging risks, insurance product development and the Lloyd's Lab. Subjects covered in recent years include: the economic and social implications of a food system shock; the effects of cyber-attacks on the US energy grid and an exploration of aggregation modelling methods for liability risks. He is co-chairman of OASIS, an open modelling platform for catastrophe models and sits on the Board of the Lighthill Risk Network.

VICTORIA VASSO

Victoria is responsible for placing and serving large complex casualty business into the London and European marketplace. Victoria has a particular key focus in placing large complex programs on major rail, commercial and residential and terminal upgrade construction projects. Victoria also has experience in placing a variety of programmes in Canada and international markets within the construction, municipality, and rail sectors. In addition, she serves as the champion of the Inclusion and Diversity Committee for the Property, Casualty and Construction team.

WARNER WOODWORTH, PHD

Dr. Warner Woodworth is a Global Social Entrepreneur and Professor Emeritus, Department of Management, Marriott School of Business, Brigham Young University, USA; designed the first university courses on Microfinance; author 10 books/200 articles; M.A., Ph.D. in organizational behavior from University of Michigan; cofounded 41 NGOs that serve 8.2 million clients; in 2018 raised $27 million; trained 362,000 microentrepreneurs. He has been honored with numerous awards worldwide.

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Willis Towers Watson can provide you with access to industry and risk subject matter expertise and to our ‘Plug and Play’ insurance solutions for start-ups. We are also able to scale to provide increasingly sophisticated risk solutions as your business grows.

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