

The New Era of Productivity:

Revolutionize your business to succeed in the Digital Economy



AGENDA

WEDNESDAY, MAY 9

12:00–13:00 **Forum Registration Opens**

12:00–13:30 **Lunch**

13:30–14:15 **Welcome and Opening Remarks**
Latin American Challenges and Perspectives

André Maxnuk, CEO — Mercer Mexico and Latin America Zone Leader
David Anderson, President, Growth Markets Region, Mercer

14:15–15:15 **Cultivating a Thriving Workforce in an Era of Disruption**

Ilya Bonic, President, Career, Mercer

Julie Van Waveren, Multinational Client Group North America, Career, Mercer

Our world is changing more rapidly than it ever has in human history. Technology is transforming the very fabric of our businesses and jobs. And as business leaders, we're expected to be at the forefront of change, ensuring our people processes are resilient and our businesses sustainable despite disruption.

The session "Cultivating a Thriving Workforce in an Era of Disruption" offers pertinent insights into how CEOs, CHROs and other professionals can make an impact and drive strategic goals in today's business environment. It also looks into the digitization of work and how best to use big data and analytics.

15:15–15:45 **Networking Break**

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| 15:45–16:45 | <p>Digital Disruption: Maximizing Benefits Engagement and Return on Investment</p> <p>Joshua Fisher, Commercial Director, Thomsons Online Benefits. Catalina Trujillo, Latin America and Caribbean Regional Benefits Management Leader, Mercer Marsh Benefits</p> <p><i>For leading organizations, creating and executing a reward strategy fit for differing geographies, office environments and workforce demographics is challenging enough. But ever-increasing employee expectations of support for their mental and physical well-being as well as technology add another dimension of complexity for executive and HR teams alike. So how do benefits and technology fit in this rapidly changing HR landscape? In this session, we explore whether employees' changing needs and expectations are being met by employers. We also examine how employee satisfaction with benefits impacts work experience, loyalty and connection with employers. With leading employers using technology such as Mercer's Darwin solution to offer a personalized benefits approach, maximum engagement and maximum return on investment are possible. This session shares the experiences of the disruptive pioneers who are empowering their people and transforming their approach to benefits management.</i></p> |
| 16:45–17:45 | <p>Keynote Address</p> <p>Frans Johansson, innovation thought leader, CEO of The Medici Group and author of <i>The Medici Effect</i> and <i>The Click Moment</i></p> |
| 17:45–18:00 | <p>Wrap-up — Closing Day 1</p> <p>Sergio Sabino, Regional Marketing Leader, Latin America, Mercer</p> |
| 18:00–19:00 | Break |
| 19:00–22:00 | Conference Dinner |

THURSDAY, MAY 10

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| 07:30–08:30 | Breakfast |
| 08:30–08:35 | <p>Opening Day 2</p> <p>Sergio Sabino, Regional Marketing Leader, Latin America, Mercer</p> |
| 08:35–09:00 | <p>Leading Through Disruptive Times</p> <p>David Anderson, President, Growth Markets Region, Mercer</p> |
| 09:00–10:00 | <p>Megatrend Session 1</p> <p>Jeannie Mullen, Global Chief Marketing Officer, Mercer Clara Kluk, Director, Center for Certification in Creativity Cara Williams, Senior Partner and Global Wealth Leader, Multinational Client Group, Mercer</p> <p><i>Megatrend sessions bring a new approach to global issues that organizations are living with and must address. There's no more time to wait. The future has arrived, and Mercer will play a protagonist role in discussing relevant topics and bringing interaction and reflection to the table so we can work toward a brighter tomorrow, today — together. Megatrend Session 1 presents three recently discussed business strategy megatrends to help you address them in your organization. We discuss the broad issues related to:</i></p> <ul style="list-style-type: none"> • EMERGING MARKETS/GOING GLOBAL — The emergence of new global economic powers shifting the way our multinational organizations operate • INNOVATION AND AGILITY — Critical factors for leaders to consider as they evolve their organizations' innovation capabilities • AGING SOCIETY AND LONGEVITY FOR THE BUSINESS — Aging, longevity and their impact on your business |
| 10:00–10:30 | Networking Break |

10:30–11:30

Megatrend Workshop 1

Megatrend workshops bring you the opportunity to deepen the discussion and find possible answers to help you catch up with the future in your organization. Three facilitated discussions by some of our top global and regional experts create an open and transparent environment to make sure you bring home good insights for creating the future of your organization. Review the details below, and pick the discussions where you can bring more to the table! Let's exchange ideas!

Workshop 1.1: Emerging Markets/Going Global

Daniel Nadborny, Multinational Client Group Leader, Latin America, Mercer

Cameron Hannah, Growth Markets Multinational Client Group Leader, Mercer

- *What does the full ecosystem of well-being look like in the future for thriving organizations in the digital and global economy?*
- *How can you leverage financial security to improve global employee engagement and productivity?*
- *What must be considered for efficient global workforce management?*

Workshop 1.2: Innovation and Agility

Julie Van Waveren, Multinational Client Group North America, Career, Mercer

Luna Corbetta, Premier Program Lead, MCG, Rising Professionals BRG Lead, Mercer

- *What factors are critical for leaders to consider as they evolve their organizations' talent innovation capabilities?*
- *When does innovation add value to the organization for effective investment management and achieving growth in a complex world?*
- *How does innovation help organizations reimagine health so employees and their families can live healthier, happier and more productive lives?*

Workshop 1.3: Aging Society and Longevity for the Business

Cara Williams, Senior Partner and Global Wealth Leader, Multinational Client Group, Mercer

Ana Maria Weisz, Wealth and Growth Leader Argentina, Paraguay, Bolivia and Uruguay and Women@Mercer Latam Leader, Mercer

- *What is the role of government, employers and individuals in managing health, wealth and careers for longevity?*
- *What factors will be critical for managing health costs in an aging workforce?*
- *How can we prepare all generations for the digital workplace and leverage overall company productivity?*

11:30–12:30

Megatrend Closing Panel 1

Jeanniey Mullen, Global Chief Marketing Officer

Clara Kluk, Director, Center for Certification in Creativity

Cara Williams, Senior Partner and Global Wealth Leader, Multinational Client Group, Mercer

This megatrend panel summarizes the relevant findings from each workshop, giving delegates the opportunity to share and discover ideas for better business and people performance. This is a fun and interesting panel offered by the facilitators in the main plenary room, mediated by one Mercer leader and an invited guest. We clarify and review the main workshop findings to leverage the momentum of this great group of people generating ideas for a better tomorrow, today.

12:30–14:00

Lunch

14:00–15:00

Megatrend Session 2

Antonis Christidis, Partner, Mercer

Tania Cosentino, President, Schneider Electric South America

Lewis Garrad, Growth Markets Engagement Leader, Mercer Sirota

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- **WORKFORCE TRANSFORMATION AND THE FUTURE OF JOBS** — *The impact of AI/digital technology on workstyle transformation and the future of work*
- **THE MULTIFACETED WORKFORCE** — *Using data to manage inclusion in the workplace*
- **ACHIEVE HIGH PERFORMANCE THROUGH ENGAGED EMPLOYEES** — *Engagement signals: How digitization is transforming employee engagement and productivity*

15:00–16:00

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Workshop 2.1: Workforce Transformation and the Future of Jobs

Martin Ibanez-Frocham, Senior Partner, Mercer

Antonis Christidis, Partner, Mercer

- *How will AI/digital technology impact workstyle transformation and the future of work?*
- *How technology and AI will impact efficiency and better financial decisions for companies and employees?*
- *How might technology innovation impact our health and lifestyles?*

Workshop 2.2: The Multifaceted Workforce

Marcelo Modica, Global Chief People Officer, Mercer

Pam Jeffords, Partner, Mercer

- *How do we use data to thoughtfully design a consistent diversity and inclusion program in the workplace?*
- *How can we implement effective saving strategies for a growing and diverse multigenerational workforce?*
- *How can we implement a flexible benefits management program for a multigenerational workforce to create a more productive, efficient and engaged team?*

Workshop 2.3: Achieve High Performance Through Engaged Employees

Diego Ramirez, Global Health Management Consultant, Mercer Marsh Benefits

Lewis Garrad, Growth Markets Engagement Leader, Mercer Sirota

- *How can we innovate more effectively to develop more compelling and healthier career pathways?*
- *What is the role of financial security in overall employee engagement?*
- *What actions should we take to drive high performance through an engaged workforce?*

16:00–16:30

Networking Break

16:30–17:30

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17:30–17:45

Wrap-Up — Closing Day 2

Sergio Sabino, Regional Marketing Leader, Latin America, Mercer

17:45–18:00

Break

18:00–20:00

Networking Cocktails

FRIDAY, MAY 11

07:30–08:30

Breakfast

08:30–09:30

Country/Breakout Sessions 1

Argentina Workshop — Hot Local Trends

Valeria Bohorquez, Career Leader Argentina, Mercer

Brazil Workshop — Hot Local Trends

Marcelo Ferrari, Director, Market Development Brazil, Mercer

Mariana Dias, Consulting and Products Director Brazil, Mercer Marsh Benefits

Chile and Peru Workshop — Hot Local Trends

Diego Guaita, CEO Mercer Chile

Gabriel Regalado, CEO Mercer Peru

Colombia and Central America Workshop — Hot Local Trends

Adriana González, CEO Mercer Colombia

David Cuervo, Wealth Leader, Colombia, Mercer

Mexico Workshop — Hot Local Trends

Rogelio Salcedo, Career Leader, Mexico, Mercer

Julieta Manzano, Growth Leader, Mexico, Mercer

Compensation Planning 2018 — Latin America Forecast and Trends

Gerardo Garcia Rojas, Director of Information Services Mexico, Mercer

Ivana Thornton, Career Products Leader, Latin America, Mercer

09:30–10:30

Country/Breakout Sessions 2

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Rogelio Salcedo, Career Leader, Mexico, Mercer

Julieta Manzano, Growth Leader, Mexico, Mercer

Diversity and Inclusion: Key Issues for a Consistent and Effective D&I Program in the Workplace

Marcelo Modica, Global Chief People Officer, Mercer

Pam Jeffords, Partner, Mercer

10:30–11:00 Networking Break

11:00–12:00 Healthy, Wealthy and Work-Wise — The New Imperatives for Financial Security

Julio Portalatin, President and Chief Executive Officer, Mercer

Renee McGowan, Global Leader for DC and Individual Wealth, Mercer

It's time to retire retirement. People expect to spend 15–20 years in retirement, but without better planning, many will outlive their income. Two out of three adults expect to live past 80, but only one in three is confident of having enough money to do so.

Sixty-eight percent of people globally don't ever expect to retire or expect to keep working after retirement. Eighty-six percent say continuing to develop professional and personal capabilities is important.

Healthy, Wealthy and Work-Wise is an initiative that equips all decision-makers — governments, employers and individuals — with the insights, data and technology-driven solutions needed to create a new people experience. Join us to explore what leaders believe will be the biggest advancements impacting how people live, work and save — including structural and technological changes needed to address the financial security gap of at-risk segments.

12:00–12:15 Conference Close

André Maxnuk, CEO Mercer Mexico and Latin America Zone Leader

12:15–13:30 Lunch
