



Event Program

09:00 | Welcome

09:10 | Introduction – Richard Mills



09:15 | **Arthur Nowak**

Chief Executive Officer
iCXeed

PRESENTER: Arthur is considered one of Asia's most senior leaders in customer experience management. iCXeed is a strong venture funded business process innovator specialising in contact centre services delivery and CX digital journey orchestration. Arthur previously led 25,000+ employees as the Country Manager for the Philippines, India, Australia, and New Zealand with major global outsourcer TTEC.

Asia Diversity Forum 2023
Innovating with Diversity Equity and Inclusion



**09:30 | Mela Habijan*****Miss Trans Global 2020***

PRESENTER: Miss Mela Habijan is the first-ever Miss Trans Global. She served as a writer for the Philippines' largest media conglomerate, ABS-CBN. She has also contributed articles to Rappler, Esquire Philippines, and L'Officiel Manila. An active voice of the Trans Filipina community, she has been championing education on sexual orientation, gender identity, and gender expression and trans identity, forwarding LGBTQIA+ rights.

**09:50 | Rich Cruz*****Diversity and Inclusion Leader - ASEAN & Korea
IBM***

PRESENTER: Rich has spent his entire HR career with global tech companies IBM and Accenture. He is responsible for driving IBM's diversity and inclusion agenda in Philippines, Malaysia, Singapore, Thailand, Indonesia, Vietnam and Korea. The company is one of the country's largest employers with more than 10,000 people across multiple locations.

10:10 | DEI Hand-On Workshop – Innovations in Diversity, Equity & Inclusion**11:10 | Networking Break**

**11:20 | Jackie Barrios**

***Vice President, Human Resource
Genpact Services***

PRESENTER: Jackie has spent more than 20 years with premier global organizations like Ingram Micro, Maersk, Aegis and IBM. Genpact is a NYSE listed powerhouse professional services firm whose 115,000 employees serve Global Fortune 500 companies across 30 countries. Jackie is responsible for providing HR support for more than 10,000 employees in the Philippines.

**11:40 | Ryan Espiritu**

***General Legal Counsel
3M***

PRESENTER: Ryan is also Global Privacy Counsel for the Global Service Center group of 3M. He previously worked in senior management legal roles with Emerson and PJ Lhuillier Group. 3M is ranked as the world's 8th largest conglomerates and a senior member of the Fortune 500 list of largest USA companies.

12:00 | Luncheon

01:00 | Panel Discussion - Increasing Representation in the Workplace



**01:30 | Frankie Nobleza**

***Project Manager
Cynder***

PRESENTER: Frankie is a neurodivergent person, diagnosed with ADHD and Sensory Sensitivity, among other unique qualities. After starting her career as a freelance Production Manager and Media professional, she pivoted during the pandemic. Opting for a non-traditional education path, she acquired certifications in coding, PR, and project management. Frankie discovered her passion for project management.

**01:50 | Joan Tenosa**

***Senior Manager, Manila HR Shared Services
Chevron Holdings***

PRESENTER: Joan is responsible for HR at one of the nation's most respected shared services operations. Joan has spent 25 years of his life with Chevron including 8 years working at the company global headquarters in Houston, Texas. Chevron Holding Philippines provides finance, human resources, procurement, sales and marketing support and information technology support for company operations around the world.

02:10 | DEI Hand-On Workshop – Embedding DEI Principles in Work Policies



**02:50 | Arnold Balais**

ParaGames Gold Medalist
Celebrity PWD Advocate

PRESENTER: Arnold lost his leg during a sporting accident at age 14 but hasn't held back. He was Gold Medalist at the 4th ASEAN ParaGames (50m Freestyle swimming competition). He is Team Captain of gold winning first-ever differently-abled dragon boat team--the Philippine Accessible Disability Services (PADS) Adaptive Dragonboat Racing Team. Arnold is also the first Amputee to scale Mount Apo, the country's highest mountain.

03:10 | Closing & Networking



Guest Facilitators



John Nicholls

**Country Site Lead
Paypal**

SPECIAL FACILITATOR: John is to build the shared services operations of Paypal in the Philippines. He previously spent his entire 22 years in senior roles with HSBC at locations around the world: UK, Russia, Peru, Brazil, Azerbaijan, Taiwan, UAE, etc. Paypal is a global giant and ranked as 143rd on the Fortune 500 largest United States corporations by revenue. It is also the world's largest non-bank lender by far.



Troy Limbago

**Global Learning Innovation and Design
IBEX**

SPECIAL FACILITATOR: Troy oversees global instructional design, learning technology (e-learning, mobile learning, etc) and training innovations at IBEX. He oversees a team of 180 training professionals around the world. IBEX is a global leader in customer experience management with 30,000 employees across North America, South America, the Caribbean, Africa and Asia.

