

Reference

Han van Loon

born on September 19, 1955, from Walchwil/ZG, was employed by our company from January 19, 2009 until August 31, 2016.

Han van Loon started as Global Project Manager for IT Processes and member of Senior Staff. On January 1, 2011 he became Project Manager in the Project Methodology & Education department until September 30, 2013.

On October 1, 2013 Han van Loon assumed the role as Head Innovative Project Development. Thanks to his good performance, he was simultaneously promoted to member of Senior Staff in Key Function. In this role, Han van Loon was responsible for the following main tasks:

- Acting as Global 'go to' expert for Agile work and project delivery methods
- Creating, rolling out and running the Agile and Scrum Adoption Program
- Creating and delivering Zurich's Scrum Master, Scrum Product Owner, Scrum team member and introduction courses
- Training the majority of Zurich personnel wishing to adopt agile methods
- Creating the Zurich Scrum Master and Scrum Product Owner certification program
- Launching 54 Scrum teams across Zurich globally
- Creating and delivering the Zurich Executive Scrum training (ZEST) workshops
- Providing own Intellectual Property for Zurich to define Agile contracting.

Han van Loon possessed remarkably profound expertise and above-average experience in his area of responsibility and in related fields. He successfully applied himself to new duties and used the acquired knowledge with very good results. In terms of quality and scope, he met the specifications in every respect and we were very satisfied with his performance. Han van Loon was also a confident negotiator thanks to his good command of English and German.

We knew Han van Loon as a professional who demonstrated initiative and complete commitment. Actively embracing developments in professional life, he always kept himself informed of the latest standards. In the event of change in the organisation, he adopted a proactive and committed approach. Even when working under pressure or faced with challenging situations, he adapted easily to changes in circumstances while remaining commendably calm and assured. Perceptive in evaluating the scope and consequences of his actions, he was careful when weighing up the related risks and opportunities. When making decisions, he exercised tremendous autonomy and foresightedness, blended with in-depth knowledge, also assuming full responsibility for the outcome. Moreover, Han van Loon had valuable ideas for improvements and he involved himself actively in innovation and reform. Quick to identify problems, he was very effective at resolving them. He manifested sensitivity to business and cross-functional aspects.

It was important to him to align his outlook and his actions with the goals of the entire company and he assumed responsibility for their implementation and the obtained results in his area of responsibility. With his flair for organisation and planning, he managed challenging assignments with success. His approach to the conduct of meetings was structured and result oriented, and he considered the practicability of the proposals.

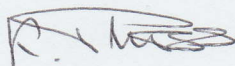
As an Agile trainer and coach he was adept at motivating project professionals in a manner that was both persuasive and goal oriented. His instructions could be readily grasped and understood. He was very skilful at passing on his knowledge and know-how. When it came to instructing staff and executives, he showed great commitment and enthusiasm. Furthermore, Han van Loon showed an excellent ability to advise staff constructively and to help them leverage their resources and deliver tangible results.

By maintaining an excellent network of connections in his professional life, Han van Loon was able to draw on highly valuable contacts. He communicated in a timely and comprehensive manner, paying due attention to his addressees' need for information and to their situation. Likewise, he handled confidential information with utmost discretion and reliability. With his flair for communication, he could connect with stakeholders and tailor his messages to the hierarchical level he was addressing. Moreover, he presented his ideas in a way that was readily understood and took an active part in discussions. He took on board other opinions and constructive criticism; he listened to what was said and appreciated other people's needs. Han van Loon was able to reflect on his actions, was open to suggestions and took recommendations on board. By ensuring that customers' needs and concerns were met quickly and completely, he demonstrated a high degree of customer focus. One of his abilities was the capacity to integrate into a team and collaborate with a variety of groups. In addition, he was able to differentiate between the interests of the team and his own. Management, staff and customers alike appreciated him greatly and held him in high esteem. We came to know Han van Loon as a valuable employee who displayed a commendable devotion to his duties and to the interests of the company.

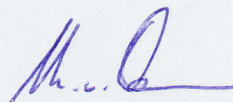
Due to an internal reorganisation we unfortunately were forced to terminate the employment contract per August 31, 2016. We sincerely regret his departure and wish him every success going forward, in both his private and his professional life.

Zurich, August 31, 2016/KP/ad

Zurich Insurance Company Ltd



Karen Plüss
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