# GBCC 2003

# Global Business Continuity *Congress 2003*

**GBCC - uniting international public and private sector strategists with responsibility for all aspects of business resilience**

- over 50 international speakers and case studies
- focused streams and workshops on Risk Management, BCM, Crisis Management, ITDR, Insurance, Critical Infrastructure Protection
- interactive sessions simulating major incident response - kidnap & ransom, terrorist attacks, CBRN, product recall, fraud
- major focus on improving Public / Private sector resilience at local, national and international level

**Hear from those who have managed and recovered from crisis situations**

- **Anne Groves**, *now Global Head of PR at Clifford Chance*, talks about reputation risk management and communication at **Andersen**
- Bill Turner questions your readiness for crisis by drawing on his experiences at **Walt Disney and Nike**
- Tom Marlowe, Faculty Member, **FEMA's Emergency Management Institute**, will be on hand to discuss experiences post 9/11
- Patrick Kilchmann, **Ammann Management** will update you on an economic crisis turnaround in the manufacturing industry
- City of Amstelveen Fire Chief, Frans Schippers, details public / private sector collaboration during the **Enschede fireworks explosion** and Volendam fire

**Risk mitigation -** business continuity and crisis management can only be effective if you can determine where your business is vulnerable and which risks are unacceptable

- Prof. Brian Toft, Coventry University and Marsh Risk Consulting, sets the scene with **'Invisible Risks'**

- Dr. Patrick Lagadec, Ecole Polytechnique, will enlighten you with **'Business Resilience in Times of Severe Turbulence'**
- Dr. Larry Barton, The American College and previously with Motorola, will help you **'Build the Radar Screen'** to detect vulnerabilities in advance

**Pulling it all together -** find out how risk and business continuity managers are 'selling' enterprise wide resilience internally and linking with corporate security, ITDR, HR, H&S and emergency planning

**How and when will BCM impact your insurance cover and premium -** attend the tailored Standards/Risk/Insurance stream and ask the industry when your business can expect a return on its investment

**What is the progress on public sector adoption of business continuity management** and how can the business community benefit locally, nationally and internationally? Debate the issues with our international panel of central and local government representatives from UK, USA, Norway, Sweden, Netherlands and Russia

**Ensuring a non-stop ICT infrastructure -** attend the focused streams on Critical Infrastructure Protection and ITDR to reassess your vulnerability to information security breaches, loss of data, recovery site selection, power and communications outages and sabotage.

*"At long last a programme that covers both the current and emerging issues that are occupying the minds of business continuity managers everywhere. Well done GBCC!"*

**Steve Eaton,** *Senior Manager Group Business Continuity Unit,* **The Royal Bank of Scotland**

## EARLY CONFIRMED SPONSORS

**Criticall**

For the last 8 years **Criticall** has delivered intelligent event notification solutions to the UK's largest organisations. Based on the simple premise that time sensitive information has a direct impact on profit or safety, Criticall's notification systems can be built to fit any business need. Applications include: mobilisation of Incident Response Teams, rapid communication to an organisation's staff for business continuity, informing the public about incidents in their community, automatically alerting technical people to computer problems, delivery of key information from business process applications and true "Permission Marketing" of time critical information or products to individuals who "subscribe" for services. Solutions are available as in-house solutions or through Criticall's ASP managed service in the Outer Hebrides. For more information visit www.criticall.co.uk

**Schlumberger WORLDWIDE IT PARTNER**

Schlumberger Business Continuity Solutions is a premier provider of contingency planning, business continuity and disaster recovery solutions for organizations where the use of sophisticated technology is a business critical part of day-to-day operations. With more than 20 years experience, 45 locations with more than 1.5 million square feet of space in 17 countries, and over 900 customers worldwide, Schlumberger has the depth of experience to provide customers with cost-effective solutions that are custom tailored to their specific needs. As an established industry leader in business continuity and disaster recovery, Schlumberger provides a full range of low-risk, cost-effective services that are customized to meet individual customer needs. Schlumberger business continuity services are available on a dedicated or limited ratio shared-subscription basis.

## ENDORSERS

**The Continuity Forum** is your source for world class support for professionals serious about business continuity. Our investment in world class research, information and resources is designed to assist the growth of continuity planning within organisations of all types.

**The Information Assurance Advisory Council** is a unique partnership that brings together corporate leaders, public policy makers, law enforcement and the research community to address the challenges of information infrastructure protection. We are engaged in the development of policy recommendations to government and corporate leaders at the highest levels. www.iaac.org.uk

**European Crisis Management Academy (ECMA)** is a network for crisis managers and academics. ECMA facilitates the exchange of ideas and best practices between practitioners and academics. The Academy seeks to improve the knowledge base for an enhanced capacity of dealing with national and transnational crises in the European framework. www.ecm-academy.nl

**The Emergency Planning Society** is the professional body for all those with an involvement with any form of crisis, emergency or disaster planning and management. We draw our members - there are about 1400 - from a wide range of backgrounds, including local government, industry, the utilities, the emergency services, volunteers, educational establishments, the legal profession and independent consultants. www.emergplansoc.co.uk

**SIESO** aims to be a forum for sharing experience, ideas and practices for avoiding industrial accidents and improving the planning and management of responses to them. www.sieso.org.uk.

**The European Telecommunications Resilience and Recovery Association** is a European forum for discussion, debate and information. Based in the UK it aims to extend understanding of the relationship between telecommunications, information, security, disaster management and governance. www.etr2a.org

**The ESA** promotes the development and commercialisation of competitive and reliable electrical energy storage delivery systems for use by electricity suppliers and their customers. www.electricitystorage.org

**DRI International** is the premier worldwide organisation for education and certification in the field of Business Continuity Planning (BCP). Over 1,800 individuals worldwide currently maintain active certification with DRII. Learn how you can boost your professional credentials and understanding of BCP concepts through training and certification. www.drii.org

Founded in 1938, the **Institute of Civil Defence and Disaster Studies** is the UK's oldest learned society committed to civil protection and disaster management research and practice. www.icdds.org

**The Strategic Planning Society** fosters and promotes research and best practice in strategic thought and action. Membership is a statement about your approach to work, your career, your skills and your status. It demonstrates to others that you are aiming to achieve the highest level of skills in strategy and business development. For more details see our website: www.sps.org.uk

**ASIS** is the largest international educational organisation for security professionals, with over 35,000 members worldwide. ASIS is dedicated to increasing the effectiveness and productivity of security professionals by developing educational programmes and materials that focus on both the fundamentals and the most recent advancements in security management. www.asis.org.uk

## MEDIA PARTNERS

**Continuity Central** provides a constantly updated one-stop resource of business continuity information. Expert or novice, this site will meet your needs, keeping you up-to-date with all that happens in this fast changing market and enabling you to rapidly and comprehensively research the subject. www.continuitycentral.com

**Information Age** is a monthly, business magazine for technology decision makers: the people who are defining the strategy & the budget, buying the products & the services, & delivering the value to their businesses through technology. For more information, please call Jon Howell on 020 7612 9310 or visit www.infoconomy.com To receive 12 months free subscription return tick the box on the booking form and return to IIR.

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# Global Business Continuity Congress 2003

**6-9 October 2003, Radisson SAS Portman Hotel, London**

**GBCC 2003**

**CG2126/M/w/x/y**

## Venue & Accommodation Details

Radisson SAS Portman Hotel, London
Tel: 020 7486 5844   Fax: 020 7224 4928

Delegates are responsible for the arrangement and payment of there own travel and accommodation. However, IIR has negotiated a special room rate at a number of hotels. If you wish to book a room, please call Venue Search on +44 (0) 20 8546 6166 stating that you are an IIR delegate.

### UNABLE TO ATTEND? www.iir-documentation.com

*Nothing compares to being there - but you need not miss out.* Simply tick the box, complete your details above and send the form along with payment. Your documentation will be sent to you within 10 working days of the event being held.

❑ Documentation @ £399 (VAT is not charged.)

Fax the form to : **+44(0) 20 7915 5056**
If you have any questions, please contact **+44 (0) 20 7915 5055**

Your VIP number is on the address label. If there is no label, please quote

## Step 1   decide what you want to attend

| Tick | Date | Title | Code |
|---|---|---|---|
| ❑ | 7th October 2003 | Responding to Major Incidents | CG2126M |
| ❑ | 8th October 2003 | GBCC 2003 - Day 1 | CG2126 |
| ❑ | 9th October 2003 | GBCC 2003 - Day 2 | CG2126 |

Remember, if two or more delegates register at the same time we will always discuss discounts. Please call Anthony Bennett on +44 (0)20 7915 6667 or email abennett@iir-conferences.com to discuss.

**Delegates can chose to attend either full day workshop A or two half day workshops B and C**

| Tick | Date | Title | Code |
|---|---|---|---|
| ❑ | 6th October 2003 AM | **W/S A**  Business Continuity Fundamentals | CG2126w |
| ❑ | 6th October 2003 AM | **W/S B**  Drivers of Risk | CG2126x |
| ❑ | 6th October 2003 PM | **W/S C**  Crisis Management | CG2126y |

## Step 2   work out the price

❑ Tick here if you are claiming the local authority, public safety or academic discount

| Tick box if registering **BEFORE 31st August 2003** | Price for: Local authorities, public safety and academics | Incl 17.5% VAT | Standard Price | Incl 17.5% VAT | Tick box if registering **AFTER 31st August 2003** | Price for: Local authorities, public safety and academics | Incl 17.5% VAT | Standard Price | Incl 17.5% VAT |
|---|---|---|---|---|---|---|---|---|---|
| ❑ Any one day | £295 | £346.63 | £595 | £699.13 | ❑ Any one day | £395 | £464.13 | £695 | £816.63 |
| ❑ Any two days | £495 | £581.63 | £995 | £1,169.13 | ❑ Any two days | £595 | £699.13 | £1,095 | £1,286.63 |
| ❑ Any three days | £695 | £816.63 | £1,495 | £1,756.63 | ❑ Any three days | £795 | £934.13 | £1,690 | £1,985.75 |
| ❑ All four days | £895 | £1051.63 | £1,995 | £2,344.13 | ❑ All four days | £995 | £1169.13 | £2,190 | £2,573.25 |

| Personal details | Mr/Mrs/Ms | First Name | Last Name | Job Title | Department |
|---|---|---|---|---|---|
| 1st delegate | | | | | |
| 2nd delegate | | | | | |

**To assist us with future correspondence, please supply the following details:**

| Head of Department: | | | | |
|---|---|---|---|---|
| Booking Contact: | | | | |

Company: .................................................................................................   Address (if different from label above) ...................................................................

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No. of employees on your site:  1) ❑ 0-49  2) ❑ 50-249  3) ❑ 250-499  4) ❑ 500-999  5) ❑ 1000+   Nature of your company's business: ...........................................

## Step 3   easy ways to pay

All registrations must be paid in advance of the event.
Billing Address if different from above ...........................................................................................................................................................................

❑ Cheque. £ .............. Enclosed is our cheque in favour of IIR Ltd (VAT No 396985860)  Please ensure that the Conference Code CG2126/M/w/x/y is written on the back of the cheque.

❑ Credit Card. Please debit my: ❑ VISA  ❑ AMEX  ❑ EUROCARD  ❑ MASTERCARD   Card No: ...........................................................................................

Expiry Date: ........................................ Signature: ...........................................................................   Please note that cards will be debited within 7 days of your registration on to the conference

❑ By **BANK TRANSFER** - should be made to:  Barclays Bank plc, 54 Lombard Street, London, UK. Account name: IIR Ltd - Receipt Account   Account number: 80686468. Sort code: 20-00-00.  Swift code: BARCGB22
Please include the delegate's names, registration number and ref CG2126/M/w/x/y in the transmission details.

## Step 4   five easy ways to register

**Telephone:** +44 (0) 20 7915 5055 Please remember to quote CG2126/M/w/x/y/z

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**By E-Mail:** registration@iir-conferences.com

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**By Post:** Complete and return the registration form together with payment to: Customer Service Manager, IIR Ltd., 29 Bressenden Place, London SW1E 5DR

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Additional Requirements - Please notify IIR at least one month before the conference date if you have any additional requirements e.g. wheelchair access, large print etc.

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# GBCC 2003

## Global Business Continuity *Congress 2003*

**Achieve business resilience; prevent and manage crises; protect your products, services, stakeholders and reputation from disruption, interruption or loss**

6th - 9th October 2003, Radisson SAS Portman Hotel, London

### International experts share their vision on business vulnerability and resilience:

Prof. Brian Toft, *Coventry University*

Dr. Patrick Lagadec, *Ecole Polytechnique*

Dr. Larry Barton, *The American College*

Prof. Bengt Sundelius, *CRISMART*

Dr. Youri Vorobyov, *First Deputy Minister, EMERCOM*

### Maximise resilience and minimise recovery time by safeguarding the key linkages between:

- Business Continuity
- Risk Assessment
- Crisis Management
- ICT Disaster Recovery
- Corporate Security
- Reputation & Brand Protection
- Emergency Planning
- Critical Infrastructure Protection
- Insurance
- Human Resources

### Hear first hand experiences of crisis and business continuity management in action at:

Royal Mail, Andersen, Nike, Procter & Gamble, BAE Systems, mmO2, Ventura, Novar, London Underground, Enschede Fireworks Disaster, HBOS, Telewest, TNT-Post Group, Amman Management

### Packed with international case studies from:

UK, USA, Russia, Australia, Netherlands, Norway, Sweden, France and Switzerland

## Responding to Major Incidents

- Learn from FEMA's experiences post 9/11
- Update from Civil Contingencies Secretariat
- Public / Private sector cooperation - latest initiatives from UK, Norway, Netherlands, Sweden, Russia, USA
- Feedback from the finance industry on readiness of major players - Michael Foot, FSA
- Building resilience at an international level - improving EU / US crisis capacity
- Preparedness and response to terrorism, CBRN, kidnap & ransom

Early confirmed sponsors:

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**8.00** Registration

**8.45** **OPENING REMARKS FROM THE CHAIR:**
**Tom Marlowe,** *Faculty Member,* **FEMA's Emergency Management Institute**

**9.00** **UPDATE ON THE CIVIL CONTINGENCIES BILL AND THE ROLE OF THE CCS IN ENABLING BUSINESS CONTINUITY AND MAJOR INCIDENT PREPAREDNESS AND RESPONSE**
- How is the CCS promoting an integrated response to incident preparedness and response?
- Improving communication routes and dissemination of information from the centre
- Update on horizon scanning & risk assessment
- Update on Civil Contingencies Bill:
  - clarification of responsibilities of local authorities
  - how will regional incidents be handled?
  - impact on private sector organisations and business Continuity

**Civil Contingencies Secretariat -** *speaker to be confirmed*

**9.30** **AVOIDING A COMPARTMENTALISED APPROACH TO INCIDENT RESPONSE - ACHIEVING INTEGRATION ACROSS DEPARTMENTS AND LOCAL, NATIONAL AND INTERNATIONAL BOUNDARIES**
- Ensuring collaboration between central and local government business continuity, operations, emergency planning, risk and security teams
- Putting Integrated Emergency Management into practice - at both a local and central government level
- Reliance on private sector to ensure continuity - how can the public sector ensure resilience along the chain?
- Building resilience into large complex organisations
- Debating the role and effectiveness of standards

**David Leslie,** *Chair Business Continuity Group,* **Emergency Planning Society**

**Chris Bywater,** *Head of Business Continuity & Security,* **Dept. for Work & Pensions**

**Roger Kember,** *Superintendent, Special Operations,* **London Metropolitan Police Service**

**10.10** **THE ROLE OF BUSINESS CONTINUITY IN COUNTER TERRORISM**
**Chief Inspector Brian Howat,** *Head,* **National Counter Terrorism Security Office (NaCTSO)**

**10.30** Refreshments

**10.50** **SUCCESSFUL PUBLIC / PRIVATE SECTOR CONSULTATION AND PLANNING FOR MAJOR INCIDENT HANDLING**
Case Study 1: Royal Mail's Response to the CBRN Threat Following Anthrax Incidents in USA

- Understanding the 'science' of dealing with a multifaceted incident
- What were the most challenging organisational and practical issues?
- Co-operating and co-ordinating with government agencies and enforcing authorities
- Managing all your stakeholders' perceptions as well as realities
- Handling the media to manage branding and image issues
- Promoting cross fertilisation between formal business continuity planning and day-to-day best practice

**Chris Babbs,** *formerly Head of Network,* **Royal Mail**

Volendam Fire and Enschede Firework Explosion Disasters
- Examining the relationship between prevention, preparation and response to major incidents
- What is unique about the way major incident response is prepared for and organised in Amstelveen?
- Detailing how the private sector and public sector work together for both response and prevention of major incidents
- Learning from examples of public/private partnership fire brigades in the Netherlands (e.g. Schiphol and Rotterdam Harbour)
- How do the private and public sectors work together on Business Continuity?
  - organising salvage with the insurance companies
  - co-operating during major disasters

**Frans Schippers,** *Managing Director: Safety Department / Fire Chief,* **City of Amstelveen**

**11.40** **STRATEGIC RISK MANAGEMENT AT THE FEDERAL POLICY LEVEL**
- Which strategic risks have become policy priorities for Russia?
- What risk assessment methodologies are being used to support this analysis?
- How are government and business working together to manage risk and build business continuity?

**Dr. Youri Vorobyov,** *First Deputy Minister,* **The Ministry of the Russian Federation for Civil Defense, Emergencies and Natural Disaster Response (EMERCOM)**

**12.10** **European Crisis Management Academy (ECMA) Panel Session: IMPROVING TRANSNATIONAL CRISIS CAPACITY: EU / US RELATIONS & THEIR POTENTIAL IMPACT ON BUSINESS RESILIENCE**

**Chaired by: Prof. Bengt Sundelius,** *Head of CRISMART,* **Swedish National Defence College**

**Prof. Boris Porfiriev,** *Chief Researcher,* **Institute for Systems Analysis: Russian Academy of Sciences**

**Dr. Larry Barton,** *President,* **The American College**

**1.10** Lunch

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## Stream A

**2.15** **KIDNAP & RANSOM - PREPAREDNESS & RESPONSE**
This interactive session - including acting out an 'Anatomy of a Kidnap' - will enable delegates to be more proactive in their approach to the protection of their assets and reassuring their employees.
- Extortion/ransom demands
- The 10 highest rated kidnap countries
- Types of kidnap
- Prevention strategies
- The Anatomy of a Kidnap, covering:
  - Why the victim was selected
  - Threat awareness and danger points
  - Reacting to a kidnap
  - Finance and expenses involved
  - How the kidnap was executed
  - Kidnap location statistics
  - Negotiation process

**Douglas Milne,** *Managing Director,* **Special Contingency Risks**

**3.45** Refreshments

**4.15** **CHEMICAL, BIOLOGICAL, RADIOLOGICAL, NUCLEAR THREATS PREPAREDNESS & RESPONSE**
This interactive session will focus on CBRNEI (explosive and incendiary) and will give delegates the opportunity to quiz FEMA on their approach to these threats.
- Identifying your risks
- Putting the risks into perspective
- Identifying the consequences of the risks to your organisation
- Mitigating risks
- Preparing your organisation

**Tom Marlowe,** *Faculty Member,* **FEMA's Emergency Management Institute**

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## Stream B

**2.15** **IMPROVING RESILIENCE TOGETHER - THE PUBLIC/PRIVATE SECTOR RELATIONSHIP**
The fuel protest, foot and mouth, SARS and other security concerns have left many organisations feeling exposed. What is the next threat? What should the business community and the public sector do to prepare for widespread threats beyond their control? Is confidence in the public sector misplaced?
- What can you expect from the public sector - emergency services, local government, regional government?
- How can the public sector improve your resilience?
- What is the role of the private sector in improving the resilience of the community?
- How do you work together without compromising commercial interests?
- Using the public sector to manage risks

**The Emergency Planning Society Business Continuity Group**

**3.45** Refreshments

**4.15** **GLOBAL ISLAMIC TERRORISM**
The power and reach of Islamic Terror groups continue to grow. They act, disperse, regroup and attack Western interests with disturbing power and reach. This interactive session will enable delegates to understand the opposing view of the world held by these groups and therefore help explain the threat that they can pose to businesses. It will:
- explain their motivation and the use of violence as a product of change
- examine possible Western responses
- discuss the connectivity and reach of these Groups
- offer guidance for how Western business interests can protect themselves from attack

**Nicholas Corden-Lloyd,** *Director,* **Kroll Security Consulting Group**

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**5.45** **CLOSE OF PRE-CONFERENCE FORUM**

**8.15**   Registration

**8.45**   **OPENING REMARKS FROM THE CHAIR**

**9.00**   **IDENTIFYING AND PREPARING FOR NEW AREAS OF BUSINESS VULNERABILITY - AND QUANTIFYING THE CONSEQUENCES OF IGNORING THEM**

- What are the real threats? External vs internal factors
- Building the radar screen to detect vulnerabilities in advance
- Using information from corporate research and the field as advance warning tools - how can you separate rumour from fact and what constitutes the need to raise a threat level?
- Measuring vulnerability and total cost of downtime on your business
  - Threat analysis tool
  - Business impact analysis
  - Testing the edges of your risk management protocols
- Mapping the correlation between sophistication of business risk assessment tools and ability to protect your business
- Defining business continuity and its role in business protection and risk mitigation
- What new tactical, strategic and political skills are required to drive business continuity amid increasingly varied and unpredictable risks?
- What do insurance companies expect in terms of continuity response?

These themes will be addressed by an international panel of recognised experts in the field:

**Professor Brian Toft,** *Director of Research, Marsh Risk Consulting & Visiting Professor,* **Coventry University**

As well as being Visiting Professor of Risk Management at Coventry University, Brian is External Examiner for the MSc degree course in Risk Management and Finance at Glasgow Caledonian University and is an Honorary Visiting Fellow in Risk Management at the universities of Leicester and Southampton. In February 2001 Brian became the first non-physician to Chair an external inquiry into the death of a patient within the National Health Service. He was also invited to present his views to Lord Cullen's Ladbroke Grove Rail Inquiry Part 2 and acted as an expert witness to the Marchioness Disaster Action Group at the 'Thames Safety Inquiry' undertaken by Lord Justice Clarke.

**Dr. Patrick Lagadec,** *Director of Research,* **Ecole Polytechnique**

Patrick is a specialist in crisis prevention and management who has broadened his field of research and expertise to work on the governance, safety, security and sustainability of organisations and complex systems confronted by global crises and paradigm shifts. He has a wealth of experience of direct involvement with key critical infrastructure operators (energy, transport, communication, food, health, space and airlines industries), in particular to help organisations to assess their key vulnerabilities and sharpen their preparedness for handling crises and global mutations.

**Dr. Larry Barton,** *President,* **The American College, Bryn Mawr, PA USA**

In his role as VP of Communications and Public Affairs for Motorola Inc. Larry was responsible for global issues management, risk assessment and crisis management worldwide for a technology leader with over 150,000 employees. He was later in charge of issues management for Motorola's semiconductor division. He has also consulted on BCP with such diversified companies as British Petroleum, The Walt Disney Company, United States Army, Honda and Ford Motor Company. Larry is the author of the international best seller "Crisis in Organizations II".

**10.30**   **BUSINESS CONTINUANCE & CRISIS MANAGEMENT IN ACTION - SO, YOU THINK YOU ARE READY?**

*Disney / Nike case studies will be used to illustrate why we thought we we had good plans in place, and how we found out that we didn't!*

- Demanding and winning senior management commitment - fostering interest and commitment at all levels
- Achieving comprehensive but flexible program development and review procedures
- Building the key components of public relations and issues management into your plan
- Crisis communication is the key to success - but what are the golden rules?
  - Communications lists are always out of date
  - Communication protocols are critical - who calls who, and when?
  - Initial facts are 50% wrong
- Planning your emergency operations centre component versus incident scene component
- Recognising why they are different and why you need specific protocols for each
- Developing and continually nurturing external relationships with public safety bodies and local / central government agencies
- Drills/Drills/Drills - ensuring that each program component is tested under pressure and with everyone involved

**Bill Turner,** *Head of Retail Loss Prevention,* **Nike**
*(and formerly VP - Guest Operations Services, Walt Disney World)*

**11.00**   Refreshments

**11.30**   **MANAGING BUSINESS CONTINUITY ACROSS INTERNATIONAL BOUNDARIES**

**Keith Southern,** *Global Contingency Manager,* **Procter & Gamble**

Since 1997, Keith has had formal responsibility for Disaster Recovery for all of Procter & Gamble's world-wide Data Centres, co-ordinating the efforts of Brussels, Cincinnati and Singapore. Since 2000 he has been a core member of the global team guiding the deployment of Business Continuity Planning to all the Company's critical work processes.

**12.00**   **FEEDBACK FROM FINANCE INDUSTRY ON THE BENEFITS OF, AND OBSTACLES TO IMPLEMENTING, ENTERPRISE-WIDE BUSINESS CONTINUITY MANAGEMENT**

Financial Services Authority Viewpoint:

- What has business continuity achieved so far?
- How is the FSA responding to criticism of being too general in its requirements - is more tailored advice going to be available?
- To what extent is the FSA incorporating SEC requirements?
- What are the similarities and differences between BCI standards and those of the FSA?
- How transferable are FSA guidelines to large and small companies?
- Clarifying the timetable of requirements from the FSA
- The FSA's findings to date on the readiness of the big London players

**Michael Foot,** *Managing Director Deposit Takers & Markets Directorate,* **FSA**

Industry viewpoint:

**Chris Green,** *Head of Business Continuity,* **HBOS**

**1.00**   Lunch

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## Stream A:
## Standards / Risk Assessment/ Insurance

**Chair: Jane Milne,** *Head of Household & Property,* **Association of British Insurers**

**2.00**   **BCI STANDARDS AND BENCHMARKS**

**Dr David Smith,** *FBCI and Principal Consultant,* **EDS**

**2.30**   **BUSINESS IMPACT ANALYSIS: UNCOVERING THE TRUE IMPACT OF INCIDENTS ON BUSINESS CONTINUITY**

*Case studies will be used to highlight how the combination of the following activities can be used as a powerful tool to help focus your Corporate Risk Management Programme:*

- Business Model Analysis to identify key business processes and critical locations
- Risk Engineering Analysis to develop major incident scenarios threatening business survival and profitability

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## Stream B:
## Critical Infrastructure Protection

**Chair: Maitland Hyslop,** *Head of Knowledge, Information and ICT,* **One North East** *representing* **ETRRA (European Telecommunications Recovery & Resilience Association)**

**2.00**   **INFORMATION ASSURANCE**

- What do we mean by Information assurance?
- How real is the the threat to the assurance of critical information systems?
- What escalates the threat to critical systems? How do you respond?
- Discussing the UK Government role in protecting the critical information infrastructure
  - Working across the CNI sectors
  - What are barriers to co-operation?

- Financial Impact Analysis to undertake realistic financial exposure calculations following major incident scenarios.
- Delivering the output of these analyses in clear financial terms to support enhanced capital spend on risk management that focuses on areas clearly identified with unacceptable exposure levels

**Paul Johnson,** *Manager: Business Impact,* **FM Global**

**3.00 SUPPLY CHAIN RISK MANAGEMENT AND ITS IMPACT ON BUSINESS SUSTAINABILITY**

- Making the business case for applying risk management up and down the supply chain to the point of output
- What risk engineering tools are being applied to evaluate and mitigate the total cost of risk?
- Selling the benefits of this approach to supply chain management within your business

**Matthew McEwan,** *Group Risk Manager,* **Novar**

**3.30 Refreshments**

**4.00 DRI INTERNATIONAL - STANDARDS AND CERTIFICATION**

**Thomas Mawson,** *Executive Director,* **DRI International**

**4.15 BUSINESS CONTINUITY MANAGEMENT NOW PLAYS A MAJOR ROLE IN INSURANCE PROGRAMME PLACEMENT - FANTASY OR REALITY?**

- What are the interfaces between insurance and BCM and how do they complement each other?
- What are insurers' expectations - is there a common understanding in the market of BCM?
- How does this support risk prevention and mitigation and, therefore, what are the tangible benefits?
- How is this recognised and measured by an underwriter in assessing the risk?
- The brokers' perspective - how can the benefits of BCM be maximised in insurance placement, in terms of cover and premium?
- What does the future hold?

**Helen Thornton,** *Risk Management Executive,* **Willis**

**4.45 INSURANCE - WHAT IMPROVEMENTS MIGHT BE ACHIEVED THROUGH BUSINESS CONTINUITY?**

Feedback from the Insurance Institute of London's Business Continuity Study Group - what are the objectives and progress of the project?

- Analyzing current approaches to business continuity
- Summarizing the insurance industry's attitudes to business continuity
- What needs to change to make business continuity investment worthwhile?
- Clarifying the insurers' interpretation of new business continuity guidelines
- What are the issues for:
  - large businesses
  - small and medium sized businesses
  - Predicting the likely effects on the insurance industry and businesses

**John Woodcock,** *Chair, Advanced Study Group - Business Continuity,* **Insurance Institute of London**

**5.15 SOCIAL, ENVIRONMENTAL AND ETHICAL RISKS - WHAT DOES THE INVESTOR EXPECT IN TERMS OF LONGTERM SHAREHOLDER VALUE?**

- Demonstrating a combination of good management of social, environmental and ethical (SEE) as well as governance issues for long-term shareholder value
- Risk management: identifying, assessing and managing material SEE risks
  - Reputational risk
  - Risk of losing licence to operate
  - Staff retention and recruitment
- Accountability: monitoring board level responsibility, management systems and policies
- Climate change: assessing the opportunities and the risks to business
- Demonstrating public transparency/disclosure of exposure to climate change
- Water risk: using recent examples of resolutions at Pepsi and Coca Cola
- Collaboration with other investors

**Claudia Kruse,** *Analyst,* **ISIS Asset Management**

- How do we integrate a national response to information assurance and protective security?

**Stephen Cummings,** *Director,* **National Infrastructure Security Co-ordination Centre (NISCC)**

**2.30 POWER SUPPLIES**

- In-built resilience through design and construction
- System recovery
- Threat-level information monitoring, exchange and preparedness
- Reality - mini case study
- Key issues at the interface with businesses

**Anwar Sardiwalla,** *Risk and Compliance Manager, Power Networks,* **London Electricity Group - Networks Branch**

**3.00 TELECOMMUNICATIONS: PLANNING TO SURVIVE MAJOR COMMUNICATION OUTAGES**

- What are the major threats to telecommunication networks?
- Questions to ask your service provider about their commitment to Business Continuity Management and Crisis Management
- What are the critical steps for building a resilient communication network?
- Clarifying the impact of telecommunications legislation & regulation during local or national crisis
- Determining what processes & procedures are needed before, during and after a major incident

**Steve Yates,** *FBCI, FICDDS, Group Business Continuity Manager,* **Telewest Communications**

**3.30 Refreshments**

**4.00 WATER & TRANSPORT: RESPONDING TO RECENT CRISES AND PREPARING FOR THE THREAT OF TERRORISM AT A NATIONAL LEVEL**

- Preparation and response to recent major incidents by the departments of Health and Transport
- National co-ordination of preparation against terrorist attack in Netherlands

**Dr Gerard Laanen,** *CEO Departmental Co-ordination Centre,* **Ministry of Transport, Public Works and Water Management (DCC V&W)**

**Ton Zwennes,** *Head Crisis Control Unit,* **Ministry of Health, Welfare and Sports (VWS)**

**4.45 NEW TOOLS FOR CRITICAL INFRASTRUCTURE PROTECTION IN NORWAY: MANAGING THE VULNERABILITIES OF THE INTERCONNECTED SOCIETY**

- Using risk and vulnerability analysis to minimise the risk of fire, disruption of power/water supply, tunnel accidents, avalanches, landslides
- Applying common methodologies across professions and sectors to promote a more co-ordinated approach to incident handling, risk management and business continuity
- Demonstrating the benefits of GIS based tools for risk prevention and crisis management

**Roger Steen,** *Senior Advisor,* **Directorate for Civil Protection & Emergency Planning, Norway**

**5.15 CRITICAL INFRASTRUCTURE PROTECTION IN AUSTRALIA - UPDATE ON RISK MANAGEMENT, CRISIS MANAGEMENT AND BUSINESS CONTINUITY LEGISLATION DUE IN 2004**

- Examining the context for critical infrastructure protection in Australia - Government directions, standards and statutory developments
  - how has the water industry in particular responded to directives on the application of the Australian risk management standard?
- Bringing security risk management, emergency management and business continuity management in to the context of enterprise wide risk management
- Private business public terror - engagement & dialogue - solving the stakeholder dilemma
- Applying AS 4360 (Australian Risk Management standard) methodologies and tools in the utility sector
- Replacing "hindsight" with "foresight"

**Nicci Crawford,** *Director Business Risk Solutions,* **Encore**

**5.45 Close of GBCC Day One**

*The Global Business Continuity Congress represents an exciting opportunity for the business continuity community from all sectors to come together and share information and best practice.*

**Chris Bywater,** *Head of Business Continuity & Security,* **Department for Work and Pensions**

**8.45**  **OPENING REMARKS FROM THE CHAIR**

**9.00**  **COMPARING AND CONTRASTING GLOBAL APPROACHES TO BUSINESS CONTINUITY AND THEIR IMPACT ON BUSINESS VULNERABILITY AND PROTECTION**

- Clarifying international business continuity management (BCM) codes, guidance and legal requirements
- Highlighting the range of international BCM models - what can be learned from the different approaches and what benchmarks can be applied?
- What degree of integration of different functions / disciplines has been achieved?
- What role do business continuity standards play internationally?
- Gauging the acceptance of BCM internationally

  **Raj Lakha,** *Chief Executive,* **Safety-Solutions UK**

**9.30**  **PANEL DISCUSSION: INTEGRATING AND PRIORITISING BUSINESS CONTINUITY ACROSS THE ENTERPRISE - AVOIDING THE COMPARTMENTALISED APPROACH**

*Mapping the key linkages between insurance & risk management, corporate security, crisis management, facilities & infrastructure protection, ITDR, emergency planning and health & safety*

- How can we make Business Continuity 'real'?
- Where does the responsibility for business continuity lie?
- Laying the groundwork by demonstrating what directors and senior managers can get out of business continuity
- Arming yourself with accurate cost / benefit analysis
- Liaising with all stakeholders to build strong links and awareness of business continuity across the company

- Integrating the disciplines of Risk, Security, Business Continuity, ITDR, Crisis Management, H&S and Emergency Planning within the business
- Harmonising the priorities and strategies of each department
- Enterprise-wide testing and stressing of the system and scenario planning to strengthen resilience
  - including critical third parties in the tests
- Why do BCM systems fail? How much of this is attributable to culture change and what lessons can be learned from this?

  **Panel Moderator: Keith Pursall,** *Managing Director,* **Alkemi**

  **Rebekah Singh,** *Business Risk Advisor,* **BAE Systems C4ISR**

  **Gary Hibberd,** *Business Continuity & Information Security Manager,* **Ventura**

**10.30**  **REPUTATION RISK MANAGEMENT - LEARNING FROM THE COMMUNICATION & MEDIA HANDLING EXPERIENCES OF ANDERSEN**

- Establishing the face of the firm and selecting the spokespeople and crisis management team
- Co-ordinating communications globally with local implementation
- Optimising crisis communication methods and media
- Communicating with stakeholders - clients / employees / alumni
- Countering misinformation
- Providing evidence of real change - in order to turn round negative perceptions of your brand

  **Anne Groves,** *Global Head of PR,* **Clifford Chance**
  *(formerly Head of PR at Andersen)*

**11.00**  Refreshments

## Stream A: **Crisis Management**

**11.30**  **CRISIS MANAGEMENT IN ACTION: MANAGING A TURNAROUND SITUATION IN THE MANUFACTURING INDUSTRY**

- Setting the scene: strategic crisis combined with operational failures leading to severe liquidity problems - market downturn of more than 15%; - manufacturing division making a loss of 10%; - loss of key staff; - technical and quality problems
- What are the typical phases of such a crisis and what might the options be for intervention by management?
- Tackling the expectations of all the different stakeholders and constituencies and building trust
- Demonstrating the importance of communication, leadership and human resource management

  **Patrick Kilchmann,** *Head of Business Area Construction Machinery,* **Ammann Management AG**

**12.00**  **BUILDING A ROBUST REASSURANCE STRATEGY INTO CRISIS MANAGEMENT**

- What communication and crisis management lessons can be learned from the experience of three types of crisis?
  - Self inflicted crisis e.g. Ratners
  - Operational crisis e.g. Central Line closure
  - Worst case scenario e.g. 9/11 aftermath
- What are the most effective means of rapidly reassuring your employees, customers and stakeholders?
- Avoiding siege mentality and getting your timing right
- Taking ownership of the reassurance messages

  **Tony McGuire,** *Director of Communications,* **London Underground**

**12.30**  **HANDLING COMMUNICATION IN THE FACE OF EVER MORE VARIABLE AND UNPREDICTABLE FORMS OF CRISIS**

- Evolving your communication strategy in tandem with the changing face of crisis
- Coping with a faster transition from incident to crisis
- Controlling the degree of escalation via media handling and information channel control
- Responding to the blame culture
- Balancing open and direct communication with political imperatives
- Lessons learned from the handling of national and local crises (fires, floods, explosions, legionella infections) and major international events including the EURO 2000 football tournament

  **Hans Siepel,** *Department of Information & Communication,* **Ministry of the Interior & Kingdom Relations, Netherlands**

**1.00**  Lunch

**2.00**  **HOW TO GET A FAIR HEARING FROM THE MEDIA**

- Understanding the varying needs and motivations of the media

## Stream B: **ITDR**

**11.30**  **BUILDING IT DISASTER RECOVERY SOLUTIONS WITHIN AN OUTSOURCING RELATIONSHIP**

- Matching business requirements and IT disaster recovery solutions
- Service definition and service level agreements
- Integrating IT disaster recovery solutions into the development project lifecycle
- Retrofitting IT disaster recovery solutions

  **Norman Hemming,** *Director,* **Accenture**

**12.00**  **USING TIERED SERVICE LEVEL AGREEMENTS TO SUPPORT THE BUSINESS CASE FOR BUSINESS CONTINUITY**

- Demonstrating how the implementation of tiered Service Level Agreements for ICT and other business mission-critical activities has:
  - automatically justified spend on business continuity
  - supported investment in infrastructure resilience
  - aligned ICT and other support activities' strategy with business strategy
- Learn how a project was developed, adapted and applied in this recent practical case study of Australia's leading construction company.

  **Andrew Hiles FBCI MBCS,** *Director,* **Kingswell International**

**12.30**  **HIGH AVAILABILITY FOR GLOBAL USE SYSTEMS: MAKING THE BUSINESS CASE FOR ASYNCHRONOUS REMOTE COPY**

- Scoping the applications and functionality demanded at TNT
- Evaluating the recovery options and criteria for solution selection
- Planning and executing the Project - technology issues / testing opportunities / lead time for network upgrades / change-over
- Quantifying the benefits of the final recovery solution
- The benefit of hindsight - what are the main lessons learnt as a result of the Project?

  **John Creighton,** *Central Systems Manager,* **TNT-Post Group**

**1.00**  Lunch

**2.00**  **MEASURING THE IMMEASURABLE - THE ROI CHALLENGE OF BUSINESS CONTINUITY MANAGEMENT**

- Prioritising mission critical functions
- Understanding the fundamental approaches taken towards BIA/ROIs
- Evaluating the impact of disruption and disasters using scenario planning
  *Speaker to be confirmed*

**2.30**  **COST-EFFECTIVE RISK SHARING IN WORKPLACE RECOVERY**

- Will your carefully crafted and tested solution still work if you have to share it with someone else?
- How do you mitigate risk *cost-effectively* when seeking to provide a robust recovery solution for staff, the data they need *and* the telephony solutions that connect them to the outside world?

- The story is everything
- Issues impacting on journalists' treatment of crisis-hit organisations
- Engagement: establishing the ground rules
- Understanding your rights
- Keeping ahead of the game
- Do's and don'ts

**David Lloyd,** *Managing Director (Corporate),* **Financial Dynamics**

**2.30 CRISIS MANAGEMENT: A PRACTICAL APPROACH TO THE THREAT OF KIDNAP & RANSOM AND EXTORTION**

- Defining crisis management and illustrating its importance to the business
- What are the critical managerial and procedural elements to crisis management?
    - selecting and empowering the team
    - leadership and the role of the corporate chief
    - command and control procedures
    - internal and external communication procedures
    - decision support systems
    - prevention: practical advice for reducing the risk of crisis

**Adrian Gorham,** *Head of Group Security,* **mmO2**

**3.00** Refreshments

**3.30 TRAUMA COUNSELLING: DELIVERING THE DUTY OF CARE TO PROTECT CORPORATE INTERESTS**

'Trauma counselling' is frequently no more than a one liner in crisis management plans for Human Resource response. This approach is the equivalent of 'disaster recovery' as a one liner in your IT response. In those terms neither is acceptable.

This presentation demonstrates the business risks of ignoring the intricate and complex nature of the human resource element of crisis management. In the context of business continuity, it will analyse the critical linkages between all these elements.

**Andy Tomkinson,** *Managing Director,* **Kingmaker**

**4.00 CLOSING PLENARY SESSION - See stream B**

- This session looks at the issues associated with PC and LAN recovery, telephony solutions, voice recording and building infrastructure in cases of multiple invocation of a recovery facility

**Andrew Waterston,** *Product Development Manager,* **SunGard Availability Services**

**3.00** Refreshments

**3.30 IS THE BUSINESS CONTINUITY SERVICE INDUSTRY KEEPING PACE WITH MARKET DEMANDS?**

- Challenging the 'first come, first served' system and other zonal issues
- Increasing Business Continuity service capacity
- Integrating high availability into DR solutions
- How are demands for increased risk mitigation being met by suppliers?

**Ron Mobed,** *Business Development Manager,* **Schlumberger**

**CLOSING PLENARY SESSION**

**4.00 WHAT IS THE FUTURE FOR THE BUSINESS CONTINUITY ROLE AND PROFESSION?**

- Will business continuity become subsumed in other risk management disciplines?
- How much more prescriptive will the regulators become?
- To what extent will resilience replace recovery?
- Will new technologies kill the market for workplace recovery?

**Nick Simms FBCI,** *Director,* **Cornwood Risk Management**

**4.30** Close of Conference

## Monday 6th October 2003 Pre-Congress Interactive Workshops

Delegates can chose to attend either workshop A - a full day on Business Continuity Fundamentals - or the two half day workshops on the Drivers of Risk (am) and Crisis Management (pm). Registration will be at 8.30. For more information on workshop content go to www.iir-conferences.com/gbcc

### FULL DAY WORKSHOP A: 9am - 5pm

### Business Continuity Fundamentals

**Developing, Exercising, Testing and Maintaining the Business Continuity Plan**

- Introduction and objectives
- Project initiation
- Risk & Impact Assessment
- Design and structure of the Plan:
- Identification of approach to the key phases
- Allocation of responsibilities
    - Developing the Draft Plan

**EXERCISE - PLAN DEVELOPMENT**

- Develop the recovery objectives, business continuity strategy and emergency response procedures for a given organisation
- Defining a testing strategy
    - Creating a test schedule and selecting a test method
    - Defining the test objectives
    - Preparing test control plans
    - Conducting and reporting the test
- Feedback and follow-up

**EXERCISE - PRODUCING A TEST PLAN**

- Exercise debrief
- Plan maintenance

**Workshop leader:**

Andrew Hiles, BA, FBCI, MBCS, MIMIS, is a Director of Kingswell - an international consultancy specialising in managing business risk and delivering service. Clients of The Kingswell Partnership have included Allied Breweries; BBC; Clydesdale Bank; National Grid; Prudential Assurance, Hewlett-Packard, AT&T.

### MORNING WORKSHOP B: 9am - 12.30pm

### Drivers of Risk

This interactive workshop will take participants through a wide ranging review of the drivers of risk and facilitate a lively session on the potential implications of these drivers for the business risk environment. The review will include the pressures developing from the domains of global change:
- politics          - economics          - corporate governance
- technology          - demography          - social change

Throughout the session there will be facilitated discussion of the major driving forces of risk in order to draw out the implications of these forces for business. Facilitation will seek to maximise the value of interaction between the experiences and perspectives of all participants. The session will be valuable to all those attending GBCC, from those involved in the analysis of risk to those with decision making and operational responsibilities.

**The workshop will be led by Outsights** founding partner Richard O'Brien. Outsights is a leading management consultancy that helps its clients to anticipate, interpret and act upon important developments in the outside world www.Outsights.co.uk.

### AFTERNOON WORKSHOP C: 2pm - 5.30pm

### The Crisis Management Arena

Test your decision making skills in this highly interactive session which will provide a 'learning by doing' experience for all attendees. Participate in the handling of a specific 'crisis' situation - from your own unique perspective - and work with your fellow delegates to achieve business-as-usual in the shortest possible time. An expert panel will provide feedback on your individual and group decision-making skills based on their experiences and observations during this session.

Workshop objectives: ■ Developing a crisis management philosophy; ■ Applying (de-)escalating strategies; ■ Establishing coordination and cooperation; ■ Focusing on the psychological factors; ■ Dealing with the media and other relevant stakeholders; ■ Coping with situational changes
**Workshop leaders:**
Dr. R.A. Boin, Leiden University, the Netherlands and W.I.E. Overdijk MPA and M. Wik-Hooijkaas MPA, Crisisplan, the Netherlands.