

Business Resilience and Continuity Planning

Ensuring completeness of planning and guaranteeing vital processes with cutting edge BCM strategies

Amsterdam, The Netherlands

8th–10th February 2012

Including Half-Day Interactive
Pre-Conference Workshop:

**Internal and External Communication of BCM Strategy
to Ensure Completeness of Planning and Crisis Readiness**

Led by:
Alex Hoogteijling
Owner
HMC, the Netherlands

Attending This Premier marcus evans Conference Will
Enable You to:

- **Establish** a complete business continuity plan and ensure quick recovery times
- **Prioritise** processes and services that need contingency plans
- **Test** your company's resilience to different situations
- **Develop** links between BCM and related functions such as Risk Management and Quality
- **Cooperate** with suppliers and customers to protect your supply chain
- **Optimise** resilience of technology and cloud systems
- **Guarantee** reliable service to your customers and maintain a sound reputation
- **Build** investor value with the right business continuity processes

Learn from Key Practical Case Studies:

- **Schindler** introduces a group-wide BCM programme in a global company
- **Shell** manages business continuity in a shared services environment
- **T-Systems** integrates effective crisis management to maintain business resumption
- **RWE** Transgas embeds BCM so it survives organisational change
- **Novartis** cooperates with suppliers and customers to ensure completeness of business continuity planning
- **BT** turns BCM into a top management priority
- **Philips** encourages cooperation between IT and operational BCM
- **SWIFT** increase financial services resilience while enhancing the strategic positioning on the market

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EMBED A SOLID CONTINUITY STRATEGY THAT BOOSTS YOUR COMPANY'S RESILIENCE TO ADVERSE EVENTS!



In the Chair, Day 1:

Andrew Dow
Deputy Global Head of Business
Continuity Management
BNP Paribas, UK

In the Chair, Day 2:

Urs Cipolat
Senior Risk Manager
Swisscom, Switzerland

marcus evans Expert Speaker Panel:

Dieter Bellof
Head of HSE and Business
Continuity External Supply
Novartis Pharma, Switzerland

Marc Van Doorenmaalen
Head of Business
Continuity Management
ABN AMRO, the Netherlands

Jakub Ludvik
Head of Security and BCM
RWE Transgas, Czech Republic

Alex Hoogteijling
Owner
HMC, the Netherlands

Stefan Bauhofer
Global Risk and
Business Continuity Manager
Schindler Management, Switzerland

Andrew Dow
Deputy Global Head of Business
Continuity Management
BNP Paribas, UK

Andreas Mall
Global Head of Business Continuity
and Document Management
Shell, Germany

Luc Albrecht
Business Continuity Manager
SWIFT, Belgium

Bharat Thakrar
Head of BCM and Security Practice
BT Global Services, UK

Thom Schiltmans
Sector IT Security Manager
Philips, the Netherlands

Sybil Kleinmichel
Business Continuity Manager
T-Systems, Germany

Martin Ohriski
Policy Officer – Business
Continuity Management
European Commission, Belgium

Stuart Dunsmore
Director Business Continuity
and Physical Security
Commerzbank, UK

Gianfranco Elena
Chief Information Technology Officer
NATO MNCG, Italian Army, Italy

Urs Cipolat
Senior Risk Manager
Swisscom, Switzerland

David Remba
Global BCP and Crisis
Management Leader
**GE Capital – Working Capital
Solutions, the Netherlands**

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marcus evans language training

marcus evans linguarama offers effective training in language, communication and culture for business and professional people. With more than 30 years' experience and over 20 centres in Europe, we are one of Europe's largest business language and communication training organisations. Each year **marcus evans linguarama** trains people from over 60 countries worldwide and provides over 1,000 companies and organisations with total training solutions where our courses are focused entirely on the needs of the individual participant or group and have practical relevance to business and professional life.

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marcus evans congresses

marcus evans congresses bring together the leading vendors and decision makers from a wide range of services and industries. Each event provides an opportunity for key suppliers to exhibit and demonstrate their products to the region's key professionals. In addition to the exhibition format the event's educational conference is attended only by delegates who are pre-qualified, in most cases to a minimum spend of US\$5 million and many with budgets in excess of \$50 million.

Half-Day Pre-Conference Interactive Workshop

8th February 2012

12.45 Registration and Coffee

13.00 Workshop Leader's Opening Remarks

Alex Hoogteijling

Owner

HMC, the Netherlands

INTERNAL AND EXTERNAL COMMUNICATION OF BCM STRATEGY TO ENSURE COMPLETENESS OF PLANNING AND CRISIS READINESS

This workshop will enable participants to learn more about ways to educate staff on continuity strategy and on working with suppliers and customers to anticipate potential problems and develop effective contingency plans

- Communicating with your staff and business partners before, during and after a crisis
- Getting immediate commitment and active participation of your staff right from the start of the BCM project
- Know exactly what you can expect from your business partners when you are in a crisis situation
- No vague promises but concrete formalized agreements
- Testing the BCM strategy and resilience of your supply chain together with your business partners
- Defining a BCM strategy for when your business partner itself has to deal with a crisis
- Learn from other industries and adapt their BCM strategies to your own supply chain

Attendees will be able to enjoy afternoon tea and networking opportunities midway through the workshop at 15:15

17.30 Workshop Leader's Closing Remarks

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Vocal is the provider of **iModus** – the industry-leading, resilient, emergency notifications platform. An enduring philosophy to create innovative solutions by addressing specific customer needs has been at the heart of this organisation since its beginning.

iModus delivers advanced notifications and acknowledgements, broadcast and sequenced messaging, voice solutions including crisis lines, as well as incident management and BC plan management capability.

About Your Workshop Leader:

Alex Hoogteijling is a continuity specialist with over 13 years of experience in the field of Business Continuity Management. He is a professional Member of the Business Continuity Institute and Founder + CEO at HMC – the continuity specialist, an advisory company specialized in BCM consultancy services. Alex is also a Partner at the National Security Advisory Centre, and preferred implementation partner of BCPI.

9th February 2012

08.30 Registration and Coffee

09.00 Opening Address from the Chair

Andrew Dow

Deputy Global Head of Business Continuity Management
BNP Paribas, UK

IMPLEMENTING A COMPREHENSIVE BCM FRAMEWORK AND ENSURING COMPLETENESS OF PLANNING

09.10 **Case Study**

Introducing a Group-Wide Business Continuity Plan (BCP) within a Global Acting Elevator and Escalator Company

- Group-wide risk assessments focusing on sourcing, production and logistics supply chain
- Effective business recovery back-up solutions as an essential part of BCP
- Introducing a harmonised plan for all top locations
- Minimum documentation standards for group-wide BCPs
- Common challenges and pitfalls in introducing a BCP

Stefan Bauhofer

Global Risk and Business Continuity Manager
Schindler Management, Switzerland

09.55 **Developing and Implementing a Solid BCM Strategy in a Global Company**

- Where to begin – identifying and ensuring cooperation from key stakeholders
- Choosing a suitable recovery strategy
- What are the differences and links between incident management and business continuity?
- Documentation and training for BCM implementation
- Moving from local to global BCM
- Managing the risks and threats you may face along the way

Andrew Dow

Deputy Global Head of Business Continuity Management
BNP Paribas, UK

10.40 Morning Coffee and Networking Break

11.00 **Case Study**

Potential Support of Communication systems to Business Continuity Management

- The needs, aims and challenges of successful communication during an operational disruption
- The advantages and disadvantages of the various communication tools and channels available
- Showcase of NOAH – an IT system developed to support the continuity requirements of the European Commission
- Critical success factors for embedding a Communication system

Martin Ohridski

Policy Officer – Business Continuity Management
European Commission, Belgium

11.45 **Case Study**

BCM in a Shared Service Centre Environment

- How do shared services impact the overall continuity risk exposure?
- Classifying essential shared services and processes according to business need
- Should contingency plans for shared services also be shared?
- Which end-users should have priority for shared services in times of limited operation?

Andreas Mall

Global Head of Business Continuity and Document Management
Shell, Germany

12.30 Luncheon

13.30 **Panel Discussion**

Using Published Standards and Guidance to Achieve Best Practice in BCM

- What BCM standards are currently available?
- What are the advantages and disadvantages of relying on standards?
- Update on the new ISO standards on BCM – what are the major changes?
- What impact will the new standards have on the BC concept in different companies?

Panellists:

Andreas Mall

Global Head of Business Continuity and Document Management
Shell, Germany

Marc van Doorenmaalen

Head of Business Continuity Management
ABN AMRO, the Netherlands

Martin Ohridski

Policy Officer – Business Continuity Management
European Commission, Belgium

14.15 **Case Study**

Business Recovery within ABN AMRO

- What are the main continuity risks?
- Planning for quick recovery after disruptive events
- Effective business relocation approaches
- Making use of internal recovery movements

Marc van Doorenmaalen

Head of Business Continuity Management
ABN AMRO, the Netherlands

15.00 Afternoon Tea and Networking Break

DRIVING CONTINUOUS IMPROVEMENT OF BCM AND COOPERATION WITH OTHER FUNCTIONS

15.30 **Case Study**

From Crisis Management to Effective Business Resumption

- Understand and implement the crisis management process
- Establishing teams (Risk Management, Crisis Management und BCM)
- Know your business – getting ready to draft your BC / DR Plans
- Testing your communication tree

Sybil Kleinmichel

Business Continuity Manager
T-Systems, Germany

16.15 **Case Study**

BCM and ERM: Placing Disruption Risk on a Group Risk Map

- Where should BCM be located on the company organisation chart?
- How to approach business continuity from the risk analysis perspective
- Should BCM fall under the CRO's responsibility?
- How to ensure joined-up thinking between Risk Management and Insurance
- What is the link between BCM and Security/Crisis Management and how should they cooperate?

Urs Cipolat

Senior Risk Manager
Swisscom, Switzerland

17.00 **Case Study**

Embedding BCM so it Lives on through Company Reorganisations and Changes

- Identifying areas of weakness based on testing
- Keeping up to date with changing environments and technology
- How do you get the attention of the boardroom?
- Prioritising levers for improvement of business continuity
- Fostering a culture that drives continuous improvement of BCM

Jakub Ludvik

Head of Security and BCM
RWE Transgas, Czech Republic

17.45 Closing Comments from the Chair and End of Day One

10th February 2012

08.30 Registration and Coffee

09.00 Opening Address from the Chair

Urs Cipolat
Senior Risk Manager
Swisscom, Switzerland

BCM FOR UNCERTAINTIES WITH THIRD PARTIES AND THE WIDER ENVIRONMENT

09.10 Case Study

Working with Suppliers and Customers to Ensure Completeness of BCM Thinking

- Reasons why a stand-alone BCM programme may not help you much
- Ensuring that your suppliers are aware of the level of continuity you expect from them and acting on this
- Including suppliers and customers in your countermeasure planning
- What are your customers' BC expectations and how can you ensure that these are met

Dieter Bellof
Head of HSE and Business Continuity External Supply
Novartis Pharma, Switzerland

09.55 Case Study

Getting BCM and Resilience on the Board's Agenda

- Articulating the Business Value of BCM and Resilience?
- How BCM can make friends and gain influence with the CXO
- Alignment between BCM, business strategy and the corporate agenda
- Maintaining ongoing commitment for the corporate BCM programme

Bharat Thakrar
Head of BCM and Security Practice
BT Global Services, UK

10.40 Morning Coffee and Networking Break

11.00 **Assessing BCM Maturity in Third Party Suppliers and Service Providers**

- What should one know about the BCM of business partners and why?
- Gaining access to the relevant information
- Educating third parties on opportunities for improvement
- The potential benefits of BCM audits and how to do them

David Remba
Global BCP & Crisis Management Leader
GE Capital – Working Capital Solutions, The Netherlands

11.45 **Ensuring Business Continuity During Large-Scale Events – Focus on the 2012 Olympics**

- What services will see disruption?
- Coping with extreme demand peaks
- Maintaining distribution during times of increased traffic
- What new sales opportunities does the event provide and what are the connected risks?

Stuart Dunsmore
Director Business Continuity and Physical Security
Commerzbank, UK

12.30 Luncheon

13.30 Panel Discussion

Using BCM as a Driver for Improvement in other Departments, as a Selling Point and to Build Investor Value

- Links between BCM and Quality
- BCM and reputation: How effective BCM will impact your company's perceived reliability
- Including positive information about BCM countermeasures in marketing materials
- Educating sales staff on BCM as an additional selling point
- Protecting shareholder interests and attracting outside investment with the right BCM processes

Panellists:

Dieter Bellof
Head of HSE and Business Continuity External Supply
Novartis Pharma, Switzerland

Luc Albrecht
Business Continuity Manager
SWIFT, Belgium

Thom Schiltmans
Sector IT Security Manager
Philips, the Netherlands

BCM PLANNING FOR PROCESSES AND SERVICES RELIANT ON MODERN TECHNOLOGY

14.15 Case Study

IT Service Continuity Management: Cooperation between IT and Operational BCM

- Where does IT stop and BCM begin?
- What are the different approaches to operational BCM and IT continuity?
- Modification of standards in IT continuity management
- Managing Risk and ensuring sufficient continuity in IT
- Striking a balance – what is a reasonable level of IT continuity
- What countermeasures can be used when IT fails?

Thom Schiltmans
Sector IT Security Manager
Philips, the Netherlands

15.00 Afternoon Tea and Networking Break

15.20 **How Resilient are Cloud Systems and what Safety Nets do they Provide?**

- Assessing and Optimising Resilience of Cloud Services
- Can cloud service provide be relied upon to provide adequate continuity?
- Gaining an understanding of the continuity measures used by the service provider
- What back-ups can be used to ensure continuity of systems in the cloud?

Gianfranco Elena
Chief Information Technology Officer
NATO MNCG, Italian Army, Italy

16.05 Case Study

Implementation of a Successful BCM Strategy and Resilience Project for the Financial Sector

- Success story: Increasing the financial service resilience across the globe while enhancing the strategic position on the market
- Business continuity and resilience principles built into the project at all stages, from planning to implementation and day-to-day operations ensuring 99.999 percent core service availability
- Innovative techniques in testing the business continuity plans and underlying procedures

Luc Albrecht
Business Continuity Manager
SWIFT, Belgium

16.50 Closing Comments from the Chair and End of Conference

Business Development Opportunities:

Does your company have solutions or technologies that the conference delegates would benefit from knowing? If so, you can find out more about the exhibiting, networking and branding opportunities available by contacting:

Rob Taylor, Sponsorship Director, **marcus evans** Barcelona
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Speaker Profiles

Andrew Dow

Deputy Global Head of Business Continuity Management

BNP Paribas, UK

Andrew began his working career in IT moving on to work in various programming and technical support roles before specialising in data management. After successfully managing the implementation of a then 'state of the art' data management concept, he wrote his first business recovery plan.

He then went to work in the business for a large multinational insurance company where he became head of BCP & DR, following this he spent a number of years in consultancy before joining a large US investment bank as BCP Manager for the EMEA region. He joined BNP Paribas in June 2006 in the role of Deputy Group Head of BCM supporting the business globally. Previous organisations Andrew has worked for have included, Merrill Lynch, Accenture, Zurich Insurance Group, BAT, Jaguar Cars and ASDA stores.

Luc Albrecht

Business Continuity Manager

SWIFT, Belgium

Luc Albrecht brings more than 20 years experience in IT and Operations and has been a BCI member since 2006. As Business Continuity Project Manager at SWIFT (Society for Worldwide Interbank Financial Telecommunication), Luc is responsible for the oversight of the business continuity approach including the development, maintenance and testing of the continuity plans. Luc is based in Belgium and is a graduate in Mathematics and Computer Sciences of the University in Louvain-La-Neuve, Belgium.

Bharat Thakrar

Head of BCM and Security Practice

BT Global Services, UK

Bharat is Head of the Business Continuity and Resilience Services for BT Global Services and has a remit to develop business resilience solutions for BT customers globally. He has over 14 years experience in designing, implementing and managing end to end security, continuity, risk, governance and crisis management solutions and systems. Prior to joining BT, Bharat held roles in systems design, project/programme management and business analysis for Fujitsu before moving to a specialist consultancy to head their continuity, security and risk practice. Since joining BT Global Services Bharat has focused on developing BT's BCM and Resilience capability and portfolio and is also responsible for its customer BC strategy, channel enablement and partner and relationship development. He has led strategic programmes in several industry sectors in Europe, Middle East and Asia. Currently Bharat's main focus is the London 2012 preparedness and his team ensures BT and its key customers and partners have comprehensive BC and cyber-security planning in place and the ability to respond to any eventuality. Bharat regularly conducts BC and security workshops and training events. He is a frequent conference speaker, he has been a visiting lecturer on university masters programmes and is an advisor to the City Security and Resilience Network. He has an MBA from Imperial College and is a CLAS consultant, CISSP and CBCP practitioner. Bharat lives in Charvil in Berkshire and is married with two children.

Martin Ohriski

Policy Officer – Business Continuity Management

European Commission, Belgium

Following his graduation in BA International Relations (University of Malta) and MA European Public Affairs (University of Maastricht), Martin Ohriski began his European career in the social NGO sector in Brussels where he worked as a Public Affairs Officer, consultant and project manager. Martin joined the European public service in 2008 when he joined the Crisis Management Unit within the Secretariat General of the European Commission. He currently acts as a BCM Policy Officer and Team Leader and is responsible for providing internal coordination and support to ensure that the Commission is able to respond effectively to operational disruptions; developing the Commission's Business Continuity Management Framework and coordinating its implementation by DGs and services. Furthermore, Martin provides guidance and support to services and liaises with the other EU institutions and stakeholders. He designed a corporate Training Programme for the Institution and is involved in various awareness-raising and exercising activities. Martin holds the grade 'MBCI' – Member of the Business Continuity Institute.

Dieter Bellof

Head of HSE and Business Continuity External Supply

Novartis Pharma, Switzerland

As Head of Health, Safety, Environment & Business Continuity (HSE & BC) Dr. Dieter Bellof is responsible for coordinating HSE and Business Continuity activities for the External Supply Operations of the Pharmaceutical division of Novartis worldwide. He holds a Ph.D. in Organic Chemistry and a diploma degree in economics. Joining SANDOZ in 1985, he assumed many management positions as production / plant head in Technical Operations / Chemical Production for pharmaceuticals until 2002, when he was asked to develop and implement the Business Continuity Concept for Novartis group as member of the corporate function Health, Safety, and Environment in the Basel headquarter. Beginning in 2005, one of his main targets was to implement this BCM concept globally, with a special focus on Pandemic Flu Preparedness Planning in 2006. In his current position since 2010, Dr. Bellof works on a holistic approach to BCM that includes the strategic supplier network in scope of Novartis' External Supply Operations.

Urs Cipolat

Senior Risk Manager

Swisscom, Switzerland

Dr. Cipolat is Senior Risk Manager at Swisscom, Switzerland's leading telecom services provider. His main activities at Swisscom focus on identifying, assessing and treating significant risks across the Swisscom Group as well as reporting them to the Group's managing board and Board of Directors. Prior to joining Swisscom in 2011, Dr. Cipolat worked as risk, crisis and BCM management consultant and Professor of International Affairs. Dr. Cipolat obtained his doctoral degree in international law from the University of California at Berkeley. He holds Master Degrees in law from Yale Law School and Fribourg University, Switzerland. He regularly speaks at Conferences and has published several articles about risk management and related topics.