

08.00 – 09.00	REGISTRATION AND REFRESHMENTS • NETWORKING AND EXHIBITION <span>MONARCH SUITE</span>							
09.00 – 10.30	WELCOME AND INTRODUCTION BY THE BCI CHAIR – DAVID JAMES-BROWN FBCI (Keynote Speaker: Prof Dr. Ulrich Winkler – see website and page 16 in this brochure for details) <span>SANDRINGHAM 2</span>							
10.30 – 11.00	BREAK. NETWORKING AND EXHIBITION <span>MONARCH SUITE</span>							
11.00 – 12.30	<b>FUTURE RESILIENCE PRACTICE</b> Facilitator: Ken Simpson FBCI <span>SANDRINGHAM 2</span> Organisational resilience: a business imperative for an era of change (30 mins) Charley Newnham MBCI, Senior Manager, Enterprise Resilience, PwC A day in the life of a BC practitioner in 2020 and beyond (60 mins) Ken Simpson FBCI, Resilience and Continuity Coach, The VR Group Pty Ltd	<b>SUPPLY CHAIN RESILIENCE</b> Facilitator: David Window MBCI <span>BALMORAL 1</span> You are only as resilient as your weakest link (30 mins) Duncan Ford MBCI, Partner, Corpress LLP and Jim Stephens MBCI, Principal, Hermes Consulting Ltd <b>WORKSHOP</b> Evaluating your suppliers (60 mins) Ray Hardy, RKH Consultant, Business Continuity, BT and Harvey Fawcett, Principal Consultant, BT	<b>INFORMATION SECURITY AND BCM</b> Facilitator: Dr John McCarthy <span>HILTON B</span> Embrace ISO 27001 (30 mins) David Hutcheson MBCI, Managing Director, Glen Abbot Ltd <b>PANEL SESSION</b> Integration of BC and information security (60 mins) James Cooke MBCI, Senior Manager, PwC Niklas Henningsson MBCI, Senior Advisor Business Continuity & Crisis, PostNord David Hutcheson MBCI, Managing Director, Glen Abbot Ltd	<b>BEYOND CRISIS MANAGEMENT</b> Facilitator: Gareth Jones MBCI <span>HILTON A</span> Issues management – the soft side of response and a key facet of organisational resilience? (30 mins) Dominic Cockram MBCI, Managing Director, Steelhenge Consulting Freedom from fear – critical decision making (30 mins) James Lythe DBCI, Principal Consultant, Control Risks Improving community resilience through the First Care Provider Programme (30 mins) Joshua Bobko, MD Assistant Professor of Emergency Medicine, Loma Linda University Medical Centre	<b>EXHIBITION SEMINAR PROGRAMME</b> <span>HMR 10-12</span> BC manager – the corporate champion (11.00 to 11.30) Charles Boffin, CEO, ClearView Continuity Critical communications for IoT: connecting devices, things and people (11.30 to 12.00) Imad Mouline, Chief Technology Officer, Everbridge Certificate v Capacity: the truth behind the paper (12.00 to 12.30) John Zeppos FBCI, Managing Partner of Resilience Guard GmbH			
12.30 – 14.00	LUNCH • NETWORKING AND EXHIBITION <span>MONARCH SUITE</span>							
14.00 – 15.30	<b>FUTURE RESILIENCE PRACTICE</b> Facilitator: Ken Simpson FBCI <span>BALMORAL 1</span> How business continuity will become business as usual (30 mins) Mike Osborne (Hon) MBCI, Managing Director of Business Continuity, Phoenix, Part of The Daisy Group <b>WORKSHOP</b> Can we scan the horizon? (60 mins) Ian Charters FBCI, Director, Continuity Systems Ltd	<b>SUPPLY CHAIN RESILIENCE</b> Facilitator: David Window MBCI <span>HILTON A</span> <b>NEW RESEARCH</b> Supply Chain Resilience (30 mins) Nick Wildgoose, Global Supply Chain Product Manager, Zurich and Patrick Alcantara DBCI, Senior Research Associate, The Business Continuity Institute Managing supply chain risks to ensure business continuity (30 mins) Tobias Larsson, Head of Resilience360, Deutsche Post DHL Supply chain resilience through collaboration (30 mins) Les Pyle, CEO, Institute for Collaborative Working	<b>CYBER RESILIENCE</b> Facilitator: Dr John McCarthy <span>HILTON B</span> Transformation of the global BC strategy: embracing technological change (30 mins) Steve Woolley MBCI, Senior Risk Manager: Resilience, Microsoft Cyber resilience for executives (30 mins) Dr John McCarthy, Vice President CyberSecurity, Oxford Systems Winning the board over; developing effective cyber resilience strategies (30 mins) Drew Gibson MBCI, Principal Consultant, Atos Consulting	<b>RECOVERY AND RESILIENCE</b> Facilitator: Lesley Grimes FBCI <span>HMR 13-17</span> Building operational resilience: tricks of the trade (30 mins) Dr Sandra Bell, Head of BC & ISDG Consulting(EMEA), Sungard Availability Services Planning for recovery: the role of damage management in BC (30 mins) David Evans MBCI, Crisis and Resilience Consultant, Corpress LLP and Nick Brown, Civil Contingencies Secretariat, Cabinet Office Implementing dialogue-based exercise (30 mins) Kuniyuki Tashiro MBCI, Senior Consultant, InterRisk Research Institute Consulting Inc	<b>CASE STUDIES AND LESSONS LEARNED</b> Facilitator: David Tickner FBCI <span>HMR 7-9</span> Social continuity – Italian case study: Panta Ray (30 mins) Gianna Detoni AFBCI, President, Panta Ray Striving to reach the beginning – how a public service organisation developed a business continuity management system (30 mins) Russ Parramore MBCI, Emergency Planning Officer, South Yorkshire Fire & Rescue Towards a resilient organisation: building the team (30 mins) Abdulrahman Alonizan MBCI, Business Continuity Manager, Arab National Bank	<b>EXHIBITION SEMINAR PROGRAMME</b> <span>HMR 10-12</span> BCI Training (14.00 to 14.30) Geoff Howard, Chairman and Scott Carver AFBCI, Associate Trainer, Continuity Shop Attention BC Managers – How well do you know your IT recovery capability? (14.30 to 15.00) Colin Jeffs MBCI, BCM Solutions Principal Consultant and Paul Gant, Head of BCM Assurance, Phoenix, Part of the Daisy Group Top five challenges for controlling your crisis communications across your enterprise (15.00 to 15.30) Garry Ovenell, Senior Advisor and Laura Meadows, Head of Business Continuity Solutions, xMatters		
15.30 – 16.00	BREAK. NETWORKING AND EXHIBITION <span>MONARCH SUITE</span>							
16.00 – 17.00	<b>FUTURE RESILIENCE PRACTICE</b> Facilitator: Ken Simpson FBCI <span>BALMORAL 1</span> What are the main limits and challenges of effective business continuity? (30 mins) Andrew MacLeod MBCI, Director – Business Continuity & Crisis Management, Needhams 1834 Ltd The BC plan is dead! (30 mins) Mel Gosling FBCI, Managing Director, Merrycon Ltd	<b>COLLABORATION IS KEY</b> Facilitator: David Window MBCI <span>HILTON A</span> Collaboration is key: resilience is the outcome (30 mins) Andy Mason MBCI, Head of Business Continuity, PwC UK Public to private: the resilience revolution (30 mins) David Wheatley MBCI, Business Continuity Management – Senior Analyst, Virgin Money	<b>CYBER RESILIENCE</b> Facilitator: Dr John McCarthy <span>HILTON B</span> Critical infrastructure protection calls for a new vision of BCM (30 mins) Paul Theron FBCI, Cybersecurity Bids Manager & Resilience Expert, Thales Communications & Security Digital business continuity – the cyber programme mapped onto the BCM lifecycle (30 mins) Rudy Muls MBCI, Information Security Officer, KBC	<b>RESILIENCE IN RETAIL</b> Facilitator: John Frost MBCI <span>HMR 13-17</span> <b>PANEL SESSION</b> How the retail sector is rising to the resilience challenge (60 mins) Tony Brown, Head of Risk, TJX Europe Rob Chisholm, Operational Risk Manager, John Lewis John Frost MBCI, Chairman of the RBCA, Head of Business Continuity, Marks and Spencer Peter Morris, Business Resilience Manager, Tesco Donal O'Halon, Group Risk Control Manager, Arcadia Group Janine Price, Group BC Manager, The Home Retail Group-Argos	<b>RESILIENCE FOR SMEs</b> Facilitator: David Tickner FBCI <span>HMR 7-9</span> Keeping the lights on... BCM for SME's (30 mins) Hugh Leighton MBCI, Senior Consultant, AON Group Risk Consulting Business continuity for SMEs: the how's and why's (30 mins) Helen Molyneux MBCI, Director, Cambridge Risk Solutions	<b>EXHIBITION SEMINAR PROGRAMME</b> <span>HMR 10-12</span> Certification is just the beginning: how to make the most of your BCI Membership (16.00 to 16.30) David West, Membership Support Manager, The Business Continuity Institute		
17.00	CLOSE DAY ONE							
19.00 – 24.00	GALA DINNER AND GLOBAL AWARDS CEREMONY <span>SANDRINGHAM 2</span>							

08.00 – 09.00	REGISTRATION AND REFRESHMENTS • NETWORKING AND EXHIBITION <span>MONARCH SUITE</span>							
09.00 – 10.30	WELCOME AND INTRODUCTION BY THE BCI CHAIR – DAVID JAMES-BROWN FBCI (Keynote Speakers: Dr Melanie Irons and Johannes Muellenberg – see website and page 16 in this brochure for details) <span>SANDRINGHAM 2</span>							
10.30 – 11.00	BREAK. NETWORKING AND EXHIBITION <span>MONARCH SUITE</span>							
11.00 – 12.30	<b>FUTURE RESILIENCE PRACTICE</b> Facilitator: Bill Crichton FBCI <span>SANDRINGHAM 2</span> (Two minutes of silence for Remembrance Day) Guidance for organisational resilience: a year on from BS 65000 (30 mins) Dr Rob MacFarlane, Assistant Director, Civil Contingencies Secretariat, Cabinet Office Highlights and overview of ISO 22316 – the draft international standard for organisational resilience (30 mins) James Crask, Enterprise Resilience, PwC <b>NEW RESEARCH</b> The value of horizon scanning towards organisational resilience (30 mins) Lorraine Orr, Principal Consultant Risk And Resilience, BSI Professional Services	<b>BENCHMARKING BC</b> Facilitator: Mark Taylor MBCI <span>BALMORAL 1</span> <b>WORKSHOP</b> Assess your own BCM programme – a work-shop with an auditor using ISO 22301 (60 mins) Rebecca Robinson CBCI, Manager, PwC Building resilience using ISO 22301: a case study (30 mins) Ricardo Messias, Business Continuity Management Unit, EDP Distribuição	<b>THE HUMAN SIDE OF RESILIENCE</b> Facilitator: Ian Clark FBCI <span>HILTON A</span> Business continuity and the Red Cross network: more than just a plan (30 mins) Omar Abou-Samra, Senior Technical Advisor, Global Disaster Preparedness Center, American Red Cross Resilience mindset: leveraging the science of positive psychology (30 mins) Dennis Flynn, Post Graduate Student, University of East London Communicating with staff before and during a crisis (30 mins) Dr Lorna Riddle, Researcher, Kings College London	<b>LESSONS LEARNED</b> Facilitator: Des O'Callaghan FBCI <span>HILTON B</span> The real value of crisis notification (30 mins) David Key, Senior Consultant, The National Chemical Emergency Centre How implementing a BCM programme transformed incident and crisis response (30 mins) Eduardo Di Monte MBCI, Business Continuity Director, Agbar Group Adaptive capacity and crisis threshold; Impacts on organisational resilience (30 mins) Colm Gayton MBCI, Resilience Manager, CAENA Consulting	<b>EXHIBITION SEMINAR PROGRAMME</b> <span>HMR 10-12</span> Crisis management: the ultimate test of leadership – ten principles for success (11.00 to 11.30) Jonathan Hemus, Managing Director, Insignia The Year Global Risks Got Even More Serious: RecoveryPlanner Enabling Global Planning (11.30 to 12.00) Steve Ackland, Managing Director, AIM Ltd. (RecoveryPlanner) FACT24 Interactive Crisis Simulation Exercise (12.00 to 12.30) John Davison, Managing Director, F-24 UK Limited and Matthew Davies, Senior Consultant, F-24 UK Limited			
12.30 – 13.30	LUNCH. NETWORKING AND EXHIBITION <span>MONARCH SUITE</span>							
13.30 – 15.00	<b>FUTURE RESILIENCE PRACTICE</b> Facilitator: Bill Crichton FBCI <span>SANDRINGHAM 2</span> <b>PANEL SESSION</b> (CHAIR: BILL CRICHTON FBCI) Global 20/20 group leaders – look to the future (45 mins) Bill Crichton FBCI, Membership Director, Chair of UK BCI 20/20 Group Ken Simpson FBCI, Chair of Australasia BCI 20/20 Group John Jackson (Hon) FBCI, Chair of USA BCI 20/20 Group <b>PANEL SESSION</b> (CHAIR: KEN SIMPSON FBCI) Inspiring the next generation (45 mins) Harriet Billau AMBCI, Business Continuity Coordinator, Marstons Brewery Ltd Luke Bird MBCI, Business Continuity Executive, Atos Consulting Adam Barrett MBCI, Business Continuity Consultant, SunGard Availability Services (UK) Ltd Martin Caddick MBCI, Director, Enterprise Resilience, PwC Dr Melanie Irons PhD, Resilience Researcher, Coach, Business Director & Emergent Group Leader	<b>RETURN ON INVESTMENT</b> Facilitator: Mark Taylor MBCI <span>BALMORAL 1</span> Balanced continuity investment: the basic elements (30 mins) Jim Burtles (Hon) FBCI, Principal, Total Continuity Measuring the return – demonstrating the profitability of BCMS (30 mins) Rainer Hubert MBCI, Managing Consultant/ Product Manager, HiSolutions AG BCM maturity & benchmarking model implementation for increased resilience (30 mins) Kautubh Vazalwar MBCI, Manager: BCP, DR & Risk Management, HP and Chand Basha, Global Business Continuity Manager, HP	<b>THE HUMAN SIDE OF RESILIENCE</b> Facilitator: Ian Clark FBCI <span>HILTON A</span> Psychology of resilience: what science tells us (30 mins) Sumit Dhar MBCI, Global Head & Practice Lead, BCP & Risk Management Consulting, HP The psychological impact of disasters on occupational groups: factors affecting risk and resilience (30 mins) Dr Samantha Brooks, Kings College London <b>NEW RESEARCH</b> Trends in emergency communications (30 mins) Imad Mouline, Chief Technology Officer, Everbridge	<b>NEXT GENERATION BIA</b> Facilitator: Ian Charters FBCI <span>HMR 13-17</span> Redesigning the BIA for the digital age (30 mins) Jeremy Morris MBCI, Executive Consultant, Atos Consulting Ltd Panning the BIA stream for resilience gold (30 mins) Matt Doernhoeffer MBCI, Senior Consultant, Deloitte The BCM process: can we make it simple, fast, lean and still trustworthy? (30 mins) Frank Jansen, Senior Advisor of Business Continuity, Royal Dutch KPN	<b>LESSONS LEARNED</b> Facilitator: Lynda Vongyer AFBCI <span>HILTON B</span> Using business continuity to protect our ports: A UK case study (30 mins) Martin Szakal, Group Resilience Manager, Associated British Ports and John Robinson FBCI, Managing Director, INONI Ltd We have an emergency power system so we're protected aren't we? (30 mins) Michael Croymans CBCI, Senior BCM Consultant, Sogeti Would you know what to do if your offices burnt down? (30 mins) Adrianna Partridge, Audit Manager, South Oxfordshire District Council & Vale Of White Horse District Council and Simon Turner, IT Operations Manager, South Oxfordshire District Council & Vale Of White Horse District Council	<b>EXHIBITION SEMINAR PROGRAMME</b> <span>HMR 10-12</span> Dynamic, DIY, And Static or Work from Home: Which Workplace Recovery Solution is right for you? (13.30 to 14.00) Joe Sullivan, Managing Director, Workplace Recovery (Regus) Achieving resilience in the digital age (14.00 to 14.30) Russell Williams MBCI, Group Head of Business Continuity, Shop Direct (partner with Phoenix Part of the Daisy Group) Why training matters – 20 reasons to keep you and your team correctly trained and qualified (14.30 to 15.00) Charlie Maclean-Bristol FBCI, Director, BC Training		
15.00 – 15.30	BREAK. NETWORKING AND EXHIBITION <span>MONARCH SUITE</span>							
15.30 – 17.00	CLOSING PLENARY SESSION WITH CLOSING REMARKS FROM THE GLOBAL PANEL OF BCI CHAPTER CHAIRS AND THE BCI VICE CHAIR – JAMES MCALISTER FBCI <span>SANDRINGHAM 2</span> Keynote Speaker: Steve Cunningham – see website and page 16 in this brochure for details PRIZE GIVING CEREMONY							
17.00	BCI WORLD CONFERENCE CLOSES							

