

The Virtual Business Resilience Conference Programme, 16th June 2021

Log In & Explore The Virtual Platform

08:30 - 09:00 (BST)

GIC Welcome

09:00 - 09:10 (BST)

Morning Chair's Opening Remarks

09:10 - 09:20 (BST)

Tim Armit, Resilience, Continuity & Crisis Manager, Post Office Ltd

COVID-19: Lessons Learnt – Panel Discussion

09:20 - 10:00 (BST)

Looking Back On The Successes & Failings Of Covid-19 Responses: How Can These Learnings Be Applied To Future Planning?

- We all had plans in place – but how did they stand up to Covid-19? What learnings have you taken to revise your ongoing continuity management framework?
- From Brexit to climate change, leverage these Covid-19 learnings to mitigate against future risk and ensure your business continues in times of crisis
- With more people across the organisation proactively involved in resilience or contingency thinking, how can we take advantage of the situation to drive further progress?
- When all is said and done, how can you plan to return to business as usual?

Alan Marsh, Senior Business Resilience Manager, Vodafone

Harvey Fawcett, Senior Manager, Technology BCM, BT

Andrew Jarvis, Head of Business Resilience, London Stock Exchange Group

Working From Home

10:00 - 10:25 (BST)

What Will The Future Workplace Look Like? Ensure You're Covering All Risk Across Office, Hybrid & Home Working To Continually Deliver Business Resilience

- From VPN and internet providers to laptop theft and wrist problems... working from home presents new risks every day! How can you keep all bases covered?
- Zoom, Teams, Google Hangouts – what tools are the most effective for mitigating risk and keeping your people connected and productive?
- Is working from home here to stay? Plan for the not so distant future and ensure you can keep your organisation going, no matter where employees are based

Gregory Descamps, Business Continuity & Crisis Manager, GSK Vaccines

Interactive Discussion: Business Continuity – Connecting The Bubbles

10:25 - 10:45 (BST)

Monica Sekhri, Director Business Continuity & Resilience, Coca-Cola European Partners

Sam Travers, Senior Manager Business Continuity & Resilience, Coca-Cola European Partners

Morning Break With Informal Networking

10:45 - 11:15 (BST)

International SOS – Case Study

11:15 - 11:30 (BST)

“Doctor Doctor give me the news, a prescription for business resilience”

If there's one thing we've learned over the past 16 months, it's that the health of our employees has never been more important. COVID has been a wake up call: until then the h in health and safety was silent. And silent in much of our business decisions. Our companies have legal advisors, security advisors, other advisors...but do they have health advisors, working with the executive team to ensure that our business strategy includes health risks? Not often. Yet the majority of our costs are our employees and programmes and plans that improve their health pay back in spades. This presentation explores the benefits of a health prescription for business resilience.

Dr Mark Parrish, Regional Medical Director, International SOS

Cyber & Digital Security

11:30 - 11:55

Understand Digital Security & Mitigate Cyber Risk With Best-Practice Advice & Real-Life Examples For Cyber Resilient Organisations

- Explore the most prevalent and preventable vulnerabilities organisations and employees create for cyber crime
- With hackers constantly changing and updating their plans, how can you stay on top of the risk of a cyber-attack?
- Backups for the backup: disaster recovery strategies to prevent vital information loss
- What are the real-life consequences of a cyber-attack?
- What's the latest on ransomware and how can you defend against it?

Chris Day, Group Head Of Operational Resilience, Royal London Group

Carpe Data: Recover From Ransomware In Minutes

11:55 - 12:10

- The evolution of ransomware attacks
- What are the challenges of backup technology?
- Continuous Data Protection; how and why?
- Changing the way you backup your data

Egon Van Dongen, Principal Architect EMEA, Zerto

Lunch Break For Delegates, Speakers & Partners

12:10 - 13:10 (BST)

Afternoon Chair's Opening Remarks

13:10 - 13:20 (BST)

Eddie Smith, Business Resilience Manager, Wilko

Demystifying Risk In A Real-Time World

13:20 - 13:35 (BST)

Chris Brozenick, Director, Product Marketing, **Dataminr**

Crisis Management

13:35 - 14:00 (BST)

From Planning Through To Incident Response: Taking Control of the Situation & Ensuring an Effective Response At Times Of Crisis

- At what point does an incident become a crisis?
- From terrorism to severe weather, ensure you are planning and preparing for the unknown
- Identifying, preparing and guiding your stakeholders to respond effectively during a crisis

Greg Surtees, International Business Resilience Manager, Tesco

Culture of Resilience

14:00 - 14:25

Keep Employees & Their Wellbeing At The Heart Of Your Programme & Cultivate A Culture That Understands The Importance Of Resilience

- It's no secret that the people can make or break an organisation... ensure employees are engaged and their wellbeing is prioritised for a resilient workforce
- Embed a culture where employees are fully trained and involved in resilience planning and scenario testing for quick, smooth responses
- Plan for the impact working from home can have on employee mental health and loneliness to prevent this risk from impacting productivity and continuity

James Hankey, Global Head of Safety, Security & Continuity, British Council

Breakout Discussion Groups

14:25 - 14:45 (BST)

Please Feel Free To Join One Of The Following Informal Discussion Groups:

A) Health & Safety

Daniel Boshier, Operational Risk Manager EMEA, IHG

B) Outsourcing

C) Climate Change

Afternoon Break With Informal Networking

14:45 - 15:15 (BST)

Bonus Session Reserved For Conference Partner

15:15 - 15:30

Supply Chain Continuity

15:30 - 15:50 (BST)

Mitigate Supply Chain Risk & Apply Lessons Learnt From Covid-19 To Ensure Supply Chain Continuation

- From Brexit to extreme weather, ensure you have considered all risk to the supply chain for an effective continuity plan
- Lessons learnt from the global Covid-19 lockdown: have you diversified your suppliers yet?
- Top tips for vetting potential new suppliers without face-to-face meetings or factory viewings

Siwan Kalatzi, Director, Global Business Service Risk, Centrica Plc

Planning To Survive Your Next Crisis

15:50 - 16:10 (BST)

Bring Crisis Communications Into Resilience Frameworks With Collaborative Planning, Expert Leadership Engagement & Positive Crisis Recovery

- How can resilience and communications professionals better support one another to combat crisis?
- Ensure communications teams are involved in planning and risk registers so everyone is primed to act as soon as crisis hits
- Crisis recovery: utilise communications to quickly deal with incidents, rebuild relationships with key stakeholders and return to a stronger business as usual

Phil Groves, Head of Communications Response Team, NHS England & NHS Improvement

Future Risk – Panel Discussion

16:10 - 16:40

Protect Your Business Against Future Risk & Understand What Could Be On The Horizon For 2022 & Beyond

- After such a difficult year, it's hard to look past the pandemic! But the next big risk is the one you hadn't thought of... so, what could it be?
- How can you ensure the whole organisation is thinking of the wider future, not just the post-pandemic recovery?
- Failure to prepare is preparing to fail... with the possibility of a pandemic having been on risk registers for so long, what else is out there that needs to be taken seriously by leadership?

Eloise Francis, Head of Operational Risk, Legal & General Capital

Helen Lipscombe, Global Business Continuity Lead, Starbucks

Daniel Perrin, Managing Director, Workplace Recovery

Afternoon Chair's Closing Remarks & Official Close Of Conference

16:40 - 16:50 (BST)

Eddie Smith, Business Resilience Manager, Wilko