



# The 2<sup>nd</sup> Annual



## Resilience Symposium

30<sup>th</sup> June 2017

One Moorgate Place, London, EC2R 6EA

Our Platinum Sponsors



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## Resilience Symposium Programme

08:00	Registration - Tea/Coffee/Danish
08:45	Introduction to the Resilience Symposium Steve Yates FBCI, CBCP, FICPEM, MEPS - BANG Chair
09:00	Industry Keynote Speech Vernon Soare - Chief Operating Officer and Executive Director of ICAEW
09:15	Best practice approach to developing Integrated Organisational Resilience Michael Fuller MBE, MBA, MA - Chief Executive of Global Resilience
10:00	Tea/Coffee
10:30	The future of Work Area Recovery (WAR) in the 21st Century Andrew Lawton - CEO & Founder of Fortress
11:15	EU General Data Protection Regulation (GDPR) Santiago Castro - Head of Strategy for Keyrus
12:00	Round table
12:15	Lunch
13:00	Operational Business Continuity Penny Killow MSc, MBCI - Global Crisis and Business Continuity Manager for Moody's Corporation
13:45	Risk appetite and resilience indicators Fi Passey - Head of Risk, Reporting and Governance   Operational Resilience and Risk   Operations and Delivery Community for Nationwide
14:30	Tea/Coffee
15:00	How does someone you move from academia to Resilience? Elodie Huet MSc - Assistant Consultant   Resilience, Security and Risk for Arup
15:45	Charting a career path in the future world of robots Chloe Demrovsky - Executive Director (from 1st July 2017 will be CEO and President) of Disaster Recovery Institute (DRI) International
16:30	Round table
16:45	Close by BANG Chair followed by a Networking Session for those who can stay

## Our past and our future

Founded in late 2006, Business and National Government (BANG) networking group was formed for business continuity and resilience professionals who work in the private and public sectors, providing an informal environment controlled by the “Chatham House Rule”, somewhere where like-minded individuals are able to discuss and share information. As such BANG has become the antithesis of a formal “members” association, dedicated to knowledge transfer within specific subject matter areas, providing professionals membership of a trusted group where they are able to transfer knowledge.

Today BANG communicates with its members via [www.bangportal.com](http://www.bangportal.com), LinkedIn, Eventbrite, and Twitter, with groups formed in London, Bristol, Leeds, Greater Manchester, Scotland, Dublin, New York and Qatar. True to form, BANG’s Unique Selling Point (USP) is that it continues to be “FREE” for any like-minded professional to join, having today more than 1,800 members. The ‘BANG’ community has not altered its desire to maintain an informality that it expressed at its very first meeting.

As BANG moves into its 11th year, the group continues to expand and influence the resilience community, specifically with monthly events held in London, where it continues to be well attended, averaging between 40 to 60 attendees. To meet this growth and for BANG London to move forward, it has moved its monthly meetings to “BANGERS” Bar & Grill on Wilson Street, near Liverpool Street Station, London, EC2M 2TE.

## Dates for your diaries

June 28 <sup>th</sup>	“Universally Challenged”
July 26 <sup>th</sup>	“Don’t leave disaster recovery to the IT department”
August	No meeting
September 27 <sup>th</sup>	“Terrorism and the Duty of Care”
October 25 <sup>th</sup>	“Finance, Finance, Finance”
November 29 <sup>th</sup>	To be confirmed
December 13 <sup>th</sup>	Annual Charity Auction & Christmas Function

## Your speakers & talk information

**Steve Yates** | FBCI, CBCP, FICPEM, MEPS , BANG Chair



Steve is the Founder and Chair of BANG (Business And National Government), having been involved in both public & private sector organisations, as well as having served in the military. Steve is currently working as an Independent Resilience Consultant, delivering consultancy & training solutions nationally and internationally.

### Presentation Summary:

Opening of 2nd Resilience Symposium, thanks to ICAEW and an update on Business And National Government (BANG), its current and future direction.

**Vernon Soare** | Chief Operating Officer and Executive Director for ICAEW



Vernon is the Chief Operating Officer for ICAEW, having oversight responsibility for Finance, Information Technology, Communications, CCAB, Public Sector, Marketing, Property Services and the Executive Office where he has responsibility for International Capacity Building, the Middle East, Africa and South Asia region (MEASA), as well as ICAEW's presence in the rest of the world not covered by their international regional offices.

He has been Professional Standards Director since joining ICAEW in 2006 and also has experience speaking to media on professional standards, regulation and insolvency.

Previously, Vernon was Policy and Technical Director at the Chartered Institute of Public Finance and Accountancy (CIPFA) and also worked for the Audit Commission, being an ICAEW Chartered Accountant, with an undergraduate degree from Magdalen College, Oxford University and an MBA.

### Presentation Summary:

The key note speech will address the challenges for any 21st Century organisation, where the need for resilience should be a key consideration in their strategic thinking.

## Your speakers & talk information

**Michael Fuller** | MBE, MBA, MA, Chief Executive for Global Resilience



Following a successful 21 year career as a British Army officer, Michael Fuller MBE began a second career in resilience and security, and is now recognised as an expert in this increasingly important sector, both in the UK and internationally. His first major success was the design, and making ready of the UK's National Olympic Coordination Centre, following which he established Global Resilience.

Global Resilience provides resilience and security design and readiness solutions, including advisory support and training, across a broad range of clients. Other notable successes include, writing the national security concept for the Brazil 2014 World Cup, designing a crisis management solution for the Kuwait Petroleum Corporation, the design and integration of technology and business processes for Beirut's security agencies and supporting the London Resilience Team with an effective information exchange model. Currently, Global Resilience is leading a cyber resilience programme for the UK's nuclear organisations and also resilience design and crisis management training for International Nuclear Services.

### Presentation Summary:

A deepening spectrum of risks faced by all organisations is contributing to greater vulnerabilities to business sustainability and information security. Developing an integrated approach to organisational resilience is becoming increasingly important to mitigate against a more complex risk spectrum and equally important in developing business sustainability as well as crisis preparedness, response and management. This presentation seeks to present a best-practice approach to developing Integrated Organisational Resilience, based on a proven, best-practice approach.

## Your speakers & talk information

**Andrew Lawton** | Founder & CEO for Fortress



Andrew has over 25 years' commercial experience in business continuity and in cyber security. Having started in business continuity in 1994 with Guardian Dr Limited. He went on to run divisions of Sungard, Guardian and Safetynet and finally to run business continuity companies such as Synstar and HP's business continuity business in the UK.

Andrew moved over to cyber security in 2006 and subsequently ran IBM's Security and Privacy Practice for UKI, South Africa and EMEA businesses for Guardium, ISS, IOActive and Whitehat Security. These experiences gave him a unique perspective on the current major threat to modern business, cyber attack.

Andrew is now CEO of Fortress, the first new Work Area Recovery company in London for over a decade and a company that provides both business continuity and cyber security services and solutions. Fortress is focused on reducing the risk of cyber attack and helping companies plan for and mitigate the impact of disasters both logical and physical.

Presentation Summary:  
WAR in the 21st Century?

Throughout 2016 Andrew asked over 200 businesses in London what they wanted from their business continuity/work area recovery provider. The results are interesting and surprising. In this talk, Andrew explains his findings and makes recommendations for the future.



## Your speakers & talk information

**Santiago Castro** | Head of Strategy and Portfolio for Keyrus UK



Santiago has 16 years' of experience facilitating change for a wide variety of clients to become data driven decision making organisations. He's experienced in data analytics and technical skills combined with management consulting work. He has substantial knowledge and practical skills with a range of data products for decision analysis, reporting, business intelligence, data analytics and decision support systems.

As Head of Strategy & Portfolio, Santiago leads the strategy for the UK portfolio of products and services, providing deep knowledge to the BI, Big Data Analytics, CPM and Management Transformation Practices. His role combines strong technical capability of self-service BI tools, data modelling, relational databases and programming languages with the ability to lead a group of technical consultants and be a focal point for client interactions on technical matters.

### Presentation Summary:

In less than one year (May 2018), all companies handling personal data will be expected to comply with a new set of privacy requirements under the EU General Data Protection Regulation (GDPR). Non-compliant businesses can be threatened with a fine of up to €20 million or 4% of total annual sales.

### Key points:

- What is GDPR and the scale of change involved?
- How to apply Agile Principles to GDPR Preparation, Privacy by Design, and Privacy Engineering, etc.
- See real-world delivery examples of GDPR preparedness in action
- Understand the importance of Data Governance & Master Data Management in relation to GDPR preparedness

## Your speakers & talk information

**Penny Killow** | MSc, MBCI, Global Crisis and Business Continuity Manager  
for Moody's Corporation



Penny is based in the London office leading a team of 4 people, and between them they manage 36 countries with three discrete lines of business: Moody's Investor Services, Moody's Analytics and Moody's Shared Services.

Before that Penny was a Continuity Service Manager for the trading arm of BP and a Business Continuity & Risk Manager for HSBC.

Penny started out her career within IT as a Unix Administrator at Lotus Engineering and then as the Lead Administrator for Aston Martin (at the time a Ford subsidiary). It was at this stage that she migrated from Disaster Recovery into Business Continuity.

### Presentation Summary:

The presentation will focus on the challenges and opportunities of regulatory requirements related to business continuity and risk.



## Your speakers & talk information

**Fi Passey** | Head of Risk, Reporting and Governance, Operational Resilience, Operations and Delivery Community for Nationwide



Current role and responsibilities: Head of Risk, Reporting and Governance for Operational Resilience at Nationwide Building Society. Fi has accountability for business continuity methodology, training and communications, scenario analysis, and risk reporting for operational resilience.

Fi joined Nationwide Building Society in 2009 as Head of Transformation leading a portfolio of projects for Savings and Investment products. In 2014, she established a new Programme Assurance function before joining the new Operational Resilience function in 2015. Prior to Nationwide, Fi held senior roles in Customer Service, Operations and HR at Derbyshire Building Society, LeasePlan and Chep UK. Fi has a MBA from Warwick Business School and is a Prince2 and MSP practitioner.

### Presentation Summary:

Operational Resilience remains high on the agenda for both the Boards and Regulators of UK financial services providers following a number of high profile service outages and cyber attacks. Like many of their 'plc' peers, Nationwide Building Society has established a dedicated Operational Resilience function, strategy and investment programme. Fi Passey, Head of Risk in Nationwide's Operational Resilience team will share insights into the use of Board Risk Appetite metrics to develop organisational awareness and shape business priorities. This will be a practitioner's perspective of how risk management techniques can be harnessed in a multi-disciplinary approach to improving resilience.

## Your speakers & talk information

**Elodie Huet** | Assistant Consultant, Resilience, Security and Risk for Arup



As a French national studying in the UK, her earthquake encounter inspired her to focus her master thesis on how national culture and employees' risk perception can impact on the business continuity department; the first study of its' kind. She has now been at Arup for 18 months in which time she has shaped her team's business continuity consultancy offering, been awarded CIR Magazine's Business Continuity Newcomer of the Year award and been shortlisted for the "Continuity and Resilience Newcomer 2017" BCI European Award.

### Presentation Summary:

Whilst living in Mexico City, Elodie experienced an earthquake of 7.6 on the Richter scale. The level of disruption this caused, and her reaction compared to her Mexican colleagues, was the seismic shift that transformed her career path, lead her to study an MSc in Risk, Disaster and Resilience at UCL. Her presentation will focus on when she was looking for a role in Business Continuity and Resilience, covering the challenges that she encountered and how they were overcome:

- First encounter with BC / resilience professional during her master degree
- What did Elodie do immediately after finishing university?
- Role of LinkedIn in her job search
- How Elodie was "welcomed" by BC/resilience professionals
- Availability and accessibility of information/material for recent graduates

## Your speakers & talk information

**Chloe Demrovsky** | Executive Director for DRI International



Chloe Demrovsky is Executive Director, and effective July 1st 2017, will be stepping up as CEO and President of Disaster Recovery Institute (DRI) International.

Chloe designed and implemented DRI's international market development strategy and manages a global network in over 50 countries. She has appeared on Bloomberg TV, MSNBC and Fox and has served as an expert source for The Wall Street Journal, USA Today, The New York Times, and many more. Her work has delivered presentations at dozens of industry conferences and events on four continents, and has conducted on-site briefings for government bodies and international organisations, as well as for visiting delegations, including the European Commission and the United Nations Office for Disaster Risk Reduction. She is a Board Director for the DRI Foundation, holds a Master's in International Business from New York University and a Bachelor's from Bard College at Simon's Rock.

Follow her @ChloeDemrovsky

Presentation Summary:

What's a resilience professional to do?

This session will talk about how the career path of the resilience professional is changing to meet this new world. How are the job requirements changing, what exactly is a 'resilience professional', and what is DRI International doing to make sure that Certified Professionals stay current? And who knows?

## Our Sponsors



**BANG (Business And National Government)** is a not-for-profit organisation for like-minded professionals, focused on the world of Resilience and Business Continuity, who meet once a month and share experiences all year round.

Our main aim is to encourage the transfer of information in a secure, trusted Chatham House Rule environment, whilst championing thought leadership and enterprise.

Each time BANG members get together, speakers are invited to talk about their particular subject matter area of interest, and these have included a wide variety of industry thought leaders, from multiple sectors.

For more information on monthly meetings and events, and to book your place, please visit: [www.bangportal.com](http://www.bangportal.com)



### **DRI International** | Platinum Sponsor

Disaster Recovery Institute International (DRI) is the leading nonprofit that helps organisations around the world prepare for and recover from disasters by providing education, accreditation, and thought leadership in business continuity and related fields. Founded in 1988, DRI International has 15,000+ certified professionals and conducts native-language training in more than 50 countries, offering in-depth courses ranging from introductory to Masters' level, as well as specialty certifications. The organisation's annual DRI Conference brings together leading business continuity professionals from both the public and private sector to share best practices and participate in continuing education and volunteerism. Through its Collegiate Conferences, DRI is helping to create the business continuity professionals of tomorrow, partnering with universities to introduce students and faculty to this rapidly-growing field through day-long networking and educational programs. As a recognised expert resource, DRI acts in an advisory capacity to international organizations and government institutions worldwide, helping to create industry standards and promote greater resilience through public-private partnerships. DRI is an ANSI-accredited Standards Development Organization and a member of the United Nations Office for Disaster Risk Reduction ARISE Initiative.

For more information, please visit: [www.drii.org](http://www.drii.org)

## Our Sponsors



### Fortress | Platinum Sponsor

Fortress is the first new work area recovery provider in over a decade. We offer bright modern facilities, relevant to today's agile and collaborative working.

The services are flexible and provide a better return on investment than the traditional services and are supported, on site, during test and invocation by Fortress's highly experienced recovery technicians.

For more information, please visit: [www.fortressas.com](http://www.fortressas.com)



### Acertia | Silver Sponsor

The key objective of Acertia is to give organisations full confidence in the effectiveness of their resilience plans and business continuity - following delivery of appropriate consultancy and training - from development through to full testing and exercising.

Acertia delivers enterprise-wide resilient solutions that protect people and defend the built environment by identifying threats, risks & impacts to communities, buildings, people and critical infrastructure. This is supported by knowledge of industry standards and legislation such as ISO22301, ISO27001, ISO31000, PAS200 (BS11200), PAS7000, BCI GPG2013, ITIL and Civil Contingencies Act, with BSI qualified ISO22301 Lead Auditor members of staff.

The company also supports BANG by hosting information on its activities, and stores copies of monthly presentations where the presenter has given their authority for this to be made available to BANG members and the wider audience.

For more information, please visit: [www.acertia.co.uk](http://www.acertia.co.uk)

## Our Sponsors



### HorizonScan | Silver Sponsor

HorizonScan are pioneers in Business Continuity. We provide a globally successful consultation service that includes running crisis simulation exercises with companies in many sectors.

HorizonScan also provides consultancy on planning and improving companies' Business Continuity Plans (BCP) to help them to continue to operate even in the event of a disaster. HorizonScan's services operate on a global basis, having provided consultancies in the United States of America, Germany and Ireland, as well as locations right across the United Kingdom.

For more information, please visit: [www.horizonscanbcp.com](http://www.horizonscanbcp.com)



### London Excellence | BANG Partner

London Excellence is a not-for-profit membership organisation which exists to help you raise the performance of your business by sharing good management practice across all sectors and sizes of organisation.

For more information, visit: [www.london-excellence.org.uk](http://www.london-excellence.org.uk)







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