

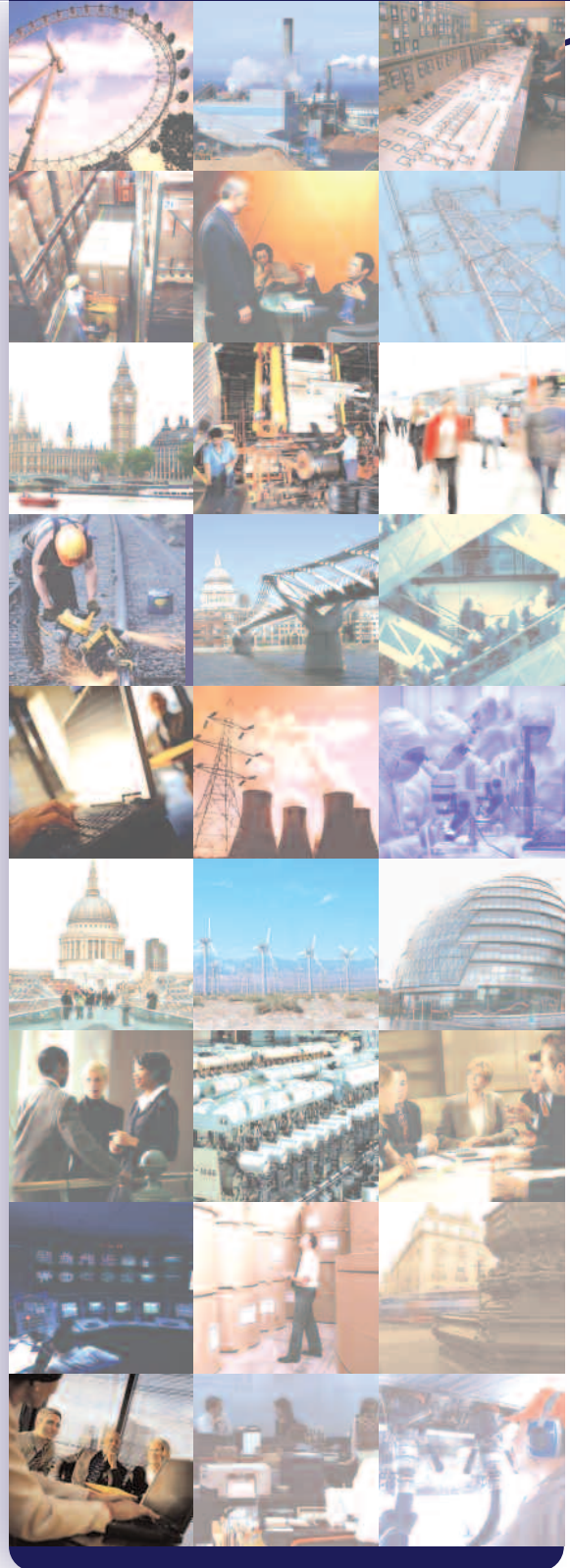
# BCI SYMPOSIUM 2006

*Putting  
Excellence  
into Practice*

**5<sup>TH</sup> and 6<sup>TH</sup> October  
Hotel Russell, London, UK**



**For further information please visit  
[www.thebci.org](http://www.thebci.org)**



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 **Reed Exhibitions**

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**CIR**  
CONTINUITY INSURANCE & RISK

[www.thebci.org](http://www.thebci.org)

The Hotel Russell on the 5th and 6th of October is the setting for the 6th BCI symposium. Guaranteed to be the networking event of the year the symposium will offer insight and knowledge into the issues that are driving business continuity management today. This year sees an impressive line up of speakers addressing the topics that are shaping the world of business continuity, topics such as such as bioterrorism, BS25999 and Buncefield to name but a few.

## Who should attend?

Anyone responsible for their company's business continuity and risk management strategies covering all the technical, managerial and legislative issues surrounding these.

- Senior Executives • Governmental Crisis Planners
- Operational Managers • Business Continuity Managers
- Risk Managers • Crisis Communication Professionals

## The BCI Annual Dinner

The BCI Annual Dinner takes place on the evening of the 5th October at the Hotel Russell. All delegates and their partners or guests are welcome to attend. The after dinner speaker will be Lord Erroll. Lord Erroll, is a cross bench member of the House of Lords who was appointed President of the E-business Regulatory Alliance in November 2003. He is Chief of the Scottish clan Hay, and a Lord High Constable in Scotland. He is a council member of PITCOM, the Parliamentary Information Technology Committee, and is secretary of APIG - the All Party Internet Group.

See booking form for details.

A social event for the evening of the 4th October is also planned - details to follow.

DAY 1 – THURSDAY 5TH OCTOBER

### 9.00 – 9.10 Welcome

*Steve Mellish FBCI, Chairman of the Business Continuity Institute & Head of Business Continuity, J Sainsbury Plc*

### 9.10 – 10.00 Opening Address

*Dr Richard Sykes, Chair Outsourcing Group, Intellect*

### 10.00 – 10.45 Plenary Address – The BC Pyramid

*Chris Green FBCI, Vice Chairman of the Business Continuity Institute & Manager of BC and Crisis Management, HBOS*

Standards and regulations in business continuity are the reference point for all businesses, tying together competency with a code for best practice. The New British Standard BS25999 will provide a framework for standardisation of BC activities across all sectors. In this session Chris Green will deliver a model that clarifies the complex web of BC standards and regulations.

### 11.30 – 15.30 Stream A – Buncefield – A Case Study in Disaster Recovery

**Chair:**  
*Tim Hutchings, CEO, Hertfordshire Chamber of Commerce*

**Speakers:**  
*Al Green, New Business Director, XLVideo*  
*Mick Williams, Sales Director, Business Continuity, ICM*  
*Rob Thomson, Strategy Director, SunGard Availability Services*  
*Mark Farrington, Business Recovery Director, Local Government & Corporate, Northgate Information Solutions*  
*Dr Greg French, MD, Belfor*  
*Dennis Thomas, Managing Director, NDR*  
*Nick Harwood, Business Continuity Coordinator & Supply Chain Manager, EPSON*

As alarms and safety valves on Tank 912 failed, almost 600,000 litres of unleaded petrol overflowed at the Buncefield depot in Hertfordshire on December 11th 2005. At 6.03am it is believed that a spark from machinery ignited the fuel, causing a massive explosion that destroyed many of the 80 companies based on the site. The explosion was heard as far away as France and the Netherlands, and the impact for business continuity was as far reaching. The session examines the lessons from the companies on the Buncefield site – both large and small – as well as organisations as far away as 100 miles that indirectly suffered business continuity crisis as a result. This session will discuss what contingency plans worked, what didn't, and what advice companies affected would have for other organisations in dealing with catastrophic incidents.

### 11.30 – 15.30 Stream B – BC Innovations using Technology

**Chair:**  
*James Royds MBCI, Partner, Infosec Associates*

**Speakers:**  
*Steve Stobo, Sales Director, Neverfail*  
*John Hall MBE, Managing Director, Glasslock*  
*John Robinson FBCI, Managing Director, JR Consulting Partners Limited*

*Mike Osborne, Managing Director – Business Continuity, ICM*  
*Kevin Batson, Senior Director for Product Development, CITRIX*

For business continuity to evolve it requires constant technical and process innovation. Presentations in this session will look at the latest innovations in business continuity, with the emphasis on how these tools can be implemented to improve the BC operations within your organisation.

### 11.30 – 15.30 Stream C – Case Study: Zero Tolerance in Business Continuity

**Chair:**  
*Andy Jones, Senior Research Consultant, ISF*

**Speakers:**  
*Prof Trevor Jones CBE, Director, Allergan Inc.*  
*Chris Needham-Bennett MBCI, Managing Director, Needhams 1834*  
*Brian Duxon, IS Manager, BA*

There are certain industry sectors that have 'Zero Tolerance' attitude to risk - without sound operation of core business functions the results can be catastrophic. These sectors - Aviation, Pharmaceuticals for example - are uniquely positioned to analyse where adverse incidents across a broad range of business functions can have such an effect on brand and business operations. This session will explore some of the potential incidents, pressures and management in business continuity in these sectors, and look at how these processes can be used as models for other sectors. Case studies, models and best practice will be used to provide valuable insight into how you can protect the future of your business.

### 16.00 – 17.00 Plenary Session Managing & Salvaging your brand

**Chair:**  
*Dr Anthony Seldon*

**Speakers:**  
*Tom Buchanan, Partner, Brunswick Group LLP*  
*Jonathan Coad, Partner, SwanTurton*

When an incident has occurred, one of the key processes in reducing the impact on your business is the mitigating the impact on your brand. Brand equity can take years to accumulate - seconds to destroy. Whatever the incident is, your communications strategy needs to ensure that customer and stakeholder confidence in your ability to deliver is not harmed. This session will explore how some of the most well known brands in the world have successfully managed their brand under changing circumstances, look at some high profile examples of poor reputational management and explain techniques that can be used to reduce the impact of brand and resource damage.

### 17.00 - Closing remarks

*Steve Mellish FBCI, Chairman of the Business Continuity Institute & Head of Business Continuity, J Sainsbury Plc*

### 17.15 - BCI AGM (Members only)

# Putting Excellence into Practice

DAY 2 – FRIDAY 6TH OCTOBER

## 9.00 – 9.10 Opening Address

Steve Mellish FBCI, Chairman of the Business Continuity Institute & Head of Business Continuity, J Sainsbury Plc

## 9.10 – 10.00 Outsourcing, Offshoring and Business Continuity

### Chair:

Simon Briskman, Partner, Field Fisher Waterhouse

### Speakers:

Paul Jacob MBCI, Principal Consultant, Atos  
Avinash Kadam, Director, MIEL e-Security Pvt Ltd (Mumbai)

Outsourcing & Offshoring are a fast growing solution to reduce the dependence on organic competency. Outsourced functions such as IT/IS management and accounting have doubled in the last two years – but how can these relationships be managed? Ensuring common standards of business continuity, liability for critical functions and reparation when the relationship hits crisis point are critical to the success of outsourced business functions. This session looks at case studies and legal analysis to explore the best practice in setting up sound outsourced operations, and how to manage when incidents stop the smooth running of the partnership.

## 10.30 – 12.00 Putting Excellence into Practice - 2006 BC Award Winners Keynote Addresses

Winners of the BC awards in three categories will present the programmes that merited these awards. Presentations will be given from:

- **Winner – Business Continuity Manager of the Year – Russell Husband MBCI, Asst General Inspector, John Lewis Partnership**
- **Winner – Business Continuity Strategy of the Year, Kevin Brear, BC Manager, Lloyds TSB Financial Markets Division**
- **Winner – Most Innovative Product of the Year, SunGard National Network, Mike Smith, Senior Product Development Manager, SunGard Availability Services**

## 13.00 – 15.00 Stream A

### - Demonstrating Return on BC Investment

### Chair:

Chris Green FBCI, Vice Chairman of the Business Continuity Institute & Manager of BC and Crisis Management, HBOS

### Speakers:

Ian Charters FBCI, Director, Continuity Systems Ltd  
Prof. Kenji Watanabe, Researcher in Business Continuity, Nagaoka University of Technology, Japan  
Kentaro Noda, Development Bank of Japan  
Ruth Williams MBCI, Managing Consultant, Office Shadow

The session will look at the drivers and methodologies for demonstrating a return on investment for business continuity planning. BC planning and operation are often misconceived at board level, and the potential value not recognised. This session will address the rationale behind BC planning, from brand assurance and incentivisation models to enhancing and delivering productivity: the drivers for BC, from BS25999 to corporate governance, as well as examining the fiscalisation and auditing of BC plans. With case study analysis and best practice advice, the interactive format for this session will be geared towards how this can be implemented in your company.

## 13.00 – 15.00 Stream B

### - Simulated Disaster Exercise - Telecoms Failure

### Speakers:

Steve Yates FBCI

Richard Dean, Horizon (Facilitator)

Robin Gaddum MBCI, Managing Consultant and UK Practice Leader IBM

Roger Mcloughlin, Continuity Risk Specialist, Vodafone

In this scenario based workshop you are the BC manager for FictiCom Ltd – a company about to be affected by a major incident. You will be briefed as to the scope of communications tools available to you and the core operations of the company. Based on a true incident, a disaster will then unfold, and you will be responsible for determining the course of action. In a highly interactive session, you will need to determine the short, medium and long-term telecoms response of your company. This instructive session will put you in a simulated situation that will provide you with invaluable experience in building resilient business continuity plans in the real world.

*This session will use simulations of disaster events, and delegates will be subjected to psychological, physiological and emotional stresses which some people may find traumatic. If you are likely to be affected by this, please attend one of the other streamed sessions.*

## 13.00 – 15.00 Stream C

### - Pandemics, Bioterrorism and Biosecurity

### Chair:

Dr John Simpson Head of Emergency Preparedness, HPA

### Speakers:

Peter Power FBCI, MD, Visor Consultants  
Rick Cudworth, Global Service Leader, BC, KPMG  
Roger Cook, Head of Emergency Operations, HPA

Biological threats can take many shapes and sizes – from naturally transmitted diseases to those artificially cultured and introduced into the community. Today's concerns over Avian Flu are yesterday's concerns over SARS – in the years to come it is likely that other airborne diseases will replace these as significant threats to the business community. This session will also look at threats from bioterrorism in a frank, realistic and honest way. The session will take a workshop format, exploring the risk analysis, implementation of planning and procedural steps that businesses should take in the event of bio-based disruption.

## 15.30 – 16.30 Closing Plenary Session

### - Panel discussion 'Future Business Continuity Threats and Operations: Planning for the Unthinkable'

### Chair:

Peter Power FBCI, Managing Director, Visor Consultants

### Speakers:

Lembit Opik MP, Liberal Democrats, Member of Parliament (Montgomeryshire)  
Prof Peter Borriello, HPA, Director, Centre for Infections, Health Protection Agency  
Bob Ayers, Research Fellow, Chatham House  
Mike Pearce, SO16 Business Continuity & Security Planner, Metropolitan Police Service. Diplomatic Protection

From Botnets to Nanobots, Marburg virus to Meteorites the future holds business continuity threats that can only be guessed at today. New threats emerge every day, but which ones should be planned for, and how probable are they? The expert panel will examine the threats across information security, disease, terrorism, natural disasters and more – from the threats emerging today to the long term picture. Expect fascinating insights on not just what the future holds, but where these might strike.

## 16.30 – 16.40 Closing Remarks and Close

Steve Mellish FBCI, Chairman of the Business Continuity Institute & Head of Business Continuity, J Sainsbury Plc

# Putting Excellence into Practice

## Terms & Conditions

### Fees

Fees for the BCI Symposium include written materials, lunch and refreshments. The fees do NOT include accommodation. A full invoice will be sent, acknowledging your booking. Payment must be received in full before the conference date to confirm your place.

### Cancellations Policy

It is regretted that refunds cannot be made for any bookings after 3rd September 2006 although substitute delegates are welcome if notified in advance. Cancellations MUST be made in writing before the 3rd September 2006 and refunds will be in full and subject to an administration charge of £50.

### Seminar changes

The BCI and Reed Exhibitions Ltd reserve the right to make alterations to the published programme should it become necessary to do so. We will endeavour to ensure that the revised seminar remains comparable to the published programme.

### Where to stay

The Hotel Russell has allocated a number of rooms at a special rate of £120 per night for delegates to the BCI Symposium. These rooms will be allocated on a first come first served basis. Please quote BCI Symposium when reserving a room directly with the Russell Hotel.

Please see the website [www.thebci.org](http://www.thebci.org) for a range of suggested hotels to suit all budgets. The Hotel Russell tel number is +44 (0) 20 7837 6470

All delegates have to quote Z-PROF-ALL

## How to get there

### London Underground:

Russell Square Underground Station on the Piccadilly Line, direct to Heathrow Airport in fifty minutes, is one minute away.

Holborn Underground on the Central Line is seven minutes walking distance.

### British Rail Mainline Stations:

Euston, King's Cross and St.Pancras mainline British Rail Stations are all within five minutes travelling distance. Waterloo British Rail Station and the Eurostar Terminal are ten minutes by taxi.

### Buses:

Bus numbers 8, 19, 22b, 25, 38, 55, 188, 91, 168, and 68 all stop at Holborn or Russell Square.

A2 Airbus direct to Heathrow stops at Russell Square.

### Taxis:

A taxicab rank is situated directly opposite the Hotel, on Russell Square.

### Car Parking:

Street parking in the vicinity is free between 7.00 p.m. and 7.00 a.m., Monday to Saturday, and all day Sunday. A Public Car Park is situated within 200 yards of the Hotel in Herbrand Street.

## Delegate details

For more than one delegate please photocopy the form

For further information please call +44 (0)870 850 5436 or fax +44 (0)870 609 1094

PLEASE COMPLETE IN CAPITAL LETTERS

Mr/Mrs/Ms ..... First name ..... Surname .....

Position ..... Company .....

Address .....

Telephone number ..... Fax number .....

Email ..... Signature ..... Date .....

Dietary requirements ..... Special requirements (eg. disabled access) .....

Address .....

Telephone number ..... Fax number ..... Email .....

## Registration Please indicate what you wish to attend: 5th & 6th October – BCI Symposium – 2005 delegate rates held

**Non-members of the BCI**  £895 + VAT

**BCI Members**  £795 + VAT

To book your place now – email [symposium@profileevents.com](mailto:symposium@profileevents.com)

### Seminars 5th October

Stream A - Buncefield  Stream B - BC Innovations using Technology  Stream C - Zero Tolerance

### Seminars 6th October

Stream A - Demonstrating Return  Stream B - Telecoms Failure  Stream C - Pandemics, Bioterrorism and Biosecurity

Numbers for streams will be limited and delegates will be allocated on a first come first served basis.



## The BCI Annual Dinner

The BCI Annual Dinner takes place on the evening of Thursday 5th October at the Hotel Russell and delegates and their partners are more than welcome to attend. The dinner costs £95 (+VAT) per person and includes a pre-dinner drink, 3-course dinner and wine. Lord Erroll will be the after dinner speaker.

I would like ..... place(s) for the BCI Annual Dinner @ £95 + VAT each

Names of dinner guests ..... Dietary requirements .....

## Payment details

Cheque: Made payable to Profile Events & drawn on a UK bank  BACS: Payable in Pounds Sterling  Invoice

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N.B. Admittance into the conference will not be allowed unless full payment has been received.

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