



Scottish Continuity

# SCOTTISH CONTINUITY

*'Sustaining a Resilient Community'*

## Resilient Scotland Conference

Tuesday, 13<sup>th</sup> September 2022 | 8.30am – 5pm

Our Dynamic Earth  
Holyrood Road, Edinburgh EH8 8AS

### PROGRAMME

### SPONSORED BY



# PROGRAMME

8.30am – 9.00am	REGISTRATION, NETWORKING, BREAKFAST & EXHIBITION VIEWING
9.00am – 9.15am	<b>WELCOME ADDRESS</b> Welcome from Matthew Wardner, Chair, Scottish Continuity
<b>Learning from the Past</b>	
9.20am – 10am	<b>Scottish Environment Protection Agency - Robbie MacDonald</b>  <i>“The SEPA Ransomware Attack. On 20 December 2020, SEPA sustained a sophisticated and catastrophic Ransomware attack which disabled large parts of the organisation. The importance of good business continuity arrangements and how effective they were will be covered. We will also discuss what you do after the first week has passed and how long-term recovery needs to be considered.”</i> 
10am – 10.30am	<b>Marks and Spencer – John Frost</b>  <b><i>Building a Successful Business Resilience Strategy across your Organisation</i></b>  <i>Whilst we are obligated as business continuity and resilience practitioners to provide appropriate Governance Assurance, testing and exercising and incident response, we are also required to provide a compelling narrative to socialise and mobilise our programmes across our organisations to ensure they gain traction, support and buy in with key to ensure that our programmes resonate with key stakeholders, colleagues, across our organisations. This session will focus on how M and S socialises its Business Resilience programme ‘As a Service’ from the Executive team to its fantastic 65,000 colleagues across the organisation in 45 operational countries.</i> 
10.30am – 11am	REFRESHMENTS, NETWORKING, RESILIENCE ZONE AND EXHIBITION VIEWING
11am – 11.40am	<b>Jim Preen Media</b>  <b><i>Sorry not Sorry.</i></b> <i>An apology by nature is personal. For an organisation that’s hard. So how do you construct a heartfelt expression of regret that won’t have you apologising for your apology after it’s torn to pieces on twitter? Jim has some ideas and explains why sorry doesn’t have to be the hardest word.</i> 
11.40am – 12.20pm	<b>Professor Linda Bauld</b>  <b><i>Learning from the Pandemic and Covid Recovery</i></b>  <i>An overview of Covid, Covid recovery in terms of social issues and post pandemic preparedness.</i> 
12.20pm – 1pm	LUNCH, NETWORKING, RESILIENCE ZONE AND EXHIBITION VIEWING

## Preparing for the Future

<b>1pm – 1.40 pm</b>	<p><b>PANEL DISCUSSION</b>  <b>Jim Preen, John Frost, Robbie MacDonald, Chris Butler and Kate Needham-Bennet</b></p>
<b>1.40pm – 2.10pm</b>	<p><b>PlanB Consulting - Charlie Maclean Bristol</b></p> <p><i>Is your incident team ready to manage an incident?</i></p> <p><i>As BC professionals we are responsible for making sure that our organisation has teams at an operational, tactical or strategic (crisis) level who are prepared and ready to manage any incident. We write plans, train them and conduct exercises to give them the tools, procedures and techniques to manage an incident. We do this because we understand that they can make a decision that could destroy years of hard-won reputation and customer loyalty, lose millions of pounds in value to their organisation and cause major damage to the environment or even cause death or injury. Very often the incident teams or members don't attend the exercises or training and give us a limited time to prepare them for their incident role, which they hold by virtue of their position in the organisation rather than their ability to manage an incident.</i></p> <p><i>In this interactive session, Charlie Maclean-Bristol will introduce a model for assessing the level of preparedness of your incident teams and then invite you to assess your own teams' level of preparedness through interactive technology. We will find out whether the audience's teams are 'fighting fit' or an accident waiting to happen.</i></p> 
<b>2.15pm – 3pm</b>	<p><b>FUSION - Rich Cooper</b></p> <p><i>Operational Resilience: Rewriting the Stars</i></p> <p><i>Risk, business continuity, ITDR and resilience have long been part of the operational narrative, but they are not all necessarily on the same page. Learn how mature forward-thinking organisations are leveraging data, people, process, and systems to meet the challenges of the next disruption over the horizon, including how to better leverage existing frameworks like BCM, ITDR, RCSAs and vendor assessments to break down silos and better navigate risk.</i></p> 
<b>3pm - 3.30pm</b>	<b>NETWORKING, RESILIENCE ZONE AND EXHIBITION VIEWING</b>
<b>3.30pm – 4.10pm</b>	<p><b>Inverroy Crisis Management - Toby Ingram</b></p> <p><i>An examination of the benefits of horizon scanning with worked examples. Full synopsis to follow.</i></p> 
<b>4.15pm – 4.45pm</b>	<p><b>Scottish Government – Mr Brown</b></p> <p><i>Having recently taken on ministerial responsibilities for resilience, Keith Brown MSP, Cabinet Secretary for Justice and Veterans will outline the key resilience priorities for the Scottish Government. This will include Mr Brown providing an understanding of the risk picture and how we prepare for what we may face in the future. There will be an opportunity to ask questions after Mr Brown has spoken.</i></p> 

<b>4.45pm – 5pm</b>	<b>WHAT NEXT FOR SCOTTISH CONTINUITY?</b> <b>PRIZE DRAW</b> 1 x Chromebook 1 x wind up radio with additional features 2 x resilience themed books  <b>Condition of prize.</b> Complete the feedback to be eligible and winner <b>MUST BE</b> in the audience in the auditorium today.
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**Please note:** Questions & Answers at the end of each session

# SPEAKER PROFILES

## **Robbie Macdonald – Head of Resilience, SEPA**

Robbie MacDonald served as a police officer with Northern Constabulary for 30 years, specialising in child protection and emergency planning. In his early policing life, he was a Child Protection Officer, later becoming a Designated Officer for Child Protection and latterly chair of the Child Protection Committee. Robbie worked in operational roles at all levels as an emergency planner and Incident Commander, covering a range of incidents and events.

After retiring, Robbie accepted a role as Resilience Officer with the Scottish Environment Protection Agency (SEPA), covering the north of Scotland area. After three years he was appointed as the National Resilience Manager and has held this role for six years. In that time, SEPA has managed a range of incidents including a serious and sophisticated cyber-attack



## **John Frost – Resilience Manager, Marks and Spencer**

John Frost Hon.MBCI is responsible for Marks and Spencer Global Business Continuity Programme which is inclusive of 85,000 colleagues, 46 operational countries, 7000+ business trips per annum and a supply chain of over 15,000+ suppliers.

He has Chaired the RBCA (Retail Business Continuity Association) for the last 8 years, leading & sharing his industry knowledge and best practise in collaboration with the group. The group regularly hosts simulation exercises whilst promoting thought leadership & collaboration with Government Agencies and industry groups such as the BCI (Business Continuity Institute).

During Covid-19, John chaired over 100+ Industry Incident Management Calls alongside the Government Agencies and Retail Business Continuity Association (RBCA) member organisations, sharing in resilience insight & foresight across his peer group.

As part of an ongoing strategic relationship with the National Counter Terrorism Security Office (NaCTSO), he has led the development of the ACT Counter Terrorism Online Learning which has been adopted by 14,000+ UK organisations and delivered over 2 Million modules of training along with the Protect UK App which has now reached over 700,000+ users since its launch in April 2020 and 9,000+ organisations.

John is always keen to listen & support his industry peer group and is passionate about giving something back to the industry for the greater good of everyone that is striving to improve their organisations resilience as together we are stronger.



## **Jim Preen – Managing Director, Jim Preen Media**

Jim is a freelance crisis management consultant.

- He designs and delivers crisis simulation exercises
- Writes, presents and edits simulated video news for exercises
- Presents crisis management webinars
- Writes articles for various periodicals on related matters
- Writes crisis communication plans
- Media trains senior executives In another life he was a journalist working at ABC News (US) where he covered stories including the Gulf War, the Bosnian conflict, and the Concorde crash. He won two Emmys for his work.



### **Professor Linda Bauld**

Professor Linda Bauld OBE is the Bruce and John Usher Chair in Public Health in the Usher Institute, College of Medicine at the University of Edinburgh and Chief Social Policy Adviser to the Scottish Government. For the past 25 years she has led a range of studies to prevent or treat the main modifiable risk factors for Non-Communicable Diseases including cancer, diabetes and respiratory and cardiovascular diseases with a particular focus on tobacco, alcohol, diet and inequalities in health.

She is Director of the SPECTRUM Consortium, involving 10 UK Universities and partner organisations funded by the UK Prevention Research Partnership. She has also been involved in research on Covid-19, in particular examining asymptomatic testing and behavioural responses to public health guidelines. She is a former Scientific Adviser to the UK Department of Health and the World Health Organisation on tobacco control. Between 2014 and 2021 she combined her academic roles with serving as Cancer Research UK's cancer prevention adviser.

She is a member of the Medical Research Council's Population Systems Medicine Board and the Canadian Institutes for Health Research Institute for Population and Public Health, as well as a former chair or member of a range of other research funding committees for the National Institute of Health Research, Cancer Research UK, BreastCancer Now and the International Agency for Research on Cancer. Professor Bauld is a Trustee of Diabetes UK and a Fellow of the Royal College of Physicians of Edinburgh, the Faculty of Public Health, the Royal Society of Edinburgh and the Academy of Social Sciences.



### **Rich Cooper – CEO, Fusion**

Rich Cooper oversees the development and execution of Fusion's business strategy, serving the financial market worldwide. He focuses on building trusted top-level relationships within the financial services industry by providing thought leadership, market intelligence, and best practice insight to support firms with innovation and transformation to address swiftly changing industry needs.

During his more than 20 years in the industry, Rich has consulted with many of the world's leading Global Financial Institutions and has lead practices in the US and Europe across the critical disciplines within operational resilience. Prior to joining Fusion, Rich lead Arbor Continuity Inc., a successful boutique consulting company he started after spending 14 years at Business Protection Systems International (BPSI), where he held various executive, service, and sales roles including company COO. Before joining BPSI, Richard was a founding partner and CEO of the Packing House Inc., a leading document management company that was ultimately acquired by Iron Mountain Inc.



### **Charlie Maclean Bristol MA (Hons) PHD FBCI FEPS CIR Awards – Lifetime Achievement 2020 (Winner)**

Charlie Maclean-Bristol worked with several major UK utilities before establishing the successful Business Continuity (BC) practice, PlanB Consulting, in 2007. He is also Head of Training and a founding director of Business Continuity Training Ltd, a UK-based BC training provider.

The strategic skills that shaped his practical and accessible approach to BC were developed while serving as a Captain in the British Army, planning, and implementing patrols and anti-terrorist operations. Charlie is a former Business Continuity Institute board member and one of the very few Fellows of both the Emergency Planning Society and the Business Continuity Institute.

Charlie has delivered full-lifecycle BC Management Systems, including training, exercising, documentation and quality system support to a wide range of clients in the public and private sectors. including local authorities, the MoD, health care providers, banking, tech companies and utility providers. He has acted both as a consultant and an in-house BC Manager for companies such as Cemex, Scottish Power and Anglian Water.

Charlie is a regular speaker at conferences, writes a weekly blog on BC and has appeared on TV and radio several times. He has had several papers published in BC and emergency planning journals, including credit as a contributing author to the BCI's Good Practice Guidelines (2010, 2013 and 2018 editions).





### **Toby Ingram – Senior Consultant, Inverroy Crisis Management**

Toby spent 30 years in the British Army, retiring as a Lieutenant Colonel in 2019, having been appointed both MBE (2009), and OBE (2017). During his time in the Army, Toby specialized in high level training, intelligence, planning and analysis and worked in Northern Ireland, Germany, Iraq, Afghanistan, Africa and at the Supreme Headquarters Allied Powers Europe.

From 2002 – 2004 Toby ran the Higher Formation Training for the British Army in Germany. This involved complete knowledge of all operational procedures, the writing of exercises to test the procedures, monitoring of performance of these procedures and feedback to the training audience on performance. Training audiences varied from battalion level (c 500 people) to corps level (c 10,000 people). The job required articulate, confident briefing, meticulous attention to detail, broad vision and a very high work-rate, all of which were delivered.

In 2009 Toby led a multi-national intelligence team for the UN Mission in the Democratic Republic of Congo, creating a proactive and forward leaning organisation. The newly-inspired and motivated team were able to give the 20,000 strong military force solid intelligence and analysis for information-led operations against the numerous armed groups operating in the Congo.

In 2014 Toby was appointed the “Crisis Action Team Leader”, at NATO’s Supreme Headquarters Allied Powers Europe in response to the crisis in the Ukraine. This team monitored and reported events in Ukraine and designed and planned NATO assurance of 28 nations.

Since leaving the Army, Toby has become a Crisis Management and Business Continuity specialist with Inverroy Crisis Management Limited. His experience of detailed planning and analysis, for which he was awarded both an MBE and an OBE and being able to reduce complicated multi-discipline activities into clear plans, have proven invaluable to clients including Cairn Energy (Edinburgh and Senegal) and Savannah Petroleum (Niger) and outside the Oil and Gas industry, Cambridge University to the Scottish Parliament.

In addition to numerous military qualifications including passing the Advanced Command and Staff Course, Toby is certified by the Business Continuity Institute, is a qualified practitioner in the Management of Risk and in Health and Safety in the workplace.



### **Keith Brown – Scottish Government**

Keith Brown was appointed Cabinet Secretary for Justice and Veterans in May 2021.

He served with the Royal Marines before pursuing a career in local government administration, where he was also an active trade union representative with UNISON. He is a graduate of Dundee University and studied at the University of Prince Edward Island.

Mr Brown has been a Member of the Scottish Parliament since 2007 and is currently the constituency MSP for Clackmannanshire and Dunblane. Before his election he served for 11 years as a councillor in Clackmannanshire and held the post of Council Leader from 1993 to 2003.

He became Minister for Skills and Lifelong Learning in February 2009 and has since held a number of ministerial roles before becoming Minister for Transport and Veterans in September 2012 and Cabinet Secretary for Infrastructure, Investment and Cities in November 2014. He was appointed Cabinet Secretary for the Economy, Jobs and Fair Work in May 2016.



**Kate Needham-Bennett - EMEA Head of Financial Services Go-To-Market**

Kate Needham-Bennett is a Resilience specialist based in the UK working with organisations worldwide, exploring how they might develop their risk and resilience programmes with Fusion. To date, she has been working as a practitioner in financial services setting up programmes for M&A resilience onboarding, crisis management, and operational resilience to meet the regulations. Kate is now focusing on how technology can help make resilience easier, quicker and more affordable for others, leaving them room to focus on innovations.



**Keith McDevitt – Cyber Resilience Integrator**

Following a 30-year career in policing which included leading cyber investigations in 2013 Keith joined the Scottish Government to support the development of cyber policy and strategy. In November 2015 the Scottish Government launched Safe, Secure, Prosperous a Cyber Strategy for Scotland which was followed in 2021 by **The Strategic Framework for a Cyber Resilient Scotland**.

Keith was responsible for establishing the Cyber Scotland Partnership a collaborative leadership approach to focus efforts on improving cyber resilience across Scotland. He leads the Scottish Governments National Cyber Incident Co-ordination arrangements and is currently working on the Scottish Government’s commitment around bringing forward the establishment of the Scottish Cyber Co-ordination Centre (SC3) as a recognised, authoritative and collaborative function to combat the accelerating threat of cyber-attack to Scotland.



**Chris Butler – Managing Consultant, Databarracks**

Chris has worked as a consultant in Resilience and Security since retiring from 20 years of military service in 2012. Initially working in high-hazard industries, notably the UK’s nuclear sector, he specialises in helping Board-level Executives to improve and develop their leadership in a crisis, with a focus on cyber risk. Chris also helps our clients develop their strategies and frameworks for organisational and operational resilience, including leadership development and full lifecycle Business Continuity implementation.

Chris has worked with customers in finance, insurance, healthcare, not-for-profit and automotive sectors. He is a fluent French speaker who has had a number of clients in Sweden, France, Belgium and Luxembourg, in addition to clients in the UK.

SC cleared, Managing Successful Programmes (MSP) practitioner, Management of Risk (MoR) practitioner, Change Management, Fellow of the Institute of Leadership and Management and qualified/certified Level 7 Executive Coach and Mentor. Member of the Business Continuity Institute. Certified Information Security Manager (ISACA).





## OUR EXHIBITORS AND SPONSORS



Fusion Risk Management is a leading industry provider of cloud-based software solutions for operational resilience, encompassing risk management, third-party risk management, information technology and security risk, business continuity and disaster recovery, and crisis and incident management. Its products and services take organisations beyond legacy solutions and empowers them to make data-driven decisions with a comprehensive and flexible approach through one system. Fusion and its team of experts are dedicated to helping companies achieve greater operational resilience and mitigate risks within their businesses.



F24 is Europe's leading Software-as-a-Service (SaaS) provider for crisis management, emergency notification, and business messaging. With FACT24 we offer a highly innovative solution that supports clients worldwide in the efficient and successful management of incidents, emergencies and crises. In addition, the eCall platform offers solutions for high volume confidential communications.



More than 3,000 clients worldwide rely on F24 to meet their needs for crisis management or the daily communication of confidential information. Our clients operate in sectors ranging from energy, healthcare, industry, finance, IT, tourism and aviation through to a wide variety of public organisations.



Riskconnect is the leading integrated risk management software provider. Our technology empowers organisations with the ability to anticipate, manage and respond in real-time to strategic and operational risks across the extended enterprise. More than 1,300 customers across six continents use our unique risk-correlation technology to gain previously unattainable insights that deliver better business outcomes. Riskconnect has more than 700 risk management experts in the Americas, Europe and Asia.





Inverroy Crisis Management was founded on the belief that no organisation should be unprepared for the realities of today's world. We have been operating at the forefront of organisational resilience since 2015.

Having seen first hand how a poorly prepared organisation can crumble in the face of adversity, we set out to enhance the resilience of companies in the oil and gas sector almost seven years ago, in the hope that we could make a difference to the lives of its employees, its stakeholders and the general public.

Since then, we've diversified into a wide variety of sectors, bringing our cross-industry expertise to boardrooms and beyond. We've helped some of the world's largest organisation understand their risks, develop plans for those situations and train their people to responds effectively under pressure.



EST. 1884

M & S is a leading British retailer bringing quality, great value food, clothing and homeware to millions of customers around the world. With more than 1,509 stores and over 100 websites globally they also provide a range of financial services including credit cards, savings and insurance



Plan B Consulting is an award-winning consultancy specialising in Business Continuity, Crisis Management, Cyber Incident Management, and ISO 22301 certification to clients globally. Our consultants are at the forefront of crisis management and business continuity, helping organisations like yours prepare for, respond to and recover from any impactful event.





CSSC Scotland facilitates the two-way sharing of safety, security, and resilience information between the public and private sectors so that businesses can make informed, appropriate decisions, and keep their operations running, as well as keeping their people, assets and customers safe. We ensure that, as incidents take place, there is an authoritative voice from one information source, giving a clear message. CSSC Scotland has support from key public and private sector partners in Scotland, including Police Scotland, the Scottish Government, Transport Scotland, the Scottish Business Resilience Centre, and a range of businesses.



Databarracks is the global leader in Public Cloud continuity.

We deliver **award winning resilience and continuity services**, supported 24/7/365 by our team of recovery experts.

We help organisations get the most out of the cloud and protect their data, wherever it lives.



The National Counter Terrorism Security Office (NaCTSO) is a police hosted unit that supports the 'protect and prepare' strands of the government's counter terrorism strategy. NaCTSO develop free authoritative advice and guidance to support communities and businesses to counter terrorism. NaCTSO are also responsible for managing the new counter terrorism and security platform and app, ProtectUK.





The CyberScotland Partnership is a collaborative leadership approach to focus efforts on improving cyber resilience across Scotland. Sixteen of Scottish Governments key strategic stakeholders have come together in a formal partnership arrangement to drive the delivery of activities that will achieve the outcomes of The Strategic Framework for a Cyber Resilient Scotland. The partnerships web portal [www.cyberscotland.com](http://www.cyberscotland.com) seeks to be the single go to place for cyber advice guidance and resources.



Glasgow Caledonian University (GCU) is a distinctive, inclusive and forward-looking university that is committed to its social mission to promote the Common Good. Our university community of 1,500 staff and nearly 22,000 students from more than 100 countries enjoy state-of-the-art facilities across each of our campuses in Glasgow, London and our postgraduate college based in New York. Our risk management programme was launched in 1993. You can study either at Honours or MSc level, and we offer full-time and part-time options that can be accessed on-campus or via our popular distance learning platform. There are no other programmes of this kind in the UK. The programmes are both IRM and CII accredited, and both focus on organization resilience and risk management. Their aim is to provide learners with academic credentials that complement their current work experience while pursuing a career in a risk management-related field in any industry sector. By working closely with industry bodies and employers, we produce graduates who are ready to contribute to the private, public, and third sectors. On the day, please don't hesitate to talk with us about our courses if you would like to get involved as a learner or to offer support as a risk practitioner.



University for the Common Good



**The UK's leading Operational Resilience provider for more than 30 years.** Our availability services can keep your organisation resilient, always-on, and recoverable at every stage of your digital journey. As well as delivering industry-leading operational resilience services, we also add value to your business-as-usual. This flexibility is 'built-in' to our services. It means you can manage peaks in demand, staff training, testing, and for the introduction and development of modern technology, and so on.



## OUR DELEGATES

List of people in table format.