



Scottish Continuity

SCOTTISH CONTINUITY

'Sustaining a Resilient Community'

Resilient Scotland Conference

Wednesday, 1st February 2023 | 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	WELCOME ADDRESS Welcome from Matthew Wardner, Chair, Scottish Continuity
Learning from the Past	
9.20am – 10am	<p>Scottish Environment Protection Agency - Robbie MacDonald</p> <p><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></p> 
10am – 10.30am	<p>Transport for Edinburgh, George Lowder MBE</p> <p><i>Lessons Identified from the delivery of Operation Unicorn and Operation Forth Bridge</i></p> 
10.30am – 11am	REFRESHMENTS, NETWORKING, RESILIENCE ZONE AND EXHIBITION VIEWING
11am – 11.40am	<p>Jim Preen Media</p> <p>Sorry not Sorry.</p> <p><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></p> 
11.40am – 12.20pm	<p>Matthew Wardner and Sandra Riddell</p> <p><i>A reflection on the last 12 months and challenges of the future</i></p>  <p style="text-align: right;">Scottish Continuity</p>
12.20pm – 1pm	LUNCH, NETWORKING, RESILIENCE ZONE AND EXHIBITION VIEWING
Preparing for the Future	
1pm – 1.40 pm	<p>PANEL DISCUSSION</p> <p>Jim Preen, Robbie MacDonald, Chris Butler and James Houston</p>

<p>1.40pm – 2.10pm</p>	<p>Professor Linda Bauld</p> <p>Learning from the Pandemic and Covid Recovery</p> <p><i>An overview of Covid, Covid recovery in terms of social issues and post pandemic preparedness.</i></p> 
<p>2.15pm – 3pm</p>	<p>FUSION - Rich Cooper</p> <p>Operational Resilience: Rewriting the Stars</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> 
<p>3pm - 3.30pm</p>	<p>NETWORKING, RESILIENCE ZONE AND EXHIBITION VIEWING</p>
<p>3.30pm – 4.10pm</p>	<p>before nine – Dr Aarti Anhal</p> <p>Preparing ourselves for the future: A strengths-based approach</p> <p><i>In this engaging and interactive session, Dr Aarti Anhal, Founder of before nine, will bring her trademark blend of organisational resilience experience and Positive Psychology expertise to the subject of our crisis performance as resilience professionals. Now that we understand more about what drove our own performance during the pandemic, Aarti will help us look to the future by exploring: i) what it takes to have 'situational awareness' of ourselves, ii) the key human performance indicators we should be tracking, and iii) how we assure our readiness to lead the organisational response to concurrent disruptions and crises. She will introduce delegates to the 'light' and the 'dark' sides of their character strengths, and provide examples of how these show up in ourselves - daily and under pressure – as well as in our Crisis Teams, strengthening or undermining our performance. Expect to come away from the session with greater self-awareness, tools to regulate your behavioural tendencies under pressure, and a new lens through which to evaluate the performance of your Crisis Leaders and Teams.</i></p> 
<p>4.15pm – 4.45pm</p>	<p>Plan B Consulting – Charlie Maclean Bristol</p> <p>Is your incident team ready to manage an incident?</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>4.45pm – 5pm</p>	<p>WHAT NEXT FOR SCOTTISH CONTINUITY? PRIZE DRAW</p> <ul style="list-style-type: none"> 1 x Lenovo Chromebook 1 x Greadio Wind Up Flashlight Radio 1 x 'When the Dust Settles' – Lucy Easthope 1 x 'Business Continuity Management: A organisational guide' – James Crask <p>Free Access to the before nine® online Resilience Foundation Course for 5 people, offered by Dr Aarti Anhal (golden tickets in your bag!)</p> <p>Condition of prize. Complete the feedback to be eligible and winner MUST BE in the audience in the auditorium today.</p>

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.



George Lowder MBE– Chief Executive, Transport for Edinburgh

George took up the post of Chief Executive of Transport for Edinburgh (TfE) in January 2016. TfE is the parent company of Lothian Buses and Edinburgh Trams. The TfE Group carries some 125 million passengers each year, with revenue of £190M, investing some £25M in new fleet and equipment. Since George took up the post TfE has developed and secured unanimous support for a 5-year Strategy for Delivery 2017 – 2022, much of which has been incorporated into the City of Edinburgh Mobility Plan 2033. TfE has taken tram advertising “in house” and launched an innovative £4.5M cycle hire scheme for The City. Other TfE projects include support to the development of the tram network, taking tram to Newhaven, future cycling projects, Wayfinding, transport support to Festivals and a Driver Safety Innovation Challenge. George has a wide-ranging coordinating role for Edinburgh’s involvement in major events, that included COP 26 and Edinburgh’s contribution to the events associated with the death of Her Majesty, Queen Elizabeth II, in Scotland, on 8 September 2022. Of course, for the last 3 years, he has been deeply involved in TfE’s response to COVID, at the heart of securing Scottish Government funding to maintain services for essential and key workers. In 2022 the TfE Group continued to deliver COVID Recovery plans and implemented the Scottish Government’s Under 22 Concession Scheme. George chaired UK Tram Ltd, the company representing all UK tram operators, for 3.5 years until December 2022. In late 2021 and early 2022 he led the effort to deliver a Ministerially endorsed Strategy for Light Rail in the UK and secured 3 years of further DfT funding for UK Tram and the Light Rail Safety and Standards Board. He is a Vice President and Member of the Governing Council and Operating Board of The Edinburgh Chamber of Commerce Prior to his appointment with TfE, George served in Defence for some 35 years. Having attended school in Edinburgh, he was commissioned in 1981. He then studied Scots Law at Aberdeen University, graduating in 1986. He gained a Masters’ Degree from Cranfield University in 1995 and studied Personnel Management at Strathclyde University in 2002. In August 2016 George was appointed as The Chair of Scottish Veterans’ Residences, who house and care for homeless ex-service and Merchant Naval personnel, from all over the UK. Until recently he was a long serving Trustee of The Royal Regiment of Scotland and Chair of their Finance and Investments Committee. He is Chairman of Trustees and President of The Association of The Royal Scots and is Chairman of The Royal Scots War Memorial Fund.



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
- 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 – Global Head of Financial Service Go-To-Market, 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.



Dr Aarti Anhal – Founder of before nine

Aarti is the founder of before nine, a consultancy that helps organisations sustain optimal performance through a Positive Working approach that enables employee and employer to thrive during good times and periods of adversity, crisis and change. Through coaching, training and advisory support, Aarti and her team integrate the drivers of wellbeing, resilience and agility into organisational systems, leadership and culture. They employ a unique blend of evidence-based psychology interventions and behavioural techniques with organisational resilience and transformation strategies, bringing out the best in people, optimising ways of working and enabling organisations to sustain success, whatever the world throws at them. Prior to establishing before nine in 2017, Aarti held senior roles at Olive Group, Crisis Solutions and 4C Strategies, delivering advisory support to FTSE companies and government agencies on operational risk and resilience. In her capacity as UK COO at 4C Strategies, she was responsible for establishing and growing the Swedish risk solution provider's UK business whilst supporting the resilience efforts of both the corporate and military sectors. Having completed her PhD at the University of Cambridge over ten years ago, she has recently completed a PGDip in Applied Positive Psychology and Coaching Psychology at UEL. She speaks regularly at industry conferences, most recently delivering the keynote "Resilience Cult vs Resilience Culture" at BCI World Virtual 2021.



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).



Chris Butler MBCI CISM – Head of Consulting, Databarracks

Following a 20-year military career in Army Aviation, Chris has worked in Resilience and Security since retiring in 2012. He joined Databarracks in 2022 to lead and grow the company's Business Resilience and Continuity advisory services.

Initially engaged in high-hazard industries, notably the UK's nuclear sector, Chris specialises in helping Board-level executives to establish a resilience policy and strategy for their businesses, and to improve and develop their leadership in a crisis. Chris also helps clients develop their strategies and frameworks for organisational and operational resilience, including Business Continuity lifecycle implementation.

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

SC cleared, with certifications in Risk, Programme and Change Management behind him, Chris is a Fellow of both the Institute of Leadership and Management and the Chartered Management Institute. He is a certified Level 7 Executive Coach and Mentor. He's recently joined the British Standards Institute as a Committee Member in the Continuity and Resilience workstream.



Matthew Wardner – Managing Director, Inverroy Crisis Management / Chair of Scottish Continuity Group

Matthew was commissioned into the British Army in 1985. He completed operational tours in Northern Ireland, Bosnia, Iraq and Afghanistan before leaving the Army in 2012.

He joined Altor Risk Group (now Restrata) as a Project Manager and 18 months later was the European Business Unit Leader. Matthew left Altor to become the Crisis Management Leader for Genel Energy. Following the delivery of this project, Matthew established Inverroy Crisis Management Limited in March 2015 (www.inverroy.com).

Since leaving the Army 10 years ago, Matthew has delivered Emergency Response, Crisis Management and Business Continuity projects to a wide range of clients from diverse sectors both in the UK and overseas, with a primary focus on the energy sector.



Sandra Riddell - MBCI, CPP, Business Resilience Manager, DXC Technology

My mission is to keep on building and improving our global resiliency programme, promoting a constant state of readiness across our organisation. I encourage everyone to pragmatically look (and prepare) for what's ahead, how situations could impact our people and mission critical activities. Key also is to learn from our past (the good, the bad and the ugly) and improve! We can't stand still in a 'perma-crisis' state. Specialities include Crisis Management and Business Continuity Program governance, management and oversight, Business Continuity Community Groups, Awareness and training programs, horizon scanning and evaluation, exercising anything (I love it) and communicating preparedness to multiple stakeholders! I am a life-long learner with a passion for knowledge and regularly swim in the sea. Come say hello!



James Houston – PwC Partner UK (Fusion)

James is a Partner in the PwC Financial Services team leading the FS Operational Resilience practice. He has a background in the development and implementation of regulatory and controls reporting frameworks with recent credentials including leadership and delivery of an operational resilience programme for a FTSE100 Life insurance client, implementing the Fusion Framework System for Business Continuity and Operational Resilience. He is currently leading the implementation of Operational resilience requirements at a number of global FS organisations and leads the alliance with Fusion Risk Management globally.



OUR SPONSORS AND EXHIBITORS



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.



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 organisations understand their risks, develop plans for those situations and train their people to respond effectively under pressure.



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.





We specialise in providing highly resilient mass notification services – Alert Cascade are one of the only truly UK based providers, with our staff physically located here in the UK and available to assist you 24/7/365. As well as having decades of sector specific experience as a service provider, our senior management team have “boots on the ground” experience of managing major incidents. Combined with our in-house development team, that puts us in the unique position of being able to share “best practice” from customers we work with, add in our first-hand experiences, and provide real world solutions using cutting edge technology. When seconds count, we help you get the right information, to the right people, at the right time.



Databarracks is the technology and business resilience specialist.

In 2003, we launched one of the world’s first managed Backup services to bring indestructible resilience to mission critical data. Since then we’ve developed a suite of services built with superior technology, support and security at their core.

Today, we deliver **award winning IT 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.

And we back this up with unbeatable support. There’s no such thing as ‘above and beyond’ for our engineers because they only work to one standard: to keep your systems running perfectly.

Enterprise-class continuity, security and resilience. Accessible for all.



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.





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.



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 seeks to be the single go to place for cyber advice guidance and resources.



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.





University for the Common Good

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.



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.



Here at Edinburg Dog and Cat Home, we protect loving homes, find loving homes and run a loving Home.