

Common sense, compassion, continuity - *the human dimension of business recovery*



An ICAS seminar

Friday 18 November 2005 10.00am to 12.00 noon

Sheraton Heathrow Hotel, Heathrow Airport

PLUS
Optional tour of
British Airways
Emergency Procedures
Information Centre
(EPIC)



Business recovery: the facts

- Mass fatality accidents have a greater effect on reputation and share value than corporate crises*
- Only 33% of London based medium sized companies have business continuity plans**
- 46% of all UK businesses do not have a business continuity plan
- Companies that plan for and manage major crises have a competitive advantage over those that do not***
- Employers that fail to safeguard the security of staff and visitors can face criminal prosecution leading to imprisonment
- Resilience is defined as the ability to withstand and recover quickly from external events – how resilient are you?

*Oxford Metrica, Oct 2005 **Cable & Wireless, Sept 2005 ***Softening the blows of disaster, Sept 2005

This year alone a series of disasters, both natural and man made, have awakened awareness of the requirement for business continuity planning and made us ask how we would manage in the face of a major critical incident.



Organisations who consider, assess and plan have a commercial edge on those that don't. This ICAS seminar offers commercial insight into what to do and how to plan for the worst eventualities.

Programme

- 8.30am First tour of EPIC
Hazel Veal, Contingency Planning Manager, British Airways
- 9.30am Registration and breakfast
- 10.00am Welcome and introduction
Stephen Galliano, Managing Director, ICAS
- 10.05am Her Majesty's Government Resilience Agenda
How the government prepares for crisis and emergency
Cheryl Plumridge OBE, MBA, Director Capability Programme, Cabinet Office
- 10.45am How Egg prepares its staff for the psychological effects of business threat or trauma - the philosophy, process and training of first response volunteers
Stephen Austin, MBCI, Business Continuity Manager, Egg
- 11.10am The importance of staff support in the first minutes and hours of a traumatic or critical incident. DuPont's education, process and ideas
Thomas Spiers, Employee Assistance Programme Manager, DuPont EMEA
- 11.35am Individual, team and organisational recovery following a crisis
Mandy Rutter, Clinical Manager, ICAS
- 12.00 noon Second tour of EPIC
Hazel Veal, Contingency Planning Manager, British Airways

What you will take away from the seminar:

- Awareness of the Government's position and plans for emergencies
- How to question the effectiveness of your business continuity plans in addressing people issues
- An understanding of the affects of trauma on staff, management and the organisation
- How to build resilience in your managers and employees
- The benefits of preparation and how it will aid your organisation's recovery

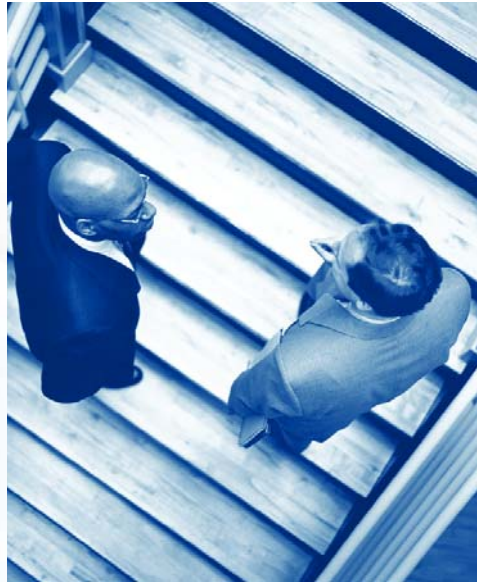
About ICAS

ICAS, established in 1987, is one of the world's leading providers of employee support and behavioural risk management services.

With expertise in all aspects of behavioural risk, ICAS provides companies and organisations with assistance and support on a broad range of issues that affect an employee's ability to perform at work.

ICAS has 18 years experience of assisting individuals and organisations, in both the private and public sectors, in the aftermath of critical incidents and large-scale disasters.

With operations in 17 countries spanning six continents, ICAS supports more than one million employees in over 500 companies worldwide, 24 hours a day 365 days a year.



British Airways Emergency Procedures Information Centre (EPIC)

EPIC was set up by British Airways to collate and co-ordinate information and manage the calls that come in in the aftermath of a major airline incident. There are often thousands of calls in the first few hours and days following an incident. These can come from family and friends, the media, authorities, and future travellers.

Invoking EPIC takes the strain off the organisation and allows them to deal with the crisis and to carry on normal business for example, reservations lines can continue to take new business in order to maintain the economic lifeblood of the company. It is staffed by trained volunteers from within the British Airways workforce.



Booking form - Common sense, compassion, continuity

How to reserve your place

Please complete the booking form below and return it by fax on 01908 285208 or detach and post (no stamp required). [Alternatively, email ssstanley@icasgroup.com with your requirements.](mailto:ssstanley@icasgroup.com)

Fee per delegate (to cover costs) including breakfast, refreshments and delegate pack:

£95.00 + VAT (Total £111.62)

Delegate name: Job title:

Organisation:

Address:

..... Postcode:

Tel: Fax:

Email:

Additional delegates

Name: Job title:

Name: Job title:

Please indicate any dietary or other special needs:

.....

Tour of EPIC (Book now as places are limited and we cannot guarantee availability on the day)

Name: 8.30am 12.00 noon

Method of payment (Full payment is due a minimum of two weeks prior to the event)

Cheque enclosed (cheques made payable to Independent Counselling and Advisory Services Ltd.)

Please invoice my company at the following address:

.....

VAT Number: Purchase Order No:

The small print

If you are unable to attend you may send a substitute. However a refund cannot be made for cancellations received less than 14 days before the seminar is scheduled to take place. There is a fee to cover venue and administration expenses for cancellations received more than 14 days before the course start date.

Speakers and venue may be subject to change, and where the circumstances are beyond our control, no refund can be provided.

Data Protection Act

The personal information you provide will be held on our database and used by ICAS to inform you of any services we believe might be of benefit to you. Please tick the box if you do not wish to have your details used for this purpose . I am happy to receive information by email on other ICAS services and offers .

No
stamp
required

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Speakers

Cheryl Plumridge OBE, MBA, Director Capability Programme, Cabinet Office

Cheryl joined the Ministry of Defence in 1982 since when she has held a number of posts in crisis management, finance, equipment procurement and defence and foreign policy. In 1993 she held the post of First Secretary Political at NATO HQ, Brussels, and between 1994 and 1997 she spent nearly three years in the Former Yugoslavia based in Split, Croatia and then in Banja Luka, Bosnia where she was Political Adviser to General Mike Jackson and then Head of the Office of the High Representative (Western Bosnia). In 2001, she was drafted into the Ministry of Agriculture Fisheries and Food to assist the Government's response to Foot and Mouth Disease and in 2001-02 she was sponsored by the Ministry of Defence to undertake a Masters degree in Business Administration (MBA) at Imperial College, London.

Cheryl has worked in the private offices of three Defence Ministers, including George Robertson, and last year was the Senior Political Adviser to British Forces during the war with Iraq (based in Qatar). In May 03 she took up post as the Coalition Provisional Authority Deputy Regional Coordinator for Southern Iraq (based in Basra) before leaving Iraq to take up post in the Cabinet Office in July 03.

Cheryl's current post as Director of the Capabilities Programme entails leading and co-ordinating cross-government planning in response to a major crisis and producing UK's National Risk Assessment. Cheryl also has a role in crisis management and was a member of COBR during the recent London bombings (Jul 05) and worked in Washington DC with the US agencies during the response to Hurricane Katrina (Sept 05).

Stephen Austin, MBCI, Business Continuity Manager, Egg

Stephen has over 22 years of experience in Financial Services with NatWest Bank, PriceWaterhouseCoopers and Egg.

During 18 years with NatWest he secured and maintained executive commitment and developed Business Continuity and Emergency Response plan's for NatWest UK's domestic mortgage operation. He joined Egg in 2001 with responsibility for Crisis Management and Business Continuity.

Stephen has overall responsibility for the ongoing development, maintenance and governance of Egg's Corporate Major Incident Framework.

Stephen became a member of the Business Continuity Institute in 2003 and is a member of the BCI's North Midlands Forum.

Thomas Spiers, Employee Assistance Programme Manager, Dupont EMEA

Thomas' interest in trauma and its effects stems from growing up in Northern Ireland where he was surrounded by domestic and political violence. Thomas is a psychotherapist specialising in Sensory Motor Psychotherapy, a body centred approach.

Head of Counselling for a number of years with London Underground, he developed their in house counselling and trauma service. He now works with Dupont with the global Critical Incident team and his role is to address all Critical Incident needs worldwide.

Mandy Rutter, Clinical Manager, ICAS

Mandy Rutter trained as a psychologist and counsellor. She started working with the airline industry investigating the effects of accidents on pilots, crew and passengers. She then moved into the counselling arena working with children and families who had suffered trauma.

For the past 10 years, Mandy has worked at ICAS, her role involves responding to organisations who have experienced both local and major incidents. Mandy and her team develop post-trauma support, workshops and training courses to employees and managers on a daily basis.

A history of crisis support

ICAS has been supporting organisations in the aftermath of critical incidents since 1988. ICAS CRISIScall service is activated frequently each week, dealing with literally thousands of such incidents, both large and small on a worldwide basis, from individual problems to earthquakes, terrorist bombs and large scale accidents.

Large-scale deployments involving support, counselling and management for hundreds of affected people (staff, passengers, customers, general public etc.) in the UK has included:

- IRA bombing London (February 1991)
- IRA bombing Manchester Arndale Centre (June 1996)
- Southall rail crash (September 1997)
- IRA bombing Omagh (August 1998)
- Ladbroke Grove rail crash (October 1999)
- Hatfield derailment (October 1999)
- Selby rail crash (February 2001)
- Oil Refinery explosion (April 2001)
- Potters Bar rail crash (May 2002)
- Detention Centre fire (February 2002)
- Carillion Rail incident (February 2004)
- Ship explosion (November 2004)
- Tsunami Gatwick airport (January 2005)
- London Bombings (July 2005)

Incidents overseas have included work following airport activations, earthquakes, rail crashes, terrorism and civil unrest. These have occurred in many countries, but in particular, Spain, Turkey, USA, Nigeria, Indonesia and Bahrain.

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