

4th Annual Chief Security Officer Summit 2010

Building Resilience: Strategic Security in Ever Changing Threat & Economic Conditions
1st – 3rd December 2010, Radisson Blu Palais Hotel, Vienna Austria *****

MIS Training's 4th Annual Chief Security Officer Summit – Vienna 2010 expands on this successful event series. Supported by key industry groups, inter-governmental organisations and security associations from across the globe, this event will bring together senior security directors to tackle the most critical and strategic security challenges at the very highest level. A truly international speaker panel boasts some of the world's leading security experts and security directors from leading businesses, government and law enforcement. Europe's premier event is the ideal forum for security directors as well as heads of investigations and financial crime to benchmark and challenge the latest security challenges. Gain inspiration from peers to motivate and direct your security and investigations teams on a global scale.

AGENDA AT A GLANCE...

Day 1 Security Assessment & Risk Mitigation Strategies to Ever Challenging Threat & Economic Conditions

- National Security, Political Risk & Security Threat Assessments
- Illicit Trade, Fraud, Corruption & Loss Prevention, Integrity Due Diligence, Vetting & Intelligence

Day 2 Response & Counter-Measures to Secure People, Property, Data, Reputation, Profits

- Securing People, Hotel & Travel Security
- Security Investigations
- Maritime Piracy, Dealing with Kidnap & Ransom
- Crisis Planning & Incident Response

Day 3 NEW for 2010 - Chief Security Officers' Roundtable: Security for Business Resilience & Strategic Value (Held Under The Chatham House Rule)

OPENING KEYNOTE SPEECH BY:

- **Esther Stern**, Director, Office of Internal Oversight (OIO), Organization for Security Cooperation in Europe (OSCE) – Vienna

NEW INTERNATIONAL SPEAKER PANEL FOR VIENNA 2010 INCLUDES...

- **Don Randall MBE**, Head of Security, Bank of England
- **LTC (R) William J. Godbout**, Head, Security Unit, African Development Bank
- **Captain Max Hardberger**
- **Andy Blackwell**, Head of Aviation Security, Virgin Atlantic
- **Andy Williams**, Regional Director Global Safety and Security: Europe, Middle East, Africa, Marriott Hotels International Ltd
- **Phil Davies**, Head of Investigations, British Sky Broadcasting Ltd
- **Dennis Amachree**, Country Security Manager, Addax Petroleum Development (Nig.) Ltd – Nigeria
- **Crawford Robinson**, Director, Global Compliance Investigations, AstraZeneca – UK

...AND BACK BY POPULAR REQUEST WITH NEW UPDATES

- **David Burrill**, Director, BurrillGreen Ltd
- **Dr Sally Leivesley**, Managing Director, Newrisk Limited
- **Simon Scales**, Director Global Investigations, TNT Express
- **Sergey Martynov**, Chief Audit Executive, Siberian Coal Energy Company - Russia
- **Lady Olga Maitland**, CEO, Money Transfer International & Founder, Defence & Security Forum & Special Advisor to the President and Government of Equatorial Guinea – UK
- **Dr. Eduardo Gelbstein**, Adjunct Professor, Webster University, Geneva, Former Advisor, UN Board of Auditors & Former Director, UN International Computing Centre

PREVIOUS EVENTS IN THE CSO SUMMIT SERIES INCLUDE...

- 1st Annual Chief Security Officer Summit 2007 – Amsterdam
- 2nd Annual Chief Security Officer Summit 2008 – Geneva
- 3rd Annual Chief Security Officer Summit 2009 – Barcelona

KEY OBJECTIVES OF THE SUMMIT...

- ✓ **Provide critical updates on the latest security threats and challenges to business:** loss prevention, travel & hotel security, intellectual property, supply chain security, piracy, terrorism, executive protection, kidnap & ransom, internal theft, fraud & corruption, illicit trade, counterfeit, competitive intelligence, brand protection, cyber security, investigations...
- ✓ **Develop further security talent in business and government** through exposure to international security practices and to achieve greater recognition of security's critical role in the Boardroom and with senior management.
- ✓ **Facilitate dedicated global networking** with an international peer group to build trust based relations and to encourage future collaborations with business and government.
- ✓ **Benchmark and share** successful implementation of new security strategies and best practices via proven case studies.
- ✓ **Inspire teams** via high profile keynotes, lively panel debates, focused streams, hands on workshops, scenario planning – practical action plans

SAMPLE OF TESTIMONIALS TO THE CSO SUMMITS...

- *"If you want to engage with security experts and exchange high level experiences that's the conference you want to be at!" - Seagate*
- *"If you want to know the current state of affairs & future security trends this is the place to be!" –Chief Security Officer, Bank Credibom Portugal*
- *"An interesting mix of experienced & knowledgeable speakers, relevant subjects & seamless organisation added up to an excellent summit" –Managing Director, STD*
- *"Each day was excellent, packed with issues that could be discussed and were relevant to my business" - Director, SSR Personnel*
- *"Real value for money. Helps in getting to know other good security practices to compare against our own and enhance our practices to bring further value to our business" – Director, Bank Muscat*

RECENT KEYNOTE SPEAKERS AT CSO SUMMITS INCLUDE...

- **Frank Gardner OBE**, *Security Correspondent, BBC*
 - **Mark Winsloe**, *Head of Asset Protection, Serious Organised Crime Agency, UK*
 - **Efraim Halevy**, *Former Director, Israeli Mossad (1998 – 2002)*
 - **Jan Borgen**, *Secretary-General, Transparency International, Norway*
 - **Ambassador Fred Tanner**, *Director, Geneva Centre for Security Policy*
 - **Dr Olivia Bosch**, *Director, International Security and Communications Ltd London & Former UN Weapons Inspector*
 - **Earl of Erroll**, *House of Lords, UK*
 - **Alan McQuillan**, *Interim Director, Asset Recovery Agency (UK)*
 - **Christian Sommade**, *Executive Director, French High Committee for Civil Defence & President, European Homeland Security Association*
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DRAFT AGENDA 2010

CHIEF SECURITY OFFICER SUMMIT

DAY ONE: WEDNESDAY 1ST DECEMBER 2010

Security Assessment & Risk Mitigation Strategies to Ever Challenging Threat & Economic Conditions

- National Security, Political Risk & Security Threat Assessments
- Illicit Trade, Fraud, Corruption & Loss Prevention, Integrity Due Diligence, Vetting & Intelligence

08:30 Coffee & Registration

09:00 Chairman's Introduction

1. Failures in Security: the Power of Oversight in Sustaining Good Practice – Opening Keynote Speech

A key responsibility of government is to provide security for its citizens. Security lapses can undermine the credibility and legitimacy of governments and international organizations. Reviews of security failures show recurring themes and while there is always a rush to implement the recommendations, the lessons learned are often not institutionalized over the longer term. This address will explore the role of oversight in helping institutions to sustain and strengthen their security response in the emerging global environment.

Esther Stern, Director, Office of Internal Oversight (OIO), Organization for Security Cooperation in Europe (OSCE) – Vienna

Esther Stern is the Director of Internal Oversight at the Organization for Security and Co-operation in Europe (OSCE). She has headed the audit, investigation and evaluation functions for the last three years. Previously, she was the Senior Inter-regional Adviser at the United Nations (UN), where she worked with global, regional and national institutions in the fight against corruption and in strengthening oversight. She also held the position of Director of the UN's Department of Audit and Management Consulting; and of Principal, Office of the Auditor General of Canada.

2. The National & International Security Threat: Partnership Between The Public & Private Sector Agencies To Identify, Prevent, Deter & Detect The Reality– Keynote **Don Randall MBE, Head of Security, Bank of England**

3. Maintaining Security Resilience In Challenging Threat & Economic Conditions – Key Case Study

As Islamists retain their unhealthy interest in civil aviation and the industry faces some of the most challenging economic conditions in its history, Andy Blackwell, Head of Aviation Security with Virgin Atlantic, outlines the methods his company uses to deliver resilient yet affordable security. Delegates will learn:

- ✓ An overview of the primary security and financial challenges facing the aviation industry
- ✓ 'Smart Security' - Examples of how security can be adapted to ensure both resilience and affordability
- ✓ Tips for influencing financial decision makers involved in security spend

Andy Blackwell, Head of Aviation Security, Virgin Atlantic

Morning Coffee Break

4. Avoiding Catastrophic Failure through Business Security and Reputation Governance: Top Risks for CSOs 2010-2012 – Keynote

- ✓ Discussion: Europe, Iraq, Iran, North Korea, Pakistan, Somalia, Yemen, North America, England and Northern Ireland and rest of world.
- ✓ Risks of Cyber terrorism
- ✓ Risks of CBRN Terrorism (chemical, biological, radiological, nuclear)
- ✓ Case Studies and Discussion of two top risk events: BP and London 2012
 - Catastrophic Risks of each event
 - Establishing Reputation Governance
 - Critical Dimensions for National/International Security
 - Critical Dimensions for Business Security
 - Managing time-lines and Reputation –and when plans fail
 - Considering a global media swarm /24 hour/15 minute per hour coverage
 - Logistics of ten thousand journalists and visual consequences of technology
 - Crisis response/ risk pre-emption/ global markets



- Psychology of reputation risk management
- Benefits of CSO Advice and Operations
- Impacts of top events on other Global Companies

Dr Sally Leivesley Managing Director Newrisk Limited

5. **Cyber-Crime & Advance Fee Fraud – Key Case Study**
LTC (R) William J. Godbout, Head, Security Unit, African Development Bank

Lunch

6. **How to Steal a Ship: Battling Scoundrels & Pirates While Recovering Stolen Ships in the World's Most Troubled Waters – Special Keynote**

Capt. Max Hardberger recounts his adventures repossessing ships and sneaking them out of corrupt third-world countries, often under threat of death or imprisonment. His journeys lead him from Venezuela to East Germany to the chaos of Haiti during the 2004 revolution. His adventures in rescuing ships pit him against a rogue's gallery of antagonists, including clever corporate mobsters, modern-day Caribbean pirates, and the Russian mafia. In sea ports the world over, a small bribe paid to a local official allows "white collar pirates" to seize ships from their legitimate owners. To recover the multimillion-dollar vessels, aggrieved ship owners call on Max Hardberger, a maritime lawyer turned high-seas repossession man.

- ✓ Latest protective measures
- ✓ Maximise crew capability
- ✓ Effective hijack management
- ✓ What support is available?

Captain Max Hardberger

These experiences are truly unique. At various times in his life, Max has worked as a ship captain, newspaper reporter, English and history teacher, crop duster, private investigator, maritime lawyer, flight instructor, ship surveyor, commercial aircraft pilot, sailing instructor, insurance adjuster, vessel repossession specialist, filmmaker, oilfield mud engineer, stuntman, ship breaker and even a drummer in a blues band. His adventures have taken him throughout the world—from lawless ports in the Caribbean and the war-torn jungles of Central America to the once-forbidden city of Vladivostok—where he crossed paths with a veritable rogue's gallery of characters, including Haitian rebels, modern-day Caribbean pirates, and Russian mobsters. The world in which Max operates is a tough, gritty place, full of danger and opportunity.

7. **Monitoring Global Security Threats: Emerging Challenges, The Future of Terrorism & Co-operations to Improve National Security - Panel**

- ✓ Overcoming the barriers to information-sharing between business, government, intelligence & international security agencies
- ✓ Bridging the gap between real government intelligence
- ✓ Establishing & communicating emergency protocols
- ✓ The importance of cyber security to national security
- ✓ Emerging responses to terrorism
- ✓ Key challenges for hosting international events
- ✓ Emerging threats?

Chaired by: LTC (R) William J. Godbout, Head, Security Unit, African Development Bank

Panellists: Don Randall MBE, Head of Security, Bank of England

Andy Blackwell, Head of Aviation Security, Virgin Atlantic

Afternoon Coffee Break

8. **Managing Hotlines & Investigating Fraud & Mismanagement Of Resources – Key Case Study**

Crawford Robinson, Director, Global Compliance Investigations, AstraZeneca – UK

9. **National Event Security: Strategy for London Olympics 2012 – Keynote Case Study**

10. **Doing Business in China - Panel**

11. **Improving Security in the Oil Sector & Future Investment**

12. **Bank Security**

13. How Organisations Undermine Their Own Information Security

- ✓ Internal factors that undermine the best technologies, policies and practices
- ✓ a) fragmented responsibilities, b) ignored information, c) resource management and d) unknown unknowns
- ✓ Identifying areas of weakness and risk and dealing with them effectively

Dr. Eduardo Gelbstein, Adjunct Professor, Webster University, Geneva, Former Advisor, UN Board of Auditors & Former Director, UN International Computing Centre

Close of Day & Networking Reception or Dinner

CHIEF SECURITY OFFICER SUMMIT

DAY TWO: THURSDAY 2ND DECEMBER 2010

Response & Counter-Measures to Secure People, Property, Data, Reputation, Profits

- Securing People, Hotel & Travel Security
- Security Investigations
- Maritime Piracy, Dealing with Kidnap & Ransom
- Crisis Planning & Incident Response

Opening Keynote

1. Advanced Investigative Interviewing – Exercise

David Burrill, Director, BurrillGreen Ltd

2. Securing Oil Infrastructure & Protecting Employees In The Niger Delta – Key Case Study

Theft of oil from pipelines in the Niger Delta has cost the country over \$1.5b a year. The cycle of violence, kidnappings (3 British oil workers taken this month) extreme poverty and despair continue. The amnesty is on the brink of breaking down; Mr Amachree will give a powerful presentation with slides on how Addax deal with their problems and a political insight on Nigeria.

Dennis Amachree, Country Security Manager, Addax Petroleum Development (Nig.) Ltd, Nigeria

3. Low Probability - High Impact Events: A Hotel Industry Perspective

Analysis through case study of how prudent planning in crisis management and business continuity strategy can mitigate against impacts on the business, people, property and assets. Studies include hotel attacks in Islamabad and Jakarta and war zone operations in Beirut 2006 - Georgia 2008.

Andy Williams, Regional Director Global Safety and Security: Europe, Middle East, Africa, Marriott Hotels International Ltd

Morning Coffee Break

4. Corporate Espionage, Data Theft & Cultural Intelligence: What Action can your Organisation Take to Reduce Risks to Priceless Data?– Panel

- ✓ Insider threat - infiltration, coercion
- ✓ Detecting anomalous behaviour

5. Kidnap Interview: First Hand Experience

Speaker to be announced shortly!

6. **Who Gives a Whistle? Setting up a Meaningful System for Raising Concerns - Key Case Study**

- ✓ Setting it up – Why have it? The rationale; The options; The Data Privacy Challenges; Cultural influences; Communication, communication ...; Who should manage it & how?
- ✓ Operating a reporting system - 'good faith' reports; anonymity & confidentiality; objectivity; timeliness; management reactions; retaliation

Crawford Robinson, Director, Global Compliance Investigations, AstraZeneca

Lunch

7. **Exercise 'London 2012': Business Security & Reputation Risk Management**

Workshop and Floor Exercise involving the participation of the full group.

- In a surprise scenario CSOs will exercise their skills at assessing top risks and pre-empting consequences for their companies
 - London 2012 floor space will be marked out for everyone's roles in the Scenario
 - Real Time re-assessment by CSOs as Scenario London 2012 progresses
 - CSOs establish security operations and reputation risk management
 - CSOs advice to CEOs: key points
 - CSOs respond to a media swarm: 2 minute interview

Dr Sally Leivesley Managing Director Newrisk Limited

8. **Security's Role in Loss Prevention – Key Case Study Retail**

Afternoon Break

9. Please select your preferred roundtable, either:

A: Know Your Employee: New Trends in Employee Vetting –Roundtable

Or,

10. Planning & Conducting Security Investigations & Operations

Group Rejoins Plenary Sessions

11. **Travel Security & Managing Operational Challenges Issues in Foreign Jurisdictions – Panel**

12. **Recommendations for Conducting Business Transactions in Difficult Environments**

- ✓ developing new initiatives
- ✓ Audits and recommendations for ongoing operations
- ✓ Analysis of illicit trade activities
- ✓ Monitoring the political, social and general security environment
- ✓ Safely outsourcing functions to regions like China

13. **Security's Role in Investigating & Preventing Illicit Trade & Counterfeit**

14. **Adding Value by Business Continuity Management**

Close of Day



CHIEF SECURITY OFFICERS' ROUNDTABLE
DAY THREE: FRIDAY 3RD DECEMBER 2010
Security for Business Resilience & Strategic Value
Held Under The Chatham House Rule

Timings: 09:00 start, 10:30 coffee, 12:30 lunch, 14:45 coffee & close of day

The **Chief Security Officers' Roundtable 2010** provides the ultimate forum for heads of security to discuss key security challenges with peers to develop expertise - the ideal opportunity to meet global security industry leaders & network with professionals who face a similar set of challenges as you. The main theme for the day is "Security for Business Resilience & Strategic Value". Distinguished security experts will facilitate interactive roundtable discussions. These open exchanges will ensure that you take away important new ideas to implement. Key topic areas of focus will be determined by the input of participants beforehand - some draft items are listed below. ***Chatham House Rule applies. No press permitted**

Chaired by:

David Burrill, Director, BurrillGreen Ltd

Facilitated by:

LTC (R) William J. Godbout, Head, Security Unit, African Development Bank

Crawford Robinson, Director, Global Compliance Investigations, AstraZeneca - UK

Facilitator - to be confirmed

Facilitator - to be confirmed

Facilitator - to be confirmed

Item 1 What Keeps the CEO Awake at Night? Current & Emerging Threats - Guest appearance by a CEO

- What are your biggest business security threats & worries currently?
- How can security professionals gain your attention & respect?
- How can security ensure that recommendations are followed through?
- What influences & determines board representation?

Item 2 Proven Deliverables to Improve Competitive Advantage & Profitability: Managing Security around Growth, Adopting a Risk- Based Approach & Integrated ERM To Security

- Using Security, Audit Committees & ICT
- Effective Communications & Interactions
- How can security influence customer retention & shareholder value?
- Establishing an imaginative security awareness campaign
- Tips of honestly appraising your areas of operational strength
- How has risk changed? Do we need new metrics?

Item 3 Security & Psychology, Training, Embedding Awareness & Negotiation Skills

- Robust reinforcement of internal procedures & controls
- Instilling stakeholder confidence & getting benefits from external public relations
- Fulfilling legal / regulatory requirements
- Ensuring a consistent message & approach is adopted
- Governance through structured policies & procedures

Item 4 What makes a Great Security Leader? What is the Future of the Chief Security Officer Role?

- Recruiting a well-qualified security & investigations team
- Steering a top security team through the global downsizing trend
- Recruiting to avoid fraudsters - what are the red flags?
- How can internal risk compliance disciplines work with security to achieve best effect?