Business Continuity Planning & Crisis Management for Financial Institutions

Ensuring business continuity in a volatile environment

13-14 June 2013, Singapore

Gain Insights Into Vital Issues

- Implementing the Business Continuity Plan during an event
- Best practice lessons in disaster recovery for financial institutions
- Methodologies for swift and accurate Business Impact Analysis
- Overcoming the challenges of effective crisis communication

Who Should Attend

From all Financial Institutions
Heads, Directors and Managers of:

- Business Continuity
- Disaster Recovery
- Crisis Management
- Operational Risk
- Operations

Endorsing Associations

Your Expert Speaker Panel

Shamika Sirimanne
Director of the Information and Communications Technology and Disaster Risk Reduction Division
United Nations Economic and Social Commission for Asia and the Pacific, Thailand

Bryan MacKinnon
Regional Head of Business Continuity, Asia
Deutsche Bank, Singapore

Tom Major
Regional Head of Business Continuity, Asia
Credit Suisse, Singapore

John Ritchie
Head of Corporate Security and Business Resiliency, Asia
JP Morgan, Singapore

Willem Hoekstra
Head of Business Continuity and Corporate Security Asia ex Japan
Nomura, Hong Kong

Shigehiko Mori
Joint General Manager
Mizuho Corporate Bank, Hong Kong

Amber Elias
Head of Business Continuity and Crisis Management
Aon, Singapore

Masahiko Matsuzaki
Head of Business Continuity Management
BNP Paribas, Japan

Murali Narasimhan
Director, Governance & Risk Analytics
CIMB, Malaysia

Paul Risley
Communications Consultant, East Asia and the Pacific
The World Bank, Thailand

Maslina Daud
Head of Cyber Security Proactive Service
CyberSecurity, Malaysia

Henry Ee
Asia Regional Director
The World Bank, Thailand

Goh Moh Heng
President
BCM Institute, Singapore

June Wah Touw
Deputy Director
Singapore Business Federation

Rajit Punshi
Managing Principal
The Operational Risk Practice, Singapore
Business Continuity Planning & Crisis Management for Financial Institutions

13th June 2013, Singapore

Day One

8.30 Registration

9.00 Chairman’s Opening Remarks
Rajit Punshi, Managing Principal, The Operational Risk Practice, Singapore

HIGH-IMPACT, LOW-FREQUENCY EVENTS

9.10 Building Resilience to Natural Disasters and Major Economic Crises: An In-Depth Examination of the Findings of the Flagship Publication of UNESCAP

> Examining the overlapping shocks in the Asia-Pacific region: Financial crises, food and fuel crises, and natural disasters.
> Exploring the relationships between the shocks and how they are occurring together and becoming increasingly more frequent and large (blackouts etc.)
> How should the region, particularly its private sector, begin to address this new reality?

Shamika Sirimanne
Director of the Information and Communications Technology and Disaster Risk Reduction Division
United Nations Economic and Social Commission for Asia and the Pacific, Thailand

9.50 Business Continuity and Disaster Recovery in action: The BNP Paribas Experience in the March 2011 Japan Earthquake and Ensuing Tsunami

> Detailing the separate events and their various impacts triggered by the initial earthquake (Earthquake, tsunami, nuclear meltdown, shortage on electricity)
> Beyond the assumptions; tackling the unexpected risks (Not a single disaster but multiple disasters of worst case scenarios. Foreign employees evacuating out of Japan, planned rolling blackouts etc.)
> How did we manage the business continuity?
> After the crisis: Improving the scenario planning framework and procedures (What was revised, new requirements, new scenario/assumption after the quake, best practice vs. real situation)

Masahiko Matsuzaki
Head of Business Continuity Management
BNP Paribas, Japan

10.30 Morning Coffee

11.00 Evaluating the Effectiveness of the Business Continuity Plan Following a High Impact Event: Japan Earthquake and Tsunami

> Methodologies for measuring risk associated with high impact events: Earthquake, Tsunami
> Validating and corroborating your values and conclusions
> Ensuring close cooperation between BCP and ORM
> How had the organization as a whole performed?

Shigehiko Mori
Joint General Manager
Mizuho Corporate Bank, Hong Kong

11.40 PANEL DISCUSSION
Sharing the Experiences and Lessons Learnt From Dealing with Recent High-Impact Events – How Have they Changed our Business Continuity Planning

Shigehiko Mori
Joint General Manager
Mizuho Corporate Bank, Hong Kong

12.20 Lunch

CRISIS MANAGEMENT

14.00 Overcoming the Challenges of Crisis Communication

> Examining the lifecycle of a crisis
> Developing a crisis communication plan
> Leveraging on technology to improve communication
> Best practice strategies in implementing a crisis communication plan

Tom Major
Regional Head of Business Continuity, Asia
Credit Suisse, Singapore

14.40 Best Practice Strategies in Business Continuity during an Event

> What have we learned from previous events?
> Assessing the scale, size and impact of a disaster
> How do we effectively synchronize BCM and crisis management?
> Mobilizing the crisis management team
> Best practice strategies for managing incidents during an event
  > What methods should we use?
  > What tools are available?

Goh Moh Heng
President
BCM Institute, Singapore

15.20 Afternoon tea

CYBER SECURITY & ISO 22301

15.50 A Focus on the new BCM ISO 22301

> Examining the importance of ISO 22301 to financial institutions
  > How many FIs have done it?
  > What value is derived from implementing it?
> Analysing its potential impact on your BCM plan
  > Should we do it?
> Understanding the standards and requirements of ISO 22301
> Which areas of the business will benefit most from implementing ISO 22301?

Henry Ee
Asia Regional Director
Business Continuity Institute, Asia

16.30 A Focus on Mitigation and Management of Cyber Threats

> Examining the increased frequency of cyber attacks
> Where do they come from?
> Examining the different types of threats
> Effectively protecting your data against cyber threats
> Developing a robust IT security infrastructure to safeguard your business
> Incorporating cyber threats into your overall business continuity strategy

Maslina Daud
Vice-President CyberSecurity Proactive Service
CyberSecurity , Malaysia

17.10 Chairman’s closing remarks and end of day one
8.30 Registration

9.00 Chairman’s Opening Remarks
   Rajit Punshi
   Managing Principal
   The Operational Risk Practice, Singapore

9.10 World Bank’s Perspective on the Emerging Geo-Political Scenario in Northeast Asia and Its Implications for the Asian Banking Industry
   Paul Risley
   Communications Consultant, East Asia and the Pacific
   The World Bank, Thailand

9.50 PANEL DISCUSSION
   Key Considerations of Emerging Geo-Political Risks in Northeast Asia and Its Implications for Banks Operating in Asia
   Bryan MacKinnon
   Regional Head of Business Continuity, Asia
   Deutsche Bank, Singapore
   Willem Hoekstra
   Regional Head of Business Continuity, Asia
   Nomura, Hong Kong
   Amber Elias
   Head of BCM
   Aon, Singapore

10.30 Morning Coffee

11.00 Developing the Business Continuity Plan in line with the changing threats facing your financial institution
   A focus on the main changes impacting your organisation’s risk profile and how to incorporate these into your ever-evolving business continuity plan
   • Geographical expansion
   • New business activities
   • Increased business volumes
   • Client / business globalisation
   • Developing channels
   • New technologies
   • An in-depth scrutiny of increasing global interdependencies between financial institutions and other third parties
   • How does the global business ‘centre of gravity’ shift to Asia impact Business Continuity Planning
   • Overcoming the challenges of scenario planning in today’s fast-evolving business environment
   Bryan MacKinnon
   Regional Head of Business Continuity, Asia
   Deutsche Bank, Singapore

11.40 Effectively Delivering BCM Objectives Amidst Tight Budgetary Constraints
   • Implementing a cost-effective BCM program
   • How do we maximize budget?
   • Executing a BCM program with limited employees
   • A focus on training new BCM employees
   • Optimizing existing technology and organizational to support your BCM initiatives
   • A focus on BCM and risk appetite
   • What is the BCM level of priority?
   Willem Hoekstra
   Regional Head of Business Continuity, Asia
   Nomura, Hong Kong

12.20 Lunch

14.00 Integrating BCP Across Borders & Business Functions
   • Understanding local culture and regulatory requirements
   • Identifying and managing risks particular to each market
   • Which markets have recently issued new standards?
   • How do we develop a solid cross-border BCM program?
   • Scrutinizing where BCM is historically managed within financial institutions
   John Ritchie
   Head of Corporate Security and Business Resiliency, Asia
   JPMorgan, Singapore

14.40 Embedding Business Continuity within the Organization’s Culture
   • Building BCM awareness across the organization
   • Ensuring management buy-in
   • Developing a business case for technology investment
   • How do we ensure that BCM is a priority across all business functions?
   • Integrating BCM into the business process
   Amber Elias
   Head Of BCM
   Aon, Singapore

15.20 Afternoon tea

15.50 Session title to be confirmed

Murali Narasimhan
Director, Governance & Risk Analytics
CIMB, Malaysia

17.10 Chairman’s closing remarks and close of conference
**REGISTRATION FORM**

Please fill this form and email it to events@theopriskpractice.com

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- Conference only: USD3198
- Early Bird Discount of 10%
- Group Discount for more than 3 people: 15%
- Online Documentation: USD598

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