



# CSO 360 GLOBAL congress

ENGAGEMENT | RESILIENCE | CONVERGENCE

**6-7 December 2017 THE W HOTEL Amsterdam**

A prestigious international speaker panel includes



**Frank Gardner OBE,**  
Security Correspondent,  
**BBC, Journalist and  
Author**



**Stuart Seymour**  
Group Head of Security and  
Resilience  
**Centrica**



**Peter Drissell**  
Director Aviation Security  
**Civil Aviation Authority**



**Derek Cheng**  
Chief Security Officer  
**TalkTalk**



**Rob Wainwright**  
Executive Director  
**Europol**



**Richard Sumnall**  
EMEA Regional Head of  
Security  
**Uber**



**Simon Scales**  
Fmr Head of  
EMEA Investigations  
**BP plc.**



**David Langhorn**  
VP Global Head of  
Security & Intelligence,  
Business Reputation &  
Responsibility  
**InterContinental  
Hotels Group (IHG®)**



**Suzanne Oyen**  
Head of Global  
Corporate Security  
**SWIFT**



**Gal Messinger**  
Director of Global  
Security  
**Philips Lighting**



**Graham Edwards**  
Head of Group Security  
**Nationwide**

## Key themes

- ✦ Evolving security threat landscape – protecting nations and businesses
- ✦ Integrated threat intelligence and incident response
- ✦ Brand protection – updates on intellectual property theft and illicit trade
- ✦ K&R, cyber ransom, insider threat, insurance
- ✦ Investigations, ethics and compliance
- ✦ Security monetisation of IoT and AI technologies
- ✦ CSO 360 boardroom – culture and engagement

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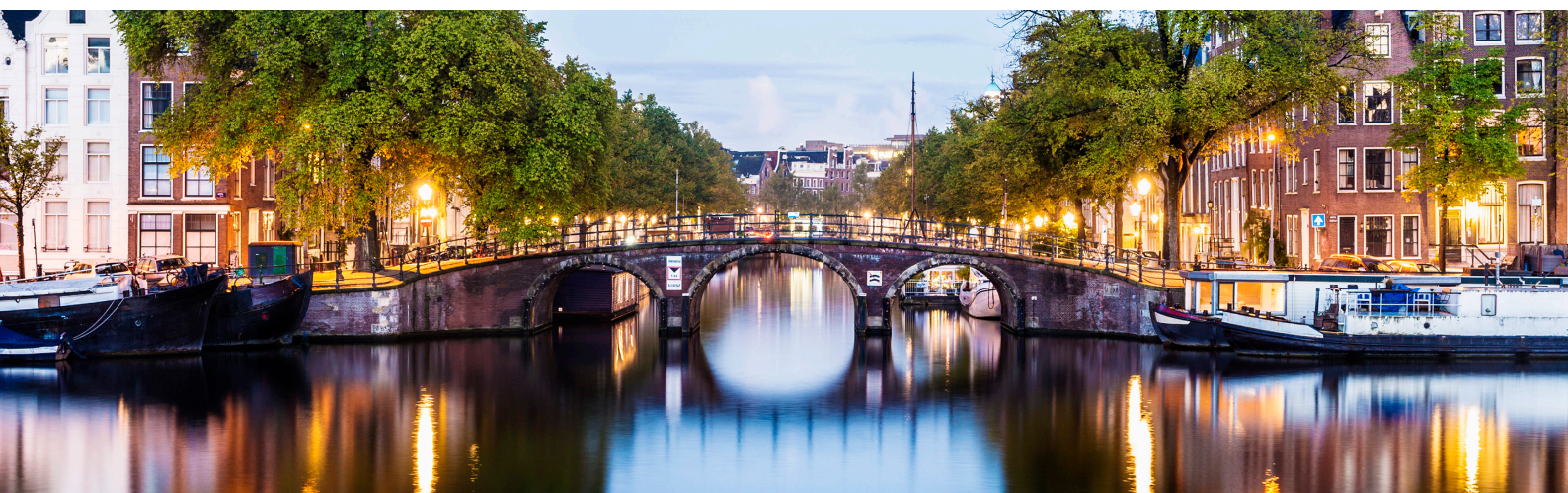
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**Pulse Conferences** is delighted to present the **CSO 360 Congress**, to be hosted 6-7 December 2017 at the prestigious W Hotel in Amsterdam. This event will provide the ultimate 'sound boarding' platform for inhouse Chief Security Officers and directors of corporate security, resilience, threat management, intelligence and crisis response from around the world.

Our expert international panel of security experts will bring real experiences to the table to pool brain power on the sustainability of global business operations amidst a rapidly evolving threat landscape, significant change in geopolitical, technological and financial spheres and in the era of industry software convergence.

Participants will exchange practical approaches and strategies on the emerging threat horizon. There will also be a strong focus on the security investment and value build perspective. A 'must attend' international event with a unique community-focused approach, the entire event will be hosted under the Chatham House to support this collaborative and trusted environment. This is the ideal opportunity to meet with fellow senior executives to make new contacts, particularly within the financial, international business, government and CNI communities.

### **OPTIONAL TWO-DAY TRAINING COURSES**

**MONDAY 4 DECEMBER AND TUESDAY 5 DECEMBER 2017**

**OPTION 1: Cyber Attacks – the Risk and the Fix**

**OPTION 2: Security and Leadership and Management Training**

### **OPTIONAL ONE-DAY TRAINING COURSES**

**FRIDAY 8 DECEMBER 2017**

**OPTION 1: Resilience Communications Training - Media, Brand Protection, Crisis Governance**

**OPTION 2: Hostage Mitigation Training**

**OPTION 3: Business Espionage**

*\*Practical integrated security training courses.*

### **Keynotes by**

- **Frank Gardner OBE**, Security Correspondent, **BBC**, **Journalist and Author**
- **Steve Wilson**, Head of European Cybercrime Centre (EC3), **Europol**

### **Chaired by**

- **Simon Scales**, Former Head of EMEA Investigations, **BP plc**.

### **International Speaker Panel**

- **Alexander Graft**, Former Group Director Investigations, **VEON**
- **Andy Williams**, VP, Business Development and Quality Assurance, **Safehotels Alliance AB**
- **Crawford Robinson**, Head of Group Security Assurance, Investigations & Information Security, **British American Tobacco**
- **David Langhorn**, VP, Global Head of Security and Intelligence, **IHG®**
- **Derek Cheng**, Chief Security Officer, **TalkTalk**
- **Alex Wilson**, Security Solution Architect, **CyberArk Software Ltd**
- **Elizabeth Lawler**, VP of DevOps Security, **CyberArk** and Co-founder, **Conjur**
- **Gal Messinger**, Head of Global Security, **Philips Lighting**
- **Graham Edwards**, Head of Group Security, **Nationwide**
- **Jeroen Meijer**, Senior Partner, **Control Risks**
- **Maitham Al-Lawati**, GM, Risk, Compliance, **Oman Data Park**
- **Malcolm Smith**, Global Security Director, **Sasol**
- **Mark Wolsey**, Group Security Director, **CRH plc**
- **Michael Holstein**, Head of Security Africa, **UNHCR**
- **Ned Farmer**, Geopolitical Risk Manager, **American Airlines**
- **Neil Jarvis**, Director of Information Technology, **Aston Martin Lagonda**
- **Lady Olga Maitland**, Co-founder, **Defence and Security Forum** & Chairman, **Copenhagen Compliance**
- **Paul Heffernan**, Group CISO, **Unipart**
- **Peter Drissell**, Director Aviation Security, **Civil Aviation Authority**
- **Richard Sumnall**, EMEA Regional Head of Security, **Uber**
- **Richard Zijdemans**, Director of Security EMEA, APAC & Greater China, **Medtronic**
- **Roeland Stouthart**, Head of Information Security, **International Criminal Court**
- **Dr. Sally Leivesley**, Director, **Newrisk Ltd**, A Founder Member, **The Exercise Group7**
- **Steve Wright**, Data Privacy and Information Security Officer, **John Lewis Partnership**
- **Stuart Seymour**, Group Head of Security and Resilience, **Centrica**
- **Suzanne Oyen**, Head of Global Corporate Security, **SWIFT**
- **Tim Williams**, Senior Advisor, Global Risk Intelligence, **McDonald's Corporation**
- **Tom Brabers**, Representative, **ASIS Benelux** (& Former Head of Global Security, **Geodis Freight Forwarding**)
- **Dr. Victoria Baines**, Visiting Associate, **Oxford Internet Institute**
- **Xander C. W. Heemskerck**, Director Product Security - Personal Health, **Philips**

**Includes dedicated networking receptions and dinner!**

- **Tuesday, 5 December (19:30-21:30)** WELCOME DRINKS, **W Hotel Lounge**
- **Wednesday, 6 December (18:15-20:00)** RECEPTION, **Amsterdam Light Festival - CSO Canal Cruise Reception**
- **Wednesday, 6 December (20:00-22:30)** DINNER, **The Pulitzer**

## Day One - Wednesday 6 December

07:45 Registration and Coffee

08:15 **CHAIRMAN'S INTRODUCTION**  
**Simon Scales**, Former Head of EMEA Investigations, **BP plc**.

### Evolving security threat landscape - protecting nations and businesses

08:30 **OPENING KEYNOTE Cyber Crime, Terrorism and New Security Challenges for Europe**  
Hear insights into how Europol are working with counterparts to combat the underground economy, initiatives on cybercrime and organised crime groups as well as the connection between terrorism and internet facilitated communications and payment systems.  
**Steven Wilson**, Head of European Cybercrime Centre (EC3), **Europol**

09:00 **STRATEGIC KEYNOTE AND Q&A Emerging Threat Landscape - What's Next?**  
An unmissable strategic overview from award-winning Security Correspondent and author, Frank Gardner OBE on the emerging global security landscape, covering for example: cyber-physical areas; Russia; China; North Korea; terrorism; aviation and global security positions.  
**Frank Gardner OBE**, Security Correspondent, **BBC & Journalist and Author**

10:00 **KEYNOTE Innovation in Centralized Integrated Corporate Security**  
Coordination and strategic management of the corporate security function should be treated in a centralised manner to confront modern security challenges. High-level reporting and accountability should be rule rather than the exception. What is the future for security departments? What is the investment perspective? Gain insights into the unique, innovative and centralized security model that Philips Lighting is developing.  
**Gal Messinger**, Head of Global Security, **Philips Lighting**

10:30 **CASE STUDY Insider Threat**  
Historically companies have not managed the 'insider threat' in a coordinated or holistic manner, have not examined or articulated the insider risk or joined up preventative controls. Explore the four key components of insider risk as well as some mitigation strategies and enhanced controls that have been tried and tested to manage the risk.  
**Stuart Seymour**, Group Head of Security and Resilience, **Centrica**

11:00 Morning Coffee Break

11:30 **CASE STUDY Big Brand Risk and Opportunity Intelligence**  
• Moving intelligence beyond security issues to cover a broad range of brand and other risks  
• Informing and enabling the business to deliver better business outcomes  
• Building an internal client base  
**Tim Williams**, Senior Advisor, Global Risk Intelligence, **McDonald's Corporation**

11:50 **CASE STUDY TalkTalk - How we have Transformed our Security Programme**  
Hear how TalkTalk has successfully recovered from the cyberattack nearly 2 years ago. Derek will discuss how the entire security programme has been transformed, including the security initiatives that were prioritised, cultural changes and behaviours. Finally benchmark on how to show progress and remediation to Executive Management and the Board.  
**Derek Cheng**, Chief Security Officer, **TalkTalk**

12:20 **CASE STUDY Emerging Challenges - Securing People and Assets Globally**  
**Mark Wolsey**, Group Security Director, **CRH plc**

12:50 Lunch - Kindly sponsored by:

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13:40 **PANEL Interview Panel Security and Emerging Threats for the Energy and Ports Sector**  
The energy sector faces intense cyber challenges in growth and development over the next few years, one is bringing harmonisation to an increasingly interconnected system of energy suppliers, users and distributors and the second is attacks on the energy sector through malware and the vulnerability of individuals, business and households with on-line connectivity that can be exploited through IoT.  
• How you have come into the energy sector? What top threat to energy security is of concern to you in your work?  
• What are your top tips on innovation in energy security and in incident response and recovery?  
• What's next in global risks and opportunities hot spots?  
• What top solution or approaches would you recommend for: - Detecting insider threats - Internet of Things - privacy and compliance concerns, initial complexity and interoperability issues - Collaboration in distribution and intelligence  
**Led by: Dr. Sally Leivesley**, Director, **Newrisk Ltd**, A Founder Member, **The Exercise Group**7 **Joined by: Stuart Seymour**, Group Head of Security and Resilience, **Centrica**; **Gal Messinger**, Head of Global Security, **Philips Lighting**

14:10 **CASE STUDY Transport Security: V2V and V2X Communications**  
**Neil Jarvis**, Director of Information Technology, **Aston Martin Lagonda Ltd**

### Integrated threat intelligence and privacy challenges

14:30 **CASE STUDY Practical Challenges and Tips on Implementing GDPR**  
**Steve Wright**, Data Privacy and Information Security Officer,  
**John Lewis**

14:50 **PANEL Advancing Tomorrow's Holistic Security Leaders - Silo Bashing Between Security, Business and Legal**  
Hear next generation skills from multi-faceted perspectives of CSO, CISO and recruiters on the importance to our future of cyber-physical security joint adoption - security/ IoT/ IT/ threat/ response/ intelligence disciplines.  
• What new skills are needed to meet security challenges ahead?  
• Security recruitment trends and updates in salary, career and expectations  
• IoT and cyber-physical security - how can CSOs get up to speed on cyber?  
• What makes for a top skill set for threat intelligence roles?  
• Advancing younger security leaders - passing on the legacy merged with new ways  
• How can threat intelligence supplement corporate and cyber security teams?  
• Is convergence of different security disciplines becoming a reality?  
• Cyber and physical - risk and crisis transformation in the company  
**Co-led by: Mark Wolsey**, Group Security Director, **CRH plc** and **Jeroen Meijer**, Senior Partner, **Control Risks**  
**Panelists: Chris Meager**, Security & Resilience, **Barclay Simpson**; **Neil Jarvis**, Director of Information Technology, **Aston Martin Lagonda Ltd**; **Alexander Galt**, Director Forensic Investigation, **VEON**; **Dr. Victoria Baines**, Visiting Associate, **Oxford Internet Institute**

15:20 Afternoon Tea Break

15:50 **CASE STUDY Doing Only What You Can Do - A Journey from Physical Security to Corporate Intelligence**  
• A reason for change • Establishing a corporate understanding of the utility of intelligence • Developing an 'Intelligence Market' • Applying intelligence processes  
• Digital intelligence  
**David Langhorn**, VP Global Head of Security & Intelligence, Business Reputation & Responsibility - Global Risk - Security & Intelligence Team, **InterContinental Hotels Group (IHG®)**

16:10 **KEYNOTE What Secrets are at Risk as DevOps Goes Mainstream?**  
As DevOps becomes established across industries and geographies, the attack surface is further expanded. Artificial Intelligence and machine learning also pose new threat to business management of identities. Hear the realities of what today's CSOs need to know about DevOps and secrets management.  
• Breaking down siloes within security management - integrating the development process • Building scalable security • The advanced threat landscape  
**Elizabeth Lawler**, VP of DevOps Security, **CyberArk** and Co-founder, **Conjur Inc.**

16:30 **CASE STUDY LONDON BRIDGE Scaling a Regional Security Team from Scratch, Integrating with the Business and Cities**  
• Uber EMEA overview • Threat landscape • Cross functional team build: Oct 2015 to date • Case Study: London Bridge terrorist attack  
**Richard Sumnall**, EMEA Regional Head of Security, **Uber**

17:00 **IMMERSIVE SCENARIO PANEL How can we Maximise the Value and Investment of Threat Intelligence?**  
Practical discussion-based session on how we can converge traditional intelligence with new platforms to enable actionable and integrated threat intelligence.  
• Are you a member of a trusted circle where all parties will notify each other of potential threats?  
• Can you afford not to engage with product vendors and the acquisition of threat intelligence?  
• Providing actionable intelligence to the board to advise on security strategy  
• What lessons can the private sector learn from how the military uses intelligence?  
• Converting threat intelligence in concrete actions  
• Digitally, what are the benefits of an integrated Security Operation Centre to build incident response capabilities  
**Chaired by: Tim Williams**, Senior Advisor, Global Risk Intelligence, **McDonald's**  
**Panelists including: Alex Wilson**, Security Solution Architect, **CyberArk**  
**Solutions Ltd.**; **Roeland Stouthart**, Head of Information Security, **International Criminal Court**; **Richard Sumnall**, EMEA Regional Head of Security, **Uber**; **Tom Brabers**, Representative, **ASIS Benelux** (& Former Head of Global Security **Geodis Freight Forwarding**); **Suzanne Oyen**, Head of Global Corporate Security, **SWIFT**

17:30 Close of Day One

18:15-20:00 **Amsterdam Light Festival by Canal Reception** - Kindly sponsored by:

20:00-22:30 **Dinner - Pulitzer Garden Amsterdam**



## Day Two - Thursday 7 December

08:30 Coffee

08:45 **CHAIRMAN'S RE-OPENING**  
**Simon Scales**, Former Head of EMEA Investigations, **BP plc**.

### Resilience, response and insider threat

09:00 **CASE STUDY Threats to Aviation**  
• Evolution of the aviation terrorism threat • Recent incidents and plots • Future threat vectors  
**Ned Farmer**, Geopolitical Risk Manager, American Airlines and Vice-Chair, **US State Department's Overseas Security Advisory Council (OSAC) Aviation Security Working Group (ASWG)**

09:20 **KEYNOTE Aviation Security Performance-based Oversight - A Revolutionary Approach to Security Regulation & Compliance**  
Gain rare insights into the key enabler to achieving the UK's performance based oversight vision regime for Aviation Security in the next 5+ years via the successful introduction of the Security Management System (SeMS).  
**Peter Drissell**, Director Aviation Security, **Civil Aviation Authority**

09:40 **CASE STUDY Updates on Kidnap & Ransom and Movement of People**  
**Michael Holstein**, Head of Security Africa, **UNHCR**

10:00 **Crisis? What Crisis! The Yin and Yang of Crisis Management**  
With highlights from the re-launched 'ICCA Crisis Management Guidelines', a group workshop exercise and an open Q&A session on resolving major crisis incidents for companies and corporations based around the travel industry.  
• Understanding how threat intelligence data can hasten and improve incident response after an incident  
• Defining the crisis team • Feeding the data back to the security, investigations and intelligence teams • Crisis management response and media communications for brand protection  
**Andy Williams**, VP, Business Development and Quality Assurance, **Safehotels Alliance AB**

10:30 **KEYNOTE Innovation in Cybersecurity**  
Insights on innovative security including insights on cybersecurity for implantable medical devices; cybercrime prevention and national security and cyber-semantics.  
**Dr. Victoria Baines**, Visiting Associate, **Oxford Internet Institute**

10:50 Morning Coffee Break

11:20 **RESILIENCE PLANNING EXERCISE Terror Case Studies Underground Rail and Vehicle Ramming Attacks - What's Next?**  
Collaborate with peers to manage a large-scale crisis. Receive guidance along the way from our expert in catastrophic risk as you work through a challenging situation.  
• Rapid changes in terror tactics • Recruitment and defeating intelligence monitoring  
• Case Study - confined space Improvised Explosive Device- Parsons Green London Tube • Case Study - Bridge ramming attacks on the public • Counter measures for underground rail attacks • What can companies do to protect their employees?  
• Counter measures for insider recruitment in critical industry • Scenario talk-through discussion on chemical attacks  
**Dr. Sally Leivesley**, Director, **Newrisk Ltd**, A Founder Member, **TEG7 LLP**

11:50 **Crisis Plans - Are They Worth the Paper They Are Written On?**  
The session will consider which wheels are most likely to come spectacularly off the road and why, with a reflection of what a sustainable approach to crisis management in complex multinationals might be.  
**Robin Hamilton**, CEO, **Aldbury International**



## Day Two - Thursday 7 December - Continued...

- 12:10 **INVESTIGATIONS ROUNDTABLE DISCUSSION Intellectual Property, Security and Brand Protection as a Business Asset**  
Participant led, group discussions to address the main challenges you are currently facing with peers. Delegates will discuss in groups and a chosen group representative will later report the group's key findings to the other delegates.  
• Do you apply sufficient resources to defend against online piracy and data security?  
• Update on counterfeit and illicit trade challenges – new industry solutions  
• Can we monetise security and brand protection in a similar way that Intellectual Property is?  
• Enforcement and recovery trends  
**Led by: Simon Scales**, Former Head of EMEA Investigations, **BP plc**.
- 12:40 **CASE STUDY Secure IOT: Churchill and Housewives Coming to the Rescue**  
Cyber security incidents are high profile and in the popular press leave the perception that it sophisticated attacks that need sophisticated solutions. This talk shows that in each wave of "internet-technologization" of a business, be it: banking, retail, cars, bridges, planes, industrial automation, IOT, or Health tech, each time the same mistakes are made. With a 'down to earth' pragmatic process approach cyber security incidents can be prevented.  
**Xander C. W. Heemskerk**, Director Product Security - Personal Health, **Philips**
- 13:00 Lunch
- 14:00 **INSIGHTS VIA WEBCAST Envisioning the Future of Security in Business 2020 and Beyond**  
**Malcolm Smith**, Global Security Director, **Sasol**
- 14:20 **CASE STUDY Creating a Truly Integrated Security Team**  
Hear hands on experience with the creation of an integrated security team, comprising of IT security, physical security and product security. Benchmark on integration benefits, such as an integrated SOC, better coordination of information and protection strategies and cultural issues, sharp edge vs. propeller heads, Incident Management and investigative benefits.  
**Richard Zijdemans**, Director of Security EMEA, APAC & Greater China, **Medtronic**
- 14:40 **CASE STUDY Importance of Human Intelligence (HUMINT) to Detect Fraud and Corruption**  
• Use of informants (background, types, motives, relations, dilemmas) • How to build the network • Local functions to utilize • How to utilize HUMINT to achieve better result in corporate investigations • Pitfalls and landmines to beware of • Payments for information – for discussion  
**Alexander Graft**, Director Forensic Investigation, **VEON**
- 15:00 **CYBER INSIGHTS Cybersecurity – What's Next?**  
Case Study One - TeslaCrypt, Wannacry, NotPetya  
**Paul Heffernan**, Group CISO, **Unipart**  
Case Study Two - Combating Business Email Compromise via DMARC  
**Maitam Al-Lawati**, GM, Risk and Compliance, **Oman Data Park**
- 15:30 Afternoon tea break and sponsors' prize draw

## CSO 360 'boardroom': culture, engagement and monetization of security

- 16:00 **PANEL IoT, AI - How Can Security Reposition as Enablers of Business Innovation? What is the Security Versus Innovation Trade-off?**  
Cut through the hype and hear directly what the convergence of software and so called 'disruptive' technologies really mean for security. Hear strategy and predictions from innovators on how disruptive technologies and the convergence of software with other sectors is radically transforming modern business and where the opportunities lie for security.  
• Industry 4.0 and why does it matter to you?  
• How will CFOs, GCs and CCOs provide security compliance in an IoT world?  
• How can we prepare for AI to transform the security landscape?  
• What security technologies will rule the future of Fintech?  
• Blockchain technology – how useful is blockchain as a data integrity and security tool?  
• Tokenising - empowering 3rd parties/partners across the value chain  
• Drones, 3D printing and Augmented Reality - integrated threats and opportunities  
**Chaired by: Graham Edwards**, Head of Group Security, **Nationwide**  
**Panelists including: Suzanne Oyen**, Head of Global Corporate Security, **SWIFT**; **Neil Jarvis**, Director of Information Technology, **Aston Martin Lagonda**; **Maitam Al-Lawati**, GM, Risk and Compliance, **Oman Data Park**; **Dr. Victoria Baines**, Visiting Associate, **Oxford Internet Institute**
- 16:30 **CSO 360 BOARDROOM – How can we Engage the Board**  
In this roundtable discussion, CSOs and other CxOs will share some of the steps and approaches taken with their own boards, as well as tips on how to align culture and mindset across security-business-technology and legal. How can the CSO improve leadership offering and vice-versa.  
• How to best demonstrate and create awareness of the importance of security to senior management and board level directors  
• How to "sell" security to reluctant directors and enhance the security culture  
• Importance of a good security culture  
• Development of security metrics that help drive and show security's value to business operations  
• How to implement quantitative risk management techniques to identify the appropriate financial spend on enterprise security solutions (cyber and physical)  
**Led by: Crawford Robinson**, Head of Group Security Assurance, Investigations & Information Security, **British American Tobacco**; **Lady Olga Maitland**, Co-founder, **Defence and Security Forum** & Chairman, **Copenhagen Compliance**; **David Langhorn**, VP Global Head of Security & Intelligence, **IHG**; **Derek Cheng**, Chief Security Officer, **TalkTalk**
- 17:00 Close of Day Two and Goodbyes

## Why attend the CSO 360 Congress?

- **Inhouse security chief end-user real life experiences** - Benchmark emerging security best practices with Chief Security Officer peers - exchange practical approaches and strategies with those who lead on the job day in day out on how to protect people, profits, reputation and information.
- **Emerging threat and security landscape** - Keep updated on the moving terrorism threat, risk mapping, hot spots, new trends and predictions
- **Integrated security evolution – hear the journeys that leading companies are taking to converge and centralise their security teams** - What are the benefits of building integrated threat intelligence and incident response capabilities? How are skill gaps being bridged?
- **Security community** - dedicated networking receptions and dinner are an integral part of the CSO 360 experience – The perfect time to make new professional friends, locally and globally, whilst enjoying the Festival of Light in Amsterdam and dinner with peers.
- **Security view on how key business areas are maturing and transformation strategies to stay one step ahead** - Hear how peers are protecting business assets and reputation as security becomes an increasingly important driver of business value - How can CSOs forge new roles and standards in the age of IoT and digital transformation?

## Optional Training Courses Monday 4 & Tuesday 5 December 2017

### COURSE 1: CYBER ATTACKS – THE RISK AND THE FIX

Over two days, delegates are shown the reality of just how easy real cyberattacks can be - even those with the most devastating effects - and the implementation of simple measures to avoid catastrophic risk. The course is suitable for entirely non-technical officers as well as cyber managers and administrators who wish to develop a sound understanding of just how easy and low-tech the efforts of an attacker can be, and how to implement mitigation or who wish to upgrade their existing skills to become more cost effective for their organisation. The practical elements are comprehensively taught in a walk-through manner to demonstrate the vulnerabilities in realistic targets. A key theme running through the course is that of workforce vulnerability – no matter how well defended the organisation's intellectual property is, **the staff are the way in**.

#### ABOUT THE TUTOR: NORTH CYBER LIMITED

North Cyber are team of former intelligence officers with expertise in covert online operations and digital forensics. The company teaches government and corporate clients how find and fix the unseen holes in their security. They specialise in all levels of capability including low-tech and no-tech hacking, using freely available information to circumvent vastly expensive but ineffective security systems. The teaching draws on many and varied real-world examples from the private and government sectors, from the perspectives of the attacker and incident responder. Participants in these courses will evaluate their own experience on the course in gaining additional skills and understanding of the threats to their organisation and they will gain confidence in tackling these catastrophic risks to the corporate or government operation.

### COURSE 2: SECURITY & RESILIENCE LEADERSHIP AND MANAGEMENT TRAINING

This training is designed to develop new skills and knowledge for corporate and government personnel that lead and manage teams at all levels. **Module 1** - the perceptions of leadership, management and command. Different levels of management and styles. What people expect from their leaders and differing organisational structures and functions. **Module 2** - personality types, recruitment strategies and interviewing techniques, managing expectations and attitudes, methods of communication, the threat from disgruntled personnel, the techniques of coaching and mentoring and how to manage change. **Module 3** - is a series of case studies through the medium of battlefield tours, role plays and management exercises.

#### ABOUT THE TUTOR: ROBERT SHAW, TEG LLP

Robert is a security, intelligence and EOD executive with a UK Military background. He has broad strategic and operational experience and has advised senior staff, diplomats and government officials on aspects of security, intelligence, threat analysis, crises management, and resilience strategies. He has been the UN Security and EOD Advisor; Liaison officer for the UNMAS and UNOPS and has experience with NATO, the GCC, African Union, OSCE, EUROL, FCO and others. Robert is a respected expert, has specialist research background on suicide bombing and has provided thematic briefs on worldwide security issues relevant to UNMAS/UNOPS missions.

## Optional Training Courses Friday 6 December 2017

### COURSE 3: RESILIENCE COMMUNICATIONS TRAINING - MEDIA, BRAND PROTECTION, CRISIS GOVERNANCE

Resilience communications are taught in a fast-track one-day session to develop new skills and knowledge for corporate and government personnel.

**Module 1** - New Threats - covers on new threats to energy and critical infrastructure, railways, aviation, shipping and ports, construction of buildings and to the financial and government centres of major cities. Catastrophic hazards that often generate media inquiries include internal issues within the corporation or government department, large transformation projects, major infrastructure construction, terrorism, cyber-attacks, extreme weather events, insider threats, security, organised crime and fraud and events such as Brexit, North Korea's nuclear weapons programme, mass population movements, and military exercises close to national borders.

**Module 2** - Optimising Communication Strengths is a practice session for all the participants to identify their strengths in contributing to a media and brand resilience process. This could be gathering information and team leadership or presenting information to internal staff, stakeholders or preparation of information for spokespersons to use in media statements.

**Module 3** - Governance for Crisis Communications brings together all the phases of a catastrophic event with new governance principles that will assist in reporting after an incident on how processes were successfully managed to contribute towards the brand protection and resilience operations of the organisation.

#### ABOUT THE TUTOR: DR. SALLY LEVESLEY, TEG LLP

Sally is an expert in catastrophic risk and security for protection of life and critical infrastructure. She provides around 100 interviews to media a year on extreme events and communicates on public safety issues. She has been providing commentary to the BBC World Service and many other media outlets since 9/11 and commenced her media communications work when tasked with recovering a city after a severe weather disaster. Her media work includes real time commentary during extreme life threatening events such as the Beslan school terror attack and in the immediate aftermath of terrorist and other incidents such as the flight MH17 aviation incident, Mr. Litvinenko's radiation poisoning, natural disasters, threats such as DPRK nuclear programme, terror attacks in France and Brussels, Britain's 7/7 and 21/7 underground rail terror attacks and she covers most major incidents of importance to the public in any year. She has worked in catastrophic risk assessments and training within critical infrastructure covering many industries including energy, petrochemicals, rail, aviation, shipping, banking, government emergency planning and nuclear, chemical, biological and radiological incidents. ([www.Newrisk.com](http://www.Newrisk.com) Recent Media Commentary).

### COURSE 4: BUSINESS ESPIONAGE

This training is designed to develop new skills and knowledge for corporate operations and security managers at all levels of management.

**Module 1** - discusses what intelligence is, who collects it and methods of intelligence gathering. **Module 2** - discusses physical and information security methods, the insider threat and counter intelligence and how security is compromised by human nature.

**Module 3** - is a series of case studies through the medium of role playing exercises and case studies.

#### ABOUT THE TUTOR: ROBERT SHAW, TEG LLP

Robert is a security, intelligence and EOD executive with a UK Military background. He has broad strategic and operational experience and has advised senior staff, diplomats and government officials on aspects of security, intelligence, threat analysis, crises management, and resilience strategies. He has been the UN Security and EOD Advisor; Liaison officer for the UNMAS and UNOPS and has experience with NATO, the GCC, African Union, OSCE, EUROL, FCO and others. Robert is a respected expert, has specialist research background on suicide bombing and has provided thematic briefs on worldwide security issues relevant to UNMAS/UNOPS missions.

## 3 WAYS TO BOOK YOUR PLACE

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Email: [sara.hook@pulseconferences.com](mailto:sara.hook@pulseconferences.com)

## PRICING OPTIONS

### Delegate Passes

**Tier 1:** Delegate Pass — £500 (before 9 October)

**Tier 2:** Delegate Pass — £800 (9 October-22 November 2017)

**Tier 3:** Delegate Pass — **£1,000** (after 22 November 2017)

### Advisory-Provider Passes: limited to 5

**Tier 4:** Advisory-Provider Pass — £2,000 (before 22 November 2017)

**Tier 5:** Advisory-Provider Pass — **£2,500** (after 22 November 2017)

*\*See Terms & Conditions below. Pulse Conferences reserves the right to approve that registration is under the correct tier.*

### Inclusions

- ✓ Entry to CSO 360 Congress (6-7 December 2017)
- ✓ Invitation to join the confirmed networking schedule (dinners, receptions, visits... details to be announced 2 weeks prior to the event)
- ✓ Lunches and daily refreshments
- ✓ Certificate of attendance soft copy provided post-event on request
- ✓ Post-event presentation materials (subject to speaker opt-out) and output reports
- ✓ Loyalty programme membership for future events

### Exclusions

- ✓ Travel and accommodation expenses to attend the event
- ✓ All other costs associated with planning for / attending the event
- ✓ Optional courses - please contact [sara.hook@pulseconferences.com](mailto:sara.hook@pulseconferences.com) +44 (0) 20 7936 8989 for further detail.

### Terms & Conditions

- Delegate Passes (Tiers 1, 2, 3) above are only available to book by inhouse security practitioners – i.e. persons who are currently in the role of CSO, corporate security director, threat intelligence professional, risk manager or similar. This rate does not apply to persons or companies providing advisory services or solutions to the security community.
- Advisory-Provider Passes (Tiers 4 and 5). There is a strict limit of 5 passes available.
- Discounts cannot be used in conjunction with one another.
- Group delegations are available. Please call +44 (0) 20 7936 8985 or email [sanna.lindstrom@pulseconferences.com](mailto:sanna.lindstrom@pulseconferences.com)

**Cancellations:** cancellations received between 30 working days and the event start date, no-shows, or people who are unable to stay for the event duration, are liable to pay the full conference fee. No refunds will be permitted. Cancellations are subject to an admin fee of £100.

**Transfers:** if you wish to transfer to a different Pulse event within a 12-month period of the original event, you will be invoiced for any difference in the event prices. You will not incur any additional charges.

**Changes:** Pulse Conferences reserves the right, in advance of the commencement date, to change or cancel any part of its published programme, or cancel the programme in its entirety due to unforeseen circumstances without penalty.



## Venue & Accommodation

### W Amsterdam

Spuistraat 175, 1012 VN Amsterdam, Netherlands

[www.wamsterdam.com](http://www.wamsterdam.com)

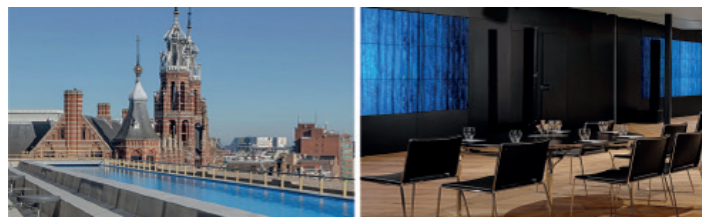
**CSO 360 Congress - Amsterdam** will be hosted at W Amsterdam, originally the Royal Dutch Post's main communication center and the KAS Bank building. Mixing historical Dutch architectural elements with cutting-edge design right next to Dam Square. The W Lounge rooftop bar offers spectacular views between the Royal Palace and the UNESCO-listed Singel canal. W Amsterdam has newly renovated and modern event spaces which will be the perfect space for CSO 360 Congress in Amsterdam.

### Discounted accommodation rates for CSO 360 delegates

Pulse Conferences can offer a discounted accommodation rate of **270 Euros (+5% city tax)** at W Amsterdam. This depends on the time of booking. Please contact [sanna.lindstrom@pulseconferences.com](mailto:sanna.lindstrom@pulseconferences.com) for more information and assistance.

### Who attends the CSO 360 Congress?

- ✓ Chief Security Officer / Corporate Security Director
- ✓ Head Threat Intelligence / Cyber Threat Intelligence
- ✓ Directors of Security Operations
- ✓ Head Fraud and Cyber Crime / Investigations
- ✓ Director Business Continuity / Security Risk Management



### About Pulse Conferences

Pulse Conferences is the community-based platform for the distinct yet inter-related professionals who deliver corporate governance, protection and oversight to businesses and governments across the globe. Our international conferences, bespoke events and training workshops focus on cybersecurity, corporate security, resilience, investigations, audit, privacy, risk, governance, legal and compliance. Connecting minds, assuring the future. Working locally thinking globally. [www.pulseconferences.com](http://www.pulseconferences.com)