

Integrated security to protect people,  
profits, property and reputation



# 2nd CSO 360 Congress

5-6 DECEMBER 2018  
RITZ-CARLTON VIENNA

International security leadership and trusted benchmarking

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50+ speakers, 22+ countries...

**Networking  
events included!**

Welcome drinks (4 Dec),  
Reception at Schönbrunn  
Palace & dinner  
(5 Dec)



**Rayna Milkova**

Head of Russia & CIS, Business  
& Client Intelligence

**Deutsche Bank**



**Raz Manne**

Corporate Security,  
**JTI Austria**



**Angelina Sidonio**

Global Travel Security and  
Intelligence Manager,  
**Pearson plc.**



**Richard Sumnall**

EMEA Regional Head  
of Security  
**Uber**



**Ned Farmer**

Geopolitical Risk Manager,  
**American Airlines**



**Mark Wolsey**

Group Security Director  
**CRH plc**

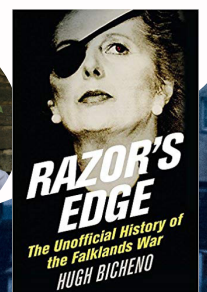
## Special keynotes



**Misha Glenny**

Investigative Journalist and  
Author of "McMafia" &  
"Nemesis: One Man and the  
Battle for Rio"

**Hugh Bicheno**  
Ex-Intelligence Officer,  
Kidnap & Ransom Negotiator  
and Best-Selling Author on  
Conflict



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"A great one stop shop of the top CSO minds!"  
**VP, Corporate Security and Resilience, Pearson**

Pulse Conferences is delighted to present the **2nd CSO 360 Congress**, to be hosted 5-6 December 2018 at The Ritz-Carlton in the wonderful city of Vienna. This trusted, community-based meeting of Chief Security Officers and directors of corporate security, resilience, threat management, intelligence, investigations, fraud and crisis response, enables truly global peer to peer sharing. We pride ourselves not only on who is on stage but who is in the room to bolster stimulating thought leadership dialogue.

CSO 360 uniquely tackles priority challenges for Chief Security Officers, most of whom oversee diverse areas and teams covering in corporate security, cybersecurity, information security, fraud, physical and executive and travel security, resiliency, forensics and investigations. The programme offers a silo-busting, integrated and converged security focus to reflect the backdrop of increasing levels of global volatility, uncertainty, complexity and ambiguity.

- **Connect with global security leaders** - Exchange real experiences to pool brain power on the resilience of global business amidst rapidly evolving threat landscapes and changes in geopolitical, technological and financial spheres.
- **Innovate your security strategy** - Partake in this share of strategies, tactics and methods for improving the protection of clients, employees and business partners as well as the security of assets, information and reputation.
- **Leave inspired for action** - Exchange practical approaches, innovation and strategies on the emerging threat horizon.

### **Risks and Opportunities - Strategies, tools and tactics required to proactively predict and mitigate threats**

- Travel risk and security – incumbents and disruptor focus!
- Kidnap and Ransom- Perspectives from a former hostage, the family and negotiator
- Global security landscape
- Brand protection and illicit trade
- Transformation, technology, culture and engagement
- Identity, privacy
- Crisis and emergency management
- Insider threat, Investigations, Intelligence
- Unique challenges faced by multi-national corporates and sectors including aviation, energy, retail and financial!

### **Agenda and Networking at a Glance**

#### **Tuesday 4 December**

**12:00-16:00** Optional Training Courses (half day)

**19:00-21:30** Welcome Reception- Rooftop Ritz-Carlton

#### **Wednesday 5 December**

**08:00-17:20** Day One- CSO 360 Congress

**17:40** Coaches depart Ritz-Carlton

**18:00-20:00** Reception at Schönbrunn Palace

**20:00-20:30** Christmas Markets

**20:40-23:00** Dinner in a wonderfully quirky, theatrical restaurant a 5 minute walk away

#### **Thursday 6 December**

**09:00-17:00** Day Two- CSO 360 Congress



## Highlighted sessions



### Misha Glenny

Investigative Journalist, Leading Expert on Cybercrime and Author of McMafia



### Hugh Bicheno

Former SIS Officer, Kidnap and Ransom Negotiator, Risk Analyst and Best-selling Author of Conflict Studies



### Lara Symons

Director, Hostage International

On stage interview with Thomas Olsson, Former Hostage & Berit Olsson



### Neil J. Walsh

Chief Cybercrime and Anti-Money Laundering Section, Organized Crime and Illicit Trafficking Branch. Division for Treaty Affairs, UN Office on Drugs and Crime

## International Speaker Panel

- **Andy Williams**, VP Business Development & Quality Assurance, **Safe Hotels Alliance (SWEDEN)**
- **Angelina Sidonio**, Global Travel Security and Intelligence Manager, **Pearson plc. (UK)**
- **Arne Jacobsen**, EMEA Leader, **IBM Resilient (GERMANY)**
- **Bob Lewis MBE**, Former Head of External Cyber Assurance & Monitoring, **Barclays (UK)**
- **Cédric Moriggi**, Global Head of Security (CSO), **LafargeHolcim (UK)**
- **Crawford Robinson**, Group Head of Investigations, **British American Tobacco plc. (& Chief Operating Officer, Association of Corporate Investigators) (UK)**
- **Charles Hecker**, Senior Partner, **Control Risks (UK)**
- **Chris Meager**, Security and Resilience, **Barclay Simpson**
- **Craig Roberts**, EMEA Security Architect, **IBM Resilient**
- **David Clark**, Head of Security, **The Francis Crick Institute (& Chairman, ASIS UK Chapter) (UK)**
- **David Nordell**, Senior VP for Strategy, Policy and Law, **CSCSS / Centre for Strategic Cyberspace and Security Science (ISRAEL)**
- **Derek Cheng**, CSO, **TalkTalk (UK)**
- **Dr. Christoph Rojahn**, Partner, Head of Corporate Security Solutions, **KPMG Germany (GERMANY)**
- **Florian Polt**, Group Security Officer, **UNIQA Insurance Group (AUSTRIA)**
- **Gavin W. Jones**, Director of SABRE, **Building Research Establishment**
- **Georges-Pierre Cladogenis**, Digital, Global Product Owner, Safety & Security / Program Messenger, **Carlson Wagonlit Travel (FRANCE)**
- **Graham Ayre**, Senior Internal Auditor, **ArgoGlobal (UK)**
- **Graham Edwards**, Recently Director of Security, **Nationwide (UK)**
- **Henry Wilkinson**, Director of Intelligence & Analysis, **The Risk Advisory Group (UK)**
- **James Gooding**, Director of Global Intelligence, **InterContinental Hotels Group (IHG®) (UK)**
- **James Kwaan**, Cyber Security and Privacy Consultant, **Lloyd's Banking**
- **James Willison**, Vice chair, **ASIS European Convergence/ESRM subcommittee, ASIS (UK)**
- **Jenny Reid**, Owner, **iFacts (SOUTH AFRICA)**
- **Justin Crump**, CEO, **Sibylline (UK)**
- **Jeroen Meijer**, Senior Partner, **Control Risks (NETHERLANDS)**
- **Michelle Kay**, Global Security Manager, **Allen & Overy (UK)**
- **Liz Chamberlin**, Executive Director, **International Security Management Association (ISMA) (UK)**
- **Luke Hull**, Consulting Director – Europe, **Cylance (UK)**
- **Matthew Drew**, Group Security Director, **Rolls-Royce (UK)**
- **Mark Lindsay**, Senior Corporate Security Manager, **Trans Adriatic Pipeline (SWITZERLAND)**
- **Mark Wolsey**, Group Security Director, **CRH plc. (UK)**
- **Ned Farmer**, Geopolitical Risk Manager, **American Airlines (USA)**
- **Nick Trigg**, Enterprise Risk Management Consultant, **BitSight (UK)**
- **Lady Olga Maitland**, Founder, **Defense & Security Forum**, Chairman, **Copenhagen Compliance (UK)**
- **Patrick Hennies**, Global Director Corporate Health, Safety & Security, **CSO Henkel AG (GERMANY)**
- **Paul Kelly**, Vice President, Global Security Operations, **Fox Film, TV and Entertainment (UK)**
- **Paul Reither**, CEO (Former Head of Security and Resilience, Oil and Gas), **Diamond Advisory (AUSTRIA)**
- **Peter Drissell**, Director Aviation Security, **Civil Aviation Authority (UK)**
- **Rayna Milkova**, Business & Client Intelligence Unit - Head of Russia & CIS, **Deutsche Bank (UK)**
- **Raz Manne**, Corporate Security, **JTI (AUSTRIA)**
- **Rick McConnell**, Associate, **BurrillGreen (UK)**
- **Richard Sumnall**, EMEA Regional Head of Security, **Uber (NETHERLANDS)**
- **Richard Schönfelder**, Senior Cyber Security Manager, **Darktrace (GERMANY)**
- **Roeland Stouthart**, Head of IT, **Kosovo Specialist Chambers, (Fmr CISO, International Criminal Courts) (NETHERLANDS)**
- **Ryan Long**, Director of Global Risk Intelligence, Safety & Security, **McDonald's Corporation (USA)**
- **Dr. Sally Leivesley**, Director, **Newrisk Ltd**, A Founder Member, **The Exercise Group7 (UK)**
- **Dr. Victoria Baines**, Visiting Associate, **Oxford Internet Institute (Recently Trust & Safety Manager, EMEA, Facebook) (UK)**
- **Werner Cooreman**, Senior Vice President - Group Security Director, **Solvay (BELGIUM)**

# Day One: Wednesday 5 December

07:45 Coffee and registration

08:00 **Chairman's Opening - evolving security landscape**  
**Rick McConnell**, Associate, **BurrillGreen**

08:10 **Chairman's Opening - evolving security landscape**  
**Neil J. Walsh**, Chief Cybercrime and Anti-Money Laundering Section, Organized Crime and Illicit Trafficking Branch. Division for Treaty Affairs, **UN Office on Drugs and Crime**

Opening keynote

08:25 **Special keynote** **Cybersecurity: the human factor and emerging trends by region in crime networks**  
Alternately very funny and very frightening, Misha looks at why humans are the greatest vulnerability in cyber systems. He explains how Communication has emerged as the greatest failure of the cyber security industry and why, consequently, companies and individuals are struggling to defend themselves from multiple threats. Misha has interviewed cyber criminals from across the world to reveal how they exploit this failure for considerable personal gain. But increasingly cyber criminals have been deepening their links with both traditional organised crime, mafias from across the world, and, in many cases with state security services. In a finale that draws on breath-taking and unique research material, Misha explains the genesis and flowering of cooperation between these groups. He places this in a broad geo-political context of cyber policy. Unlike with all other weapons and communications networks, the great cyber powers, the US, Russia, China and the EU, have never agreed on any 'rules of the road.' This has created a dangerously chaotic environment where companies and institutions must develop a flexible intelligence capacity to reduce risk to the minimum possible.

Special keynote

**Misha Glenny Investigative Journalist, Leading Expert on Cybercrime and Author of McMafia and Nemesis: One Man and the Battle for Rio**

09:15 **Case study** **Leveraging and monetising security as an asset**  
• Gaining the loyalty of employees • Marketing the benefits of security rather than just costs • Strategies and technique to win hearts and minds internally and to convince the board and senior management • Company culture • How can we do more with less?  
**Paul Kelly**, Vice President, Global Security Operations, **Fox Film, TV and Entertainment (UK)**

09:35 **Keynote**  
**Arne Jacobsen**, EMEA Leader, **IBM Resilient (GERMANY)**

09:55 **Case study** **Security Threats from Unmanned Aerial Systems ("Drones") Welcome to the Future!**  
Over the last several years the threat posed by unmanned aerial systems (UAS, aka "drones"), has grown considerably; from unarmed drones used by hobbyists, to the weaponization of drones by terrorists in warzones, to the proliferation and use of armed and unarmed drones by non-state actors; Ned will analyze the evolution of the threat and address the security implications in a forward-looking manner.  
**Ned Farmer**, Geopolitical Risk Manager, **American Airlines (USA)**

10:10 **Case study** **Mindanao – the new IS front line?**  
Unknown to many and certainly under-reported at the time, the City of Marawi in Mindanao, southern Philippines, was the focus of an IS inspired siege last year, which lasted for 5 months. The battle was intense and it took 16 battalions of the Philippine military to bring the siege to an end. Casualties were high and foreign fighters were identified amongst the dead. Despite the eventual defeat of the insurgents, the threat in the region remains high and the area remains a potential magnet for Islamist extremists. The future is uncertain and is giving cause for concern amongst security specialists and intelligence analysts, as Islamist extremist elements appear to be re-grouping.  
**Mark Wolsey**, Group Security Director, **CRH plc. (UK)**

10:40 Morning Coffee Break

11:10 **Case study** **Intelligence strategies in the global enterprise**  
**Ryan Long**, Director of Global Risk Intelligence, Global Safety & Security, **McDonald's Corporation (USA)**

11:40 **Keynote** **Applying Machine Learning for Practical Cyber Security**  
**Richard Schönfelder**, Senior Cyber Security Manager, **Darktrace (GERMANY)**

11:55 **Strategic Risk Forecast** **The World in 2019 - What are the key**  
**Justin Crump**, CEO, **Sibylline (UK)**

12:10 **Preamble: The Intelligence Context** **Intelligence and security decision making in a VUCA world**  
**Henry Wilkinson**, Director of Intelligence & Analysis, **The Risk Advisory Group (UK)**

12:20 **Panel** **Threats and Opportunities in a VUCA World – the CSO Perspective**  
This session will feature a conversation with leading heads of security from the ISMA membership, and will highlight the CSO perspective on managing corporate security in a volatile, uncertain, complex and ambiguous business environment. • The interface of info/cyber security and traditional/physical security functions in major multinational companies • How is the interface currently managed in major companies? Presentation of data • Panelists' experience working with cyber/information security professionals (CISOs) • What are the threats/risks posed by current operational models? • How do current and future CSOs best position themselves to appropriately manage all aspects (cyber and physical) of corporate security? Where are the opportunities? • How does the converged model touch/impact threats such as the use of mis and disinformation by threat actors?

Panel

**Chaired by: Liz Chamberlin**, Executive Director, **International Security Management Association (ISMA) (UK)**

**Panelists: Mark Wolsey**, Group Security Director, **CRH plc (UK)**  
**Werner Cooreman**, Senior Vice President, Group Security Director, **Solvay (BELGIUM)**; **Cédric Moriggi**, Global Head of Security (CSO), **LafargeHolcim (UK)**

12:50 Lunch

13:40 **Case study** **Transnational Gas Pipeline Security: The Trans Adriatic Pipeline**  
**Mark Lindsay**, Senior Corporate Security Manager, **Trans Adriatic Pipeline (SWITZERLAND)**

14:00 **A Sneak Preview** **The Risk Map 2019**  
**Charles Hecker**, Senior Partner, **Control Risks (UK)**

14:10 **Case study** **Security Awareness Programme at TalkTalk**  
**Derek Cheng**, CSO, **TalkTalk (UK)**

14:30 **Roundtable** **Travel security risk and global trends - 'incumbent and disruptor' views**

Round Table

This onstage roundtable will explore global trends, emerging challenges and case studies in duty of care compliance concerning the travel and hotel industries. Hear different perspectives ranging from seasoned hotel CSOs to the large internet companies, what they have in place to ensure preventive measures day to day measures, resiliency and strategic crisis management. What does the panel see as: • Upcoming global trends, regional hotspots, and travel security risk sectors: is it business as usual, opportunity or threat • How do we effectively use intelligence and social networks to mitigate travel risk? • How do the incumbent players differ in their approach to security than the internet companies; diametric opposites or collaborative in approach? • What place do standards and certifications in the hotel and travel sector have? • Who should be owning duty of care, who are the stakeholders?

**Chaired by: Andy Williams**, VP Business Development & Quality Assurance, **Safe Hotels Alliance (SWEDEN)**. **Joined by: Georges-Pierre Cladogenis**, Digital, Global Product Owner, Safety & Security / Program Messenger, **Carlson Wagonlit Travel (FRANCE)**; **Richard Sumnall**, EMEA Regional Head of Security, **Uber (NETHERLANDS)**; **James Gooding**, Director of Global Intelligence, **InterContinental Hotels Group (IHG®) (UK)**; **Lady Olga Maitland**, Founder, **Defense & Security Forum**, Chairman, **Copenhagen Compliance (UK)**



## 15:00 Afternoon Tea Break

### 15:30 Professionalising Investigations: The Association of Corporate Investigators (ACI)

- Investigations – part of business DNA? Cross-functional roles: where does security ‘fit’? What’s missing?
  - Vision & mission of the ACI
- Crawford Robinson**, Group Head of Investigations, **British American Tobacco plc.** (& Chief Operating Officer, **Association of Corporate Investigators**) (UK)

### 15:40 Case Security as a competitive advantage?

- Leveraging the security team as a business enabler and differentiator:
  - Security challenges posed by disruptive business
  - Integration with the business, customers and cities
  - Achieving business leadership buy-in
- Richard Sumnall**, EMEA Regional Head of Security, **Uber** (NETHERLANDS)

### 16:00 Open Q&A Panel What are the technological emerging risks, opportunities, roles and gamechangers for global security?

Panel

- Innovative technology combined with talented people can reduce impact and speed recovery efforts and crisis management and resilience initiatives around the world. Examine how advanced and emerging technologies are enhancing resilience, productivity and security around the world.
- What are current best-practices to countering cyber-enabled threats?
  - Cyber risk concentration and supply chain vulnerabilities - from the unknowns to the celebrity
  - What new skills are needed to meet emerging security challenges? Changes in salary trends and expectations
  - Securing rapid innovation and leveraging advanced technologies to benefit security
  - What is the scope for terrorism moving further into cyber space? How do we balance security with personal privacy and freedoms?
  - How will Brexit affect the security supply chain and collaboration on anti-terrorism?
- Chaired by:** **Bob Lewis MBE**, Former Head of External Cyber Assurance & Monitoring, **Barclays** (UK)
- Panelists:** **Roeland Stouthart**, Head of IT, **Kosovo Specialist Chambers**, (Fmr CISO, **International Criminal Courts**) (NETHERLANDS); **Dr. Victoria Baines**, Visiting Associate, **Oxford Internet Institute** (Recently Trust & Safety Manager, EMEA, **Facebook**) (UK); **David Nordell**, Senior VP for Strategy, Policy and Law, **Centre for Strategic Cyberspace and Security Science (CSCSS)** (Israel); **Craig Roberts**, EMEA Security Architect, **IBM Resilient**; **Nick Trigg**, Enterprise Risk Management Consultant, **BitSight**; **Chris Meager**, Security and Resilience, **Barclay Simpson** (UK)

### 16:30 Special Keynote Weakness is Provocative

Special keynote

- From the personal to the international the only logical outcome of appeasement is total submission, because a weak response encourages an aggressor to demand more.
  - My book *Razor's Edge* illustrates the most famous example from my experience as an intelligence officer of how demands escalate in the face of cowardice.
  - As a kidnap and ransom consultant it was my foremost task to convince families that prompt payment of a ransom guaranteed the prolongation of the hostage's captivity.
  - The most disabling factor in negotiations is to permit your opponent to focus attention on your vulnerability to the exclusion of their own weaknesses.
  - Hollow defiance is the worst possible negotiating tactic. The best is to raise the cost to your opponent while lowering your own through carefully calculated passive aggression
- Hugh Bicheno**, Former SIS Officer, **Kidnap and Ransom Negotiator**, **Risk Analyst** and **Best-selling Author of Conflict Studies**

### 17:20 Close of Day One

### 17:40 Coach departs Ritz-Carlton Vienna

### 18:00-20:00 Reception - Schönbrunn Palace – The Gold Room - Kindly sponsored by:



### 20:00-20:30 Christmas Markets

### 20:40-23:00 Dinner - wonderfully quirky, theatrical restaurant,

## Day Two: Thursday 6 December

### 08:15 Coffee and registration

### 08:35 Chairman's Re-Opening

**Rick McConnell**, Associate, **BurrillGreen**

### 08:40 Keynote Creating a security culture in civil aviation

**Peter Drissell**, Director Aviation Security, **Civil Aviation Authority** (UK)

### 09:00 Keynote Security Risk Assessment Oil/Gas sector - Challenges Approach-Lessons Learned

**Paul Reither**, CEO, **Diamond Advisory** and Former Head of Security and Resilience, **Oil & Gas Company** and Former Vice Chair, **IOGP Security Committee** (AUSTRIA)

### 09:20 Case study and discussion Safety vs Security

**Cédric Moriggi**, Global Head of Security (CSO), **LafargeHolcim** (UK)

### 09:40 Case study Breaking Bad - Implementing a Global Travel Security Programme

**Angelina Sidonio**, Global Travel Security and Intelligence Manager, **Pearson plc.** (UK)

### 10:00 Panel M&A and Security - Stakeholder engagement

Panel

- New business acquisitions and security
  - Explore challenges and opportunities of attempting to enhance security risk management within joint ventures
  - How to incorporate multiple business, cultural and personal perspectives when developing a robust security risk management framework
  - The CSO and rapid innovation and growth
- Chaired by:** **Dr. Christoph Rojahn**, Partner Compliance & Forensic, **KPMG AG** (GERMANY)
- Panelists including:**
- Werner Cooreman**, Senior Vice President- Group Security Director, **Solvay** (BELGIUM); **Patrick Hennies**, Global Director Corporate Health, Safety & Security | Chief Security Officer, **Henkel AG** (GERMANY); **Bob Lewis MBE**, Former Head of External Cyber Assurance & Monitoring, **Barclays** (UK); **Graham Edwards**, Recently Director of Security, **Nationwide** (UK); **Luke Hull**, Consulting Director – Europe, **Cylance**

### 10:35 Scenario Planning Exercise Managing Supply Chain Security for Brexit and other Crises 2019

Exercise

- How are CSOs preparing for variable outcomes of Brexit in the supply chain right now?
- Risk assessments of Brexit and other supply chain crises
- Key dependencies in the supply chain – how are these identified and rated?
- External factors affecting the business- transport, border controls, general hazards
- Integrating threat intelligence with business supply chain support
- Methods used for stress testing of supply chains and brand protection
- Industry driven solutions to supply chain risk management
- Leveraging advanced technologies s for supply chain checking and crisis management?

**Led by:** **Dr. Sally Leivesley**, Director, **Newrisk Ltd**, A Founder Member, **The Exercise Group7**

### 11:05 Morning Coffee Break

### 11:30 Case study Active Shooter - Preparing your workforce

The frequency of extreme violence attacks varies from country to country. They can be physical assaults, knife attacks, vehicle rams or shootings. They depend on several factors, one of which is the accessibility of weapons to the general population. Although few organizations will experience active shooter situations, a larger number will face other kinds of workplace violence, including threatening acts and violent events. These might be less “spectacular” but will still damage the well-being of the organization and its members. JTI puts peoples’ safety first and carries a responsibility to help detect threats, prevent violence and mitigate the consequences.

**Raz Manne**, Corporate Security, **JTI** (AUSTRIA)

**11:50 On stage interview With a Former Hostage and His Wife - The Family Perspective on Kidnap**

Interview

Introduction to Hostage International and their role in family and hostage support. Hear first-hand from a former hostage and his wife in an on-stage interview format which explores:

- The main issues that hostages and families face during a kidnap
- How police family liaison officers supported the Olsson family and what we can learn from their experience
- Key elements in best practice in family support for CSOs

**Led by: Lara Symons, Director, Hostage International (UK)**

**Interviewees: Thomas Olsson, Former Hostage and Berit Olsson (SWEDEN)**

**12:50 Panel Kidnap and Ransom – trends, deterrence, negotiation**

Panel

Hear direct experiences from subject matter experts, including a focus on Latin America and the safe recovery of victims of kidnap and ransom (all 27 of them!)

- K&R statistics - broken down into categories such as piracy, hostage taking, long/expensive versus express/relatively cheap, trafficking
- Greenmail. "Every great cause begins as a movement, becomes a business, and eventually degenerates into a racket." – Eric Hoffer.
- Key factors: Victim irresponsibility, unpreparedness, panic
- Preventative security: Bars on the windows
- Deterrence: Russians do it right (so did Pablo Escobar)
- The Castro legacy: Latin America

**Experts including: Hugh Bicheno, Former SIS Officer, Kidnap and Ransom Negotiator, Risk Analyst and Best-selling Author of Conflict Studies (UK); Angelina Sidonio, Global Travel Security and Intelligence Manager, Pearson plc. (UK)**

**13:10 Lunch**

**13:50 Open Discussion Integrated security - opportunities and challenges of converging physical and cyber security**

Panel

- What are the business benefits and challenges of a converged global security operation?
- Integrated cyber and physical threats in the connected enterprise
- Data collection has become both dangerously intrusive and highly profitable. Is it time to act to curb online surveillance?
- Threat of the internet giants? Surveillance has evolved into a profitable architecture.
- How to procure and secure IoT devices/physical security systems in your organisation
- How best to communicate to the C-Suite that convergence is the best way to holistically protect the organization

**Chaired by: Crawford Robinson, Group Head of Investigations, British American Tobacco plc. (UK)**

**Panellists: David Clark, Head of Security, The Francis Crick Institute (& Chairman, ASIS UK Chapter) (UK); Paul Reither, CEO, Diamond Advisory and Former Head of Security and Resilience, Oil & Gas Company and Former Vice Chair, IOGP Security Committee (AUSTRIA); James Willison, Vice chair, ASIS European Convergence/ESRM subcommittee, ASIS (UK); Florian Polt, Group Security Officer, UNIQA Insurance Group (AUSTRIA)**

**14:20 Case study Insider Threat**

- How can an organisation's employees present a threat?
- Do specific roles present a higher threat level?
- How can an organisation mitigate against the Insider Threat?
- How valuable is a robust security culture as a mitigation against the insider threat?

**Matthew Drew, Group Security Director, Rolls-Royce (UK)**

**14:40 The Evolution of GSOCs**

**Led by: Jeroen Meijer, Senior Partner, Control Risks (NETHERLANDS)**

**14:55 Case study Beyond compliance - the security risk management system approach to real asset resilience**

Hear how the London HQ's of Allen & Overy LLP has achieved SABRE 'Excellent' certification, what it means to them and the journey ahead.

**Michelle Kay, Global Security Manager, Allen & Overy LLP; Gavin W. Jones, Director of SABRE, Building Research Establishment (UK)**

**15:15 Keynote HUMINT**

**Jenny Reid, Owner, iFacts (SOUTH AFRICA)**

**15:30 Case study Fraud & Corruption – Investigations, Business Intelligence and Global Trends**

**Rayna Milkova, Business & Client Intelligence Unit- Head of Russia & CIS, Deutsche Bank (UK)**

**15:45 Afternoon Tea break and Sponsors' Prize Draw**

**Must be present to win!**

**16:10 Case study Integrated security – the challenges, benefits and CSO interfaces**

Integrated approaches to security risk management (physical security, information security and BCM) and the interfaces to other risk-based management systems (Oprisk and Internal Control System). Hear how this is effective in practice and what are the challenges.

**Florian Polt, Group Security Officer, UNIQA Insurance Group (AUSTRIA)**

**16:30 360 Security Roundtable**

Round  
Tables

Table level discussions in corners of the room:

**1. OSINT and the CSO**

**Led by: James Kwaan, Cyber Security and Privacy Consultant, Lloyd's Banking (UK)**

**2. Internal Auditors perspective on security risk**

**Led by: Graham Ayre, Senior Internal Auditor, ArgoGlobal (UK)**

**17:10 Close of day two and goodbyes**

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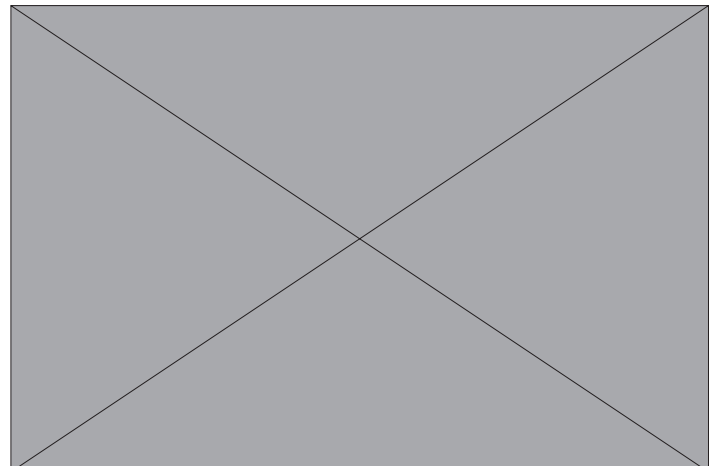


"A fantastic event. Awesome speakers addressing a diverse range of interesting and relevant topics. Great job by Team Pulse. We have been looked after so well! Thank you!"

**Regional Security Director, Caterpillar Inc (Switzerland)**

"Embraces the changing threat environments, great experience, fabulous speakers, pertinent interesting focus"

**Special Tribunal for Lebanon (The Hague)**

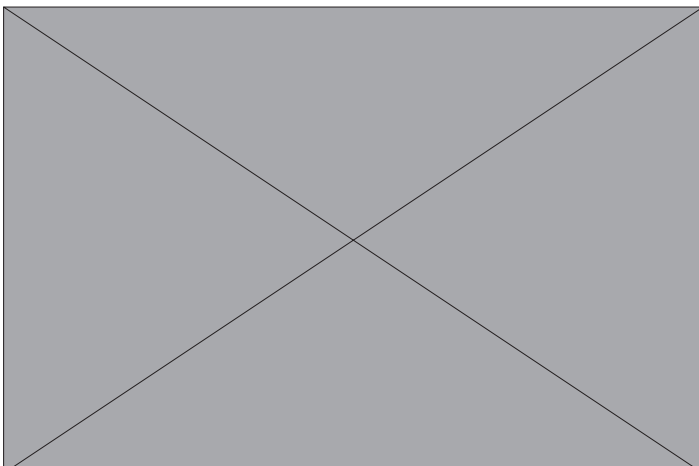


"I just had the best conference ever!"

**Chief Operations Officer, BT (Netherlands)**

"I was extremely impressed by the content, quality, origination and delivery of the Pulse product"

**MD, Tierra Nova Solutions (Sierra Leone)**





**Register  
now!**

**Book Online - [www.cso360congress.com](http://www.cso360congress.com)**

**By Phone - +44 (0)20 7936 8985**

**By Email - [teampulse@pulseconferences.com](mailto:teampulse@pulseconferences.com)**

## Registration details

### CSO 360 Delegate Pass (5-6 Dec)

Tier 1: Delegate Pass (before 31 October) — **£900 + vat**

Tier 2: Delegate Pass (after 31 October) — **£1,200 + vat**

### CSO 360 Advisory-Provider Pass (5-6 Dec)

Strictly limited to 5 passes per event - **£2,200 + vat**

### Add onto the above pricing CSO Training Courses (4 Dec)

Course 1: Open Source Intelligence for CSOs — **£800 + vat**

Course 2: Resilience Communications Training — Media, Brand Protection, Crisis Governance — **£800 + vat**

#### Please note:

- \* Delegate Passes above are only available to book by inhouse practitioners — i.e. persons who are currently in the role of CSO/ corporate security director, or similar.
- \* 5 Advisory-Provider Passes are available to persons or companies providing advisory services or solutions to the security community.
- \* Pulse conferences reserves the right to approve that all registrations fall under the correct tier.
- \* Registration will be available online until the congress begins. Space pending, registrations and payment can be taken onsite.
- \* Optional Training Courses are subject to a minimum number of delegates.

### Inclusions

- Entry to 2nd CSO 360 Congress (5-6 December 2018)
- Invitation to join the networking receptions, dinner, cultural visits (details to be announced 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 and invitation to bespoke community events in your city

### Exclusions

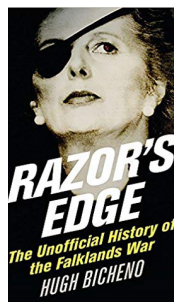
- Travel and accommodation expenses to attend the event
- All other costs associated with attending the event

#### Cancellation Terms

**What if I've registered but can't attend and want to send someone in my place?** We accept substitute delegates. Please let us know in advance with the details of your replacement copied into an email introduction.

**What if I've registered but can't come and do not have anyone to take my place?** We will always offer to transfer the delegate pass to another event. Cancellations received between 30 working days and the event start date, no-shows, or people who cannot stay for the event duration, are liable to pay the full conference fee and no refunds will be permitted. Cancellations between 30-60 working days before the event are liable for 50% refund of the ticket price paid. All refunds will be processed minus the transaction fee and applying any currency fluctuation differences.

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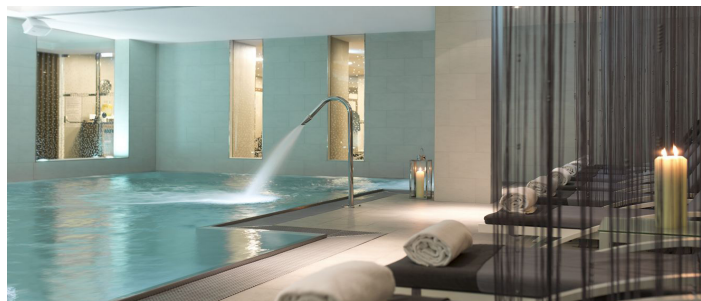
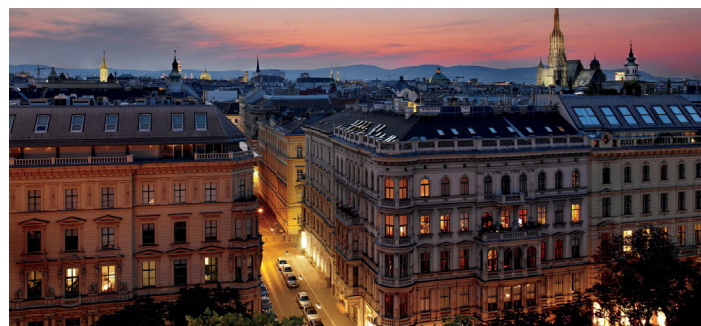
## Venue and Accommodation

### The Ritz-Carlton, Vienna

Schubertring 5-7 Vienna, 1010 Austria

<http://www.ritzcarlton.com/en/hotels/europe/vienna#Hotel>

Pulse Conferences offers very special discounted room rates at the Ritz-Carlton Vienna while availability lasts: **250€ (£222)**, single occupancy bed & breakfast. Discounted rooms are limited so we urge you to book soonest via the booking link. <https://www.pulseconferences.com/conference/2nd-cso-360-congress/venue-and-accommodation-2/>



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