FOR BUSINESS CONTINUITY, DISASTER RECOVERY AND EMERGENCY MANAGEMENT PROFESSIONALS

EMPHASIS ON THE BEFORE-DURING-AFTER CRISIS CYCLE

2016 NEW PROGRAM

- Over 20 Hours Of Accredited Education
- Internationally Recognized Keynote Speakers
- 45+ education sessions
- Opening Day Networking Mixer

REGISTRATION FEE

EARLY BIRD - $399 CDN + HST | AFTER MARCH 31ST - $499 CDN + HST

INTERNATIONAL CENTRE - HALL 5
TORONTO, ON, CANADA

www.WCDM.ORG
KEYNOTE SPEAKERS

OPENING KEYNOTE

HOW EXPONENTIAL TECHNOLOGY IS CHANGING THE BUSINESS CASE FOR PREPAREDNESS

DR. NICHOLAS HAAN
Faculty Chair, Global Grand Challenges, Singularity University

IS YOUR COMPANY AND YOUR COMMUNITY PREPARED FOR AN UNANTICIPATED INCIDENT?

JOHN S. BRESLAND
Former Chairman, U.S. Chemical Safety and Hazard Investigation Board

INNOVATING DISASTERS IN REAL-TIME

DESI MATEL-ANDERSON
Chief Wrangler, Field Innovation Team (Fit) CEO, Global Innovation Group

OUR WORLD... AND WHY IT MATTERS TO YOU!

DIANE FRANCIS
Senior Fellow, Atlantic Council.

A Message from Mr. Peter Power, WCDM Chairman

Peter Power
Chairman, WCDM
BA, FBCI, FIRM, FEPS JP
Managing Director, Visor Consultants (UK) Limited

As Chairman of the World Conference on Disaster Management (WCDM), I want to send you a personal invitation setting out why joining so many of your peers is not only beneficial for sharing ideas, but also for learning new cost saving suggestions that you might not have previously considered.

It’s about learning globally to improve locally. Helping you, your organization and your community to become more effective and resilient in a world where the extraordinary has become commonplace and the unexpected is now regularly anticipated. You’ll see that we’ve organized the education program into the broad categories of ‘before, during and after a crisis’, making the session options easy for you to navigate, inspired and delivered by our world class presenters.

WCDM is the largest conference of its kind in North America, 1500 attendees from over 40 countries worldwide. 2016 will host many networking activities, along with a two day trade show showcasing industry leading suppliers. All of this is included with your education pass.

I very much look forward to seeing you this June.

Peter Power, BA FBCI FIRM JP
Chairman, WCDM

Early Bird Fee
$399 + HST / After March 31st - $499 + HST
Premium education and networking to meet your needs at a low cost.
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Kjell Brataas
Relationships Chair
Managing Director, Brataas Kommunikasjon

Scot Phelps
Pre-Conference Bootcamp Chair
Professor of Disaster and Ambulance Science at the Emergency Management Academy

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Project Manager, Business Analyst and Change Manager

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Ambassador Chair

EXPERIENCE COMMITTEE MEMBERS
David Parsons
Senior Mine Safety Officer, Department of Industry
TUESDAY JUNE 7, 2016 | Conference at-a-glance

Presentations may fall into multiple crisis areas, as marked

REGISTRATION

OPENING REMARKS, ADMINISTRATION, WELCOME

8:45am - 9:30am

REGISTER TODAY AT WCDM.ORG AND RECEIVE ADDITIONAL 5% DISCOUNT WITH PROMO CODE

OPENING KEYNOTE PRESENTATION
HOW EXponential TECHNOLOGY IS CHANGING THE BUSINESS CASE FOR PREPAREDNESS

Dr. Nicholas Haan | USA
Faculty Chair, Global Grand Challenges, Singularity University

9:30am - 10:15am

BUILDING BUSINESS CONTINUITY FOR THE 21ST CENTURY
John Vargo
NZL

 EFFECTIVE WHOLE COMMUNITY DIGITAL COMMUNICATIONS PLANNING
Carol Spencer
REbecca Williams
ISR

SAVING THE DAY: SOCIAL NETWORKS AND CONTINGENCY PLANNING
Avi Kirschenbaum
USA

BUSINESS CONTINUITY AND RESILIENCE – IS IT ONE AND THE SAME?
Tim Armit
UK

Panel Prepare, cope, and recover: joining the dots
Peter Power
UK

10:15am - 11:00am

A PRACTITIONER’S GUIDE TO ORGANIZATIONAL RESILIENCE
Deborah Higgins
UK

CRISIS COMMUNICATIONS PLANNING - PREPARING TO SAY THE RIGHT THING
Steven Ross
USA

IS A DISASTER RESPONSE STRATEGY EMPOWERING OR DISABLING?
Minyu Mugambi
SOM

EBOLA FIELD LAB OUTBREAK TEAMS: CHALLENGES AND LESSONS LEARNED
Edmund Newman
UK

PARTNERSHIPS TO IMPROVE PREPAREDNESS, PERFORMANCE, AND PROFESSIONAL DEVELOPMENT
Joseph Gleason
USA

11:15am - 12:00pm

ARE YOU PREPARED FOR THE ENTIRE LIFECYCLE OF A CRISIS?
Christopher Horne
Imad Mouline
CAN / USA

PUBLIC ALERTING IN CANADA - PARTNERSHIPS AND RISK MITIGATION
Tim Trytten
CAN

MAKING BETTER DECISIONS IN YOUR EMERGENCY OPERATIONS CENTRE
Laurie Pearce
CAN

PLANNING FOR WORKPLACE VIOLENCE
Harold Chadwick
John Malevich
CAN

OUTSOURCING CRITICAL FINANCIAL SYSTEM OPERATIONS
Jan Pilbauer
USA

12:00pm - 1:15pm

Lunch with Speakers

1:15pm - 2:00pm

SUSTAINING WORKFORCE RESILIENCE: BEFORE, DURING, AND AFTER
Gerald Lewis
USA

INTO THE FIRE: CRISIS COMMUNICATIONS STARTS WITH PREPAREDNESS
Christopher Tarantino
USA

MANAGING MISINFORMATION: LESSONS FROM KENYA, BURMA, AND BEYOND
Christopher Tuckwood
CAN

DISASTER HEROES - THE HUMAN FACTOR
Suzanne Bernier
CAN

BETTER TOGETHER: A CASE STUDY IN CROSS-SECTOR COLLABORATION
Mike Grogan
Matthew Sawatsky
CAN

2:10pm - 2:55 pm

PRACTICAL LESSONS FROM THE 2013 SOUTH ALBERTA FLOOD
Cliff Trollope
Shane Schreiber
CAN

CRISIS COMMUNICATIONS LESSONS FROM WDBJ7 ON-AIR SHOOTING
Christopher Turnbull
USA

POST-MORTEM ON GORKHA: NEPAL'S DEADLIEST QUAKE
K.C. Rondello
USA

FAMILY SUPPORT AFTER A TRAGIC EVENT
Kjell Brataas
NOR

SHARED RESPONSIBILITY: ASPIRATIONAL IDEAL OR IDEAL EXCUSE?
Iain Mackenzie
AUS

3:05pm - 3:50pm

3:50pm - 4:30pm

Afternoon Break in Exhibit Hall

4:30pm - 5:30pm

KEYNOTE 02 PRESENTATION
OUR WORLD... AND WHY IT MATTERS TO YOU!

Diane Francis | CAN
Senior Fellow, Atlantic Council

5:30pm - 7:00pm

Closing remarks
Opening Day mixer - Trade Show floor & Poster Reception

REGISTER TODAY AT WCDM.ORG AND RECEIVE ADDITIONAL 5% DISCOUNT WITH PROMO CODE
### Wednesday June 8, 2016 | Conference at-a-glance

**Presentations may fall into multiple crisis areas, as marked.**

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<td><strong>Is Your IT DRP A Disaster Waiting to Happen?</strong></td>
<td>Ann Wyganowski</td>
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<td><strong>Operation Windshield and the Simplification of Emergency Management</strong></td>
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<td><strong>How Do You Get Ready for a Possible Cyber Attack? Exercise!</strong></td>
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<td>Andrew Griffin</td>
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**Program subject to change, please visit our website for the most current schedule.**
How Exponential Technology Is Changing the Business Case for Preparedness

Dr. Nicholas Haan
Faculty Chair, Global Grand Challenges, Singularity University

A radically different future of disaster management is closer than you think. Exponential technology is poised to help solve many of humanity’s global grand challenges from energy, environment, food and water. What comes as a surprise to many disaster management professionals is the impact that exponential technology is bringing to disaster resilience within our businesses and communities.

Building Business Continuity for the 21st Century

John Vargo | New Zealand
Co-Leader, Resilient Organisations Research Programme, University of Canterbury

Research following the 2010-2011 Canterbury New Zealand Earthquakes shows that business continuity did a good job of preparing organizations to deal with technological and operational disruptions, but provided very limited coverage for the continuity of people, the single-most crucial issue. This presentation will illustrate practical enhancements to business continuity planning, incorporating aspects of resilience, specifically the “people” areas of leadership, culture, learning, and staff welfare.

Effective Whole Community Digital Communications Planning

Carol Spencer | USA
Digital & Social Media Consultant, Stormzero, LLC
Rebecca Williams | USA
Partner, Disaster Info Team

Waiting until a disaster strikes to implement appropriate channels will fail. This session will present the elements of creating an effective communications plan. Topics will include: determining demographics, channel creation, interfacing with government agencies and public sector stakeholders, policy development, embracing the whole community approach, and marketing strategies. Practical information will be supplemented with speaker experiences as government and citizen volunteer communicators.
TUESDAY JUNE 7, 2016 | Symposium Session Descriptions

**A PRACTITIONER’S GUIDE TO ORGANIZATIONAL RESILIENCE**
Deborah Higgins | UK
Head of Learning & Development, The Business Continuity Institute

Guidance is emerging on a national and international level for organizational resilience. Practitioners from many disciplines are deliberating and debating the impact on their profession. This presentation will provide an up-to-date overview of what the new guidance is telling us, and consider what the implications are on professional development for us as practitioners.

**CRISIS COMMUNICATIONS PLANNING – PREPARING TO SAY THE RIGHT THING**
Steven Ross | USA
Executive Principal, Risk Masters International LLC

Should an organization suffer a disruptive event, it must notify personnel as quickly as possible about the nature of the incident and what they should do to continue operations. Equally, an organization must notify and reassure customers, the media and other stakeholders. This session presents an approach to getting the right message out from the right people at the right time.

**IS A DISASTER RESPONSE STRATEGY EMPOWERING OR DISABLING?**
Minyu Mugambi | Somalia
Programs Director, ADRA Somalia

The catalytic nature of disasters in Somalia, compounded by insecurity, has become a constant humanitarian issue of the country since the break out of civil war in 1992. Despite regular interventions, people’s resilience to future emergencies is low. Documented evidence in Somalia affirms that emergencies can be planned to achieve developmental objectives with peace building, forming a significant pillar in this strategy. There is a big link between disaster response strategies and conflicts.

**EBOLA FIELD LAB OUTBREAK TEAMS: CHALLENGES AND LESSONS LEARNED**
Edmund Newman | UK
Senior Project Team Leader - Virology, Public Health England

The West African Ebola Outbreak of 2014/15 has been one of the most significant global public health emergencies of recent years. This presentation will outline a case study of European Mobile Ebola diagnostic lab teams, deployed to the epicentre of the outbreak in order to identify the challenges faced in logistics, infrastructure & leadership during such field deployments, and the lessons learned now used to better prepare lab teams before deployment to future outbreaks.

**PARTNERSHIPS TO IMPROVE PREPAREDNESS, PERFORMANCE, AND PROFESSIONAL DEVELOPMENT**
Joseph Gleason | USA
Chief, Office of Contingency Preparedness & Exercise Policy, United States Coast Guard

All emergency management agencies are faced with reduced budgets, limited staff, and expanding responsibilities. When a large incident or regional disaster occurs, we rely on external relationships to ensure we have the resources, skilled personnel, and equipment needed to carry out an effective response. Learn from success stories of others on how to build the partnerships needed to improve emergency management expertise and promote preparedness.

**ARE YOU PREPARED FOR THE ENTIRE LIFECYCLE OF A CRISIS?**
Christopher Horne | CAN
Assistant Vice President, CIBC Mellon

Imad Mouline | USA
CTO, Everbridge

The severity and frequency of global events and emergencies, their implications for business performance and personal safety, and the complexity of regulatory challenges are increasing. At the same time, as mobile and digital communications continue to proliferate, organizations and individuals are able to consume critical information faster and more effectively. This presentation will address the convergence of business continuity and emergency communications, helping you optimize your strategies for before, during, and after the crisis cycle.

**PUBLIC ALERTING IN CANADA - PARTNERSHIPS AND RISK MITIGATION**
Tim Trytten | CAN

AEA/GIS Coordinator, Alberta Emergency Management Agency

Tim will review Alberta’s public alerting program and recent changes in provincial practices. The session will also include information about the national public alerting situation and current alerting issues facing both broadcasters and emergency management organizations.
When an emergency, disaster, or crisis occurs, leaders seek to quickly put out the “fire” with whatever resources they have at their disposal. When crisis communicators do not adequately prepare and understand their audiences, it is akin to trying to extinguish a fire with gasoline. This presentation will outline the core elements to proactive crisis communications and identify key analyses needed to properly manage communications before, during, and after a disaster/crisis in the digital age.

Una Hakika (Swahili for “Are you sure?”) is an organisation which uses mobile phones, social media, and crowdsourcing to monitor and counter incendiary rumours in Kenya, with an expansion to Burma (Myanmar) currently in progress. Una Hakika is also creating tools and techniques for disaster management and international development professionals worldwide to manage misinformation, maintain situational awareness, and communicate with populations using technology during conflicts, natural disasters, and security incidents.

While emergency response and business continuity plans, training and exercises are all must-haves for any company, government or agency, it’s the people BEHIND those entities, including the many volunteers, “helpers” and survivors that really step up and shine throughout disasters. Who are these hidden heroes, and what makes them tick?
**KEYNOTE 02**

3:05pm - 3:50pm

**SHARED RESPONSIBILITY. ASPIRATIONAL IDEAL OR IDEAL EXCUSE?**

Iain Mackenzie | Australia
Inspector-General Emergency Management, Queensland Government

The term, shared responsibility, pervades Emergency Management documentation globally. Often, it is no more than a facade of collaboration, used as an excuse for avoiding the hard work needed to be ready to accept accountability. To deliver a better outcome for the community, sharing responsibility must mean overtly accepting responsibility for our part and being prepared to be judged on our performance. This presentation examines how we are achieving this shift in thinking and delivering tangible outcomes.

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**POST-MORTEM ON GORKHA: NEPAL’S DEADLIEST QUAKE**

K.C. Rondello | USA
Academic Director, Emergency Management, Adelphi University

In January 2013, Dr. K.C. Rondello was sent to Kathmandu, Nepal, to assist public and private partners in developing surge capacity strategies to accommodate casualties from a hypothetical seismic event. Only two years later, Nepal suffered its deadliest earthquake in history. This presentation evaluates the efficacy of the patient care methods utilized and considers lessons learned and how they can better inform future emergency management practices.

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**FAMILY SUPPORT AFTER A TRAGIC EVENT**

Kjell Brataas | Norway
Managing Director, Brataas Kommunikasjon

Employees, the media and the public expect private and government organizations to have systems in place to take care of family members after a tragic event, but recent events have showed us this is a challenging task. Fortunately, much can be done in advance - and with the right preparations, tools and training, next-of-kin support is manageable. This presentation summarizes lessons learned from international disasters and airline accidents to give concrete advice on family support.

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**OUR WORLD...AND WHY IT MATTERS TO YOU!**

**DIANE FRANCIS**

Senior Fellow, Atlantic Council, Singularity University

By participating in this thought provoking keynote presentation, you have the unique opportunity to challenge what you think you know to be true about the world you live in, remove perceptual blinders and learn globally to improve your company and community locally. Join Ms. Francis, an award-winning columnist and investigative journalist, to learn how you can make a real difference to this incredible world.
How do you know if you’re really prepared? Sadly, for many involved in disaster management, the reality hits only after the disaster strikes. From the lessons learned throughout his impressive career, Mr. John Bresland will present practical steps you can take back to your company and community, both individually and through public-private partnerships, to effectively learn, communicate and plan for future disasters you may be vulnerable to.

The speaker will discuss the challenges faced by emergency managers in building resilience in strategic emergency management by using seconded municipal staff. The training and exercise cycle is used to demonstrate simplified principles that make emergency management more intuitive to part-time practitioners. This, and the use of evolving technologies are discussed as they were integrated into a full-scale earthquake exercise conducted by a tri-municipal emergency program in British Columbia, Canada.

Every month we read about the latest, the greatest, or “the most significant cyber breach ever.” Companies are jostling to figure out how to manage these challenging cyber security issues – and it’s not just IT that’s scrambling. Cyber incidents affect every aspect of the business, and cyber security has become one of the most pressing issues in business continuity management today. Learn how you can get ready to respond when it happens to you.

Technologies such as virtualization have made IT availability seem easy and have shortened recovery timelines, but are we really asleep at the wheel? There are many things that might not have been considered that can trip up a successful Disaster Recovery Plan (DRP) activation. Understand current trends and techno-babble as well as the mistakes that others have made in developing their fool-proof DRPs. Find out why everyone should be losing sleep instead of counting sheep!

Disaster outcomes can be improved by effective crisis communications. Crisis communications can be improved by effective risk communications. Understanding how people receive and process information before, during and after a crisis is the first step to more effective communication and improved disaster outcomes.
Business Continuity Management is easy, painless, and you already know how to do it. It is not a specialized science. It’s simply applied risk management, and it’s just good business. This informative presentation will cover 16 Business Continuity Fundamentals that will ensure the success of your corporate business continuity program, with minimal cost, and without any pain.

Hear two Federal Reserve System Bank Examiners discuss examination and U.S. supervisory approaches to bank business continuity, disaster recovery, operational resiliency and the emerging threat landscape. This session will cover how past events such as September 11th, Super Storm Sandy and cyber-attacks have impacted U.S. Banking Regulatory Guidance. Thoughts regarding the current and future of banking incident response and cyber resiliency will be discussed.

Effective leadership in emergency organizations requires the ability to vary a given approach to the situation at hand. The ability to adapt one’s style is important for any leader, but can be critical to the success of an emergency organization. Effective emergency and business continuity leaders use a variety of styles during mitigation, preparedness, response and recovery to appropriately address each situation and manage staff and stakeholders to maximize organizational resilience.

An interactive discussion of the operational and technical risks of Work-From-Home strategies during emergencies, including case studies, and talking points for your stakeholders on how to make telecommuting an effective part of a BCP strategy.

With new refugee surge potential awaiting the United States from our Southern borders as well as from Europe and the Middle East, we need to examine what lessons we have learned and what best practice strategies we can employ to provide effective mass care to refugee populations.

This presentation will provide a dynamic discussion of the current international refugee situation, mass care considerations for the future and lessons learned from refugee surges in the recent past.

**THE QUALITY AND PASSION OF THE SPEAKERS AND THE STANDARD OF EVENT ORGANISATION WERE TERRIFIC.**

TONY PEARCE, INSPECTOR-GENERAL FOR EMERGENCY MANAGEMENT, DEPARTMENT OF JUSTICE AND REGULATION - VICTORIA
A thoughtful and agile crisis management plan can be the difference between a company’s success or failure. Learn the key elements of a crisis management plan that contemplates incidents, both large and small, that have the potential to impact brand, reputation, confidence, and the bottom line of a company in the financial services sector.

1:15pm - 2:00pm

Nepal Earthquake’s Lifeline: The Emergency Response Unit
Bal Sedai | Nepal
Senior Programme Officer, Nepal Red Cross Society
Learnings from the ERU/field hospital operation in Nepal immediately after the earthquakes of April 25th, 2015. A terrible calamity where thousands of people lost their lives and many more were injured. One third of the country’s healthcare service had been disrupted. To respond to the immediate health care needs of victims, the Nepal Red Cross, together with IFRC and Nepal Government, established 8 field hospitals in 5 districts. This presentation will discuss lessons learned.

1:15pm - 2:00pm

From Explosives to Active Shooters - Preparing for Physical Threats to Your Office
Russ Stewart | UK
Head of Continuity Safety & Security, KPMG LLP
A number of physical threats of low probability, though not insignificant, exist that are reasonable to be prepared for, at least in terms of initial response. This list includes fires, floods, explosives, contamination and intruder threats, among others. Many governments advise on preparedness and have a legal concept of “duty of care” or “foreseeability”, which puts added pressure on organizations. This presentation discusses the threats identified, the rationale, and describes a low-cost solution.

1:15pm - 2:00pm

The Real Reason Your Supply Chain Is Already in Trouble
Randall Becker | CAN
R&D Programme Manager, Nexbridge Inc.
Manufacturing lines are more fragile than ever. Small drifts away from the ideal process flow can cause a catastrophic cascade failures that can cripple your organization as quickly as any major earthquake, flood or fire. Even worse, our business processes are under attack from emerging technologies with no room for resiliency. This presentation introduces Practical Drift and discusses how easily and how devastating the effect can be, and outlines some potential coping strategies.

2:15pm - 3:00pm

Reflections on Recent Crises
Andrew Griffin | UK
Chief Executive, Regester Larkin
This presentation will examine some of the biggest crises of recent times, including the Malaysia Airlines crashes, Volkswagen emissions scandal and Sony Pictures cyber attack. Participants will hear the latest thinking in crisis management and recommendations on how to prepare their organisation for a crisis and handle a live crisis response.

2:15pm - 3:00pm

Panel: Terrorism: Fears, Fiction, and Facts
Alan Bell | CAN
President, Globe Risk International Inc.
Andrew Majoran | UK
Global Terrorism Analyst, The Risk Advisory Group
Peter Power | UK
Chairman, WCDM and Managing Director, Visor Consultants UK
Fear as well as fiction can sometimes distort rational behaviour in the face of worsening terrorist atrocities, and this includes denial, and as much, over reacting. Which of the two is the worst condition? Why do some people see mass murderers as martyrs, while most view them as mad men? What can we do to wake up to the threat and properly understand how to react? Join us in this unique session where experts will explore the answers to give practical advice to better equip us all with the knowledge we need.
2:15pm - 3:00pm

EBOLA: ONE GLOBAL MINER’S APPROACH TO THE CRISIS
Jason Jarrett | CAN
Managing Director, If Not Now Consulting Inc.
This presentation will focus on a corporate global response to the Ebola threat in Guinea, West Africa, and how it was managed. Key lessons learned around strategy, management and communication will be addressed to help planners and leaders understand what can happen, and to pick up some useful lessons.

2:15pm - 3:00pm

PANEL: HOW I LEARNED TO START INNOVATING AND EMBRACE THE SURGE
Steve Hardy | CAN
Director, RallyEngine
Mary Tyszkiewicz | USA
Owner, Play for Real / Heroic Improv
Desiree Matel-Anderson | USA
Chief Wrangler, Field Innovation Team
Carly Benson | CAN
Director of Emergency Management, Town of High River
Amanda Pick | CAN
CEO, Missing Children Society of Canada
Surge in a time of crisis is a challenge for the field of emergency management. Whether it’s refugees surging from Syria or well-meaning volunteers surging into High River. Whether it’s managing a surge roster of on-call technologists or technology enabling a surge of support when a child goes missing. The challenge of surge and the opportunity of emergence are critically important realities to understand. Join us for this all-star panel of emergent innovators.

Join Hardy for this all-star presentation as this panel of experts talk about emergencies and their emergent approaches to surge capacity.

Continuing Education, Accreditation and Professional Development.
The World Conference on Disaster Management’s education program is accredited through the leading industry associations, allowing you to stay up to date with your certifications.

CERTIFICATION CREDITS!
Submit your sessions for CPD consideration! Eligible for 20.5 IAEM CEM Hours!
CRISIS MANAGEMENT - PLANNING AND EXECUTION
Des O’Callaghan | CAN
Principal, Independent Consultant
Price: $ 495 CDN
This workshop will explore the approaches and techniques used to build up responsive capabilities and make ready a flexible and adaptive capacity to execute effective crisis management when needed. It will help position crisis management within the overall business continuity management life-cycle.

BEYOND THE SANDBOX – CREATING QUALITY PARTNERSHIPS
Jeb Lacey | USA
President, RS Network Consulting, LLC
Price: $ 249 CDN
In this workshop, you will be provided with a framework for effectively organizing people into partnerships that create resilience. Further, you will be provided with an opportunity to engage with leaders in the private, public, and community sectors who will provide insight on the value, opportunities, and challenges that partnerships create from their individual perspectives.

CRISIS MANAGEMENT
Scot Phelps | USA
Professor of Emergency Management, Southern Connecticut State University
Price: $ 495 CDN
This full day program will cover all of the basic concepts of crisis management in a single, jam-packed day. Leading crisis management experts will cover all the fundamentals; how things work, who does what in a crisis, identifying disaster risk, disaster planning, disaster operations, disaster recovery, and the performance improvement cycle.

BOARDS GAME BOOTCAMP: DEVELOP YOUR OWN DISASTER BOARD GAME
Brooks Hogya | CAN
Founder, Slipstream First Aid
Price: $ 249 CDN
This 4-hour workshop will give you the skills needed to design your own disaster board game, using existing academic literature and original research as the foundation for game design and mechanics. This ‘bootcamp’ session will walk you through taking a challenge or issue and turning it into an interactive learning tool.

PLANES, TRAINS AND AUTOMOBILES: THE COLLAPSE OF THE ULTIMATE THREESOME
Darryl Culley | CAN
President, Emergency Management & Training Inc.
Price: $ 195 CDN
50% SOLD OUT
When a commuter train runs off the track at an airport terminal, chaos and confusion reign. It is your task to coordinate the response, mitigate the impact, and get international travel flying again.
Register now for this unique 2.5 hour Emergency Operations Centre exercise, where you will join participants from numerous organizations around the world.
For full schedule and learning objectives, visit: www.WCDM.org/Disaster-exercise.html
**BCI Post-Conference Training Courses**

**HOW TO PRACTICALLY APPROACH RESILIENCE WITHIN YOUR ORGANIZATION**

*Tim Armit | UK*
Managing Director, Clifton Risk Management Ltd.

Price: $ 249 CDN

In this workshop, Tim will build on themes from the conference and work with delegates in assessing threats, risks and impacts, and discuss where and why resilience should be implemented, while covering tools that may help you do this efficiently.

**LEARNING OBJECTIVES:**
- Understand what resilience can mean to your organisation
- Discover simpler methods to assess impacts and identify risks
- Clear up the myth that a threat is a risk, and walk through multiple scenarios

**LEAPING TALL BUILDINGS TO ACHIEVE ERM & ORM SUCCESS**

*Brian Barnier | USA*
Principal, ValueBridge Advisors

Price: $ 249 CDN

Review practical steps for success, based on case studies and real-life examples of the good, the bad, and the ugly of Enterprise Risk Management (ERM) and Operational Risk Management (ORM) programs. Sometimes subtle refinements make the difference for the personal success of any ERM or ORM leader.

**LEARNING OBJECTIVES:**
- Understand the organizational change implications of ERM and ORM
- Learn how to tailor 5+2 Step Cycle to your own organization and objectives
- Recognize differences in risks to objectives

The official Good Practice Guidelines (GPG) course is the most comprehensive, complete review of Business Continuity concepts and industry good practice from around the world and serves as the foundation for the Certificate of the BCI examination. The Course covers the six Professional Practices, taking students through each stage of the BCM Lifecycle.

A training developed by ICOR, the International Consortium for Organizational Resilience and accredited by ANSI, the American National Standards Institute. This course teaches the principles and practice of independent auditing. The focus of the course content is on ISO 22301 and how these requirements are implemented in a formal Business Continuity Management System.
The World Conference on Disaster Management isn’t your typical conference. Yes, we offer you a robustly unique and professionally designed education program. And it’s true that you have access to the industry’s leading trade show floor. But guess what? WCDM also has a dedicated Experience committee, working around the clock to create social and networking opportunities during the conference that will leave your pockets full of new valuable industry connections.

**The WCDM Networking Experience**

**Downtown Toronto Excursion**
Visiting Toronto for the first time? Join other International attendees on this guided tour of Canada’s most famous city! Participants are responsible for their own expenses related to this tour.

**Lunch with Speakers**
This popular event is back! Sit with one of our expert International Speakers, and participate in important conversations to both educate and inspire you.

**Opening Day Mixer/Poster Reception**
The Networking Event of the conference! Meet fellow attendees, visit the exhibits and talk to our Poster presenters as they share their research from around the globe. A complimentary drink, delicious food and entertainment are all included in your conference pass!

**Attendee HOTSPOT**
Join fellow attendees at Lone Star restaurant, just steps from our host hotel, for the ‘WCDM Lip Sync Battle! The perfect opportunity to make new connections, and be prepared for a little (ok, A LOT) of fun along the way!

<table>
<thead>
<tr>
<th>SUNDAY JUNE 5, 2016</th>
<th>MONDAY JUNE 6, 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Downtown Toronto Excursion</td>
<td>Attendee HOTSPOT</td>
</tr>
<tr>
<td>11:00am - 6:00pm</td>
<td>6:00pm</td>
</tr>
<tr>
<td>Visiting Toronto for the first time? Join other International attendees on this guided tour of Canada’s most famous city! Participants are responsible for their own expenses related to this tour</td>
<td>In town already? Join fellow attendees at the Westin hotel’s signature restaurant, Zachary’s (located in our host hotel). You’ll receive 15% off your food order; just make sure to show your badge!</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>TUESDAY JUNE 7, 2016</th>
<th>WEDNESDAY JUNE 8, 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lunch with Speakers</td>
<td>Networking Lunch</td>
</tr>
<tr>
<td>12:00pm - 1:00pm</td>
<td>12:00pm - 1:00pm</td>
</tr>
<tr>
<td>This popular event is back! Sit with one of our expert International Speakers, and participate in important conversations to both educate and inspire you.</td>
<td>We’ll be hosting an engaging networking event during lunch, allowing you to meet new professionals in your industry while engaging in ‘hot topics’ to provoke important conversations. More info to come!</td>
</tr>
<tr>
<td>Opening Day Mixer/Poster Reception</td>
<td>Attendee HOTSPOT</td>
</tr>
<tr>
<td>5:30pm - 7:00pm</td>
<td>5:00pm</td>
</tr>
<tr>
<td>The Networking Event of the conference! Meet fellow attendees, visit the exhibits and talk to our Poster presenters as they share their research from around the globe. A complimentary drink, delicious food and entertainment are all included in your conference pass!</td>
<td>For those still in town, head on over to the Westin hotel’s signature restaurant, Zachary’s (located in our host hotel) to mingle and meet fellow attendees. You’ll receive 15% off your food order; just make sure to show your badge!</td>
</tr>
</tbody>
</table>

**MEET YOUR EXPERIENCE COMMITTEE CHAIRS**

- **Amanda Patrick**
  Event Director

- **Melanie Irons**
  Experience Chair

- **Kjell Brataas**
  Relationships Chair

<table>
<thead>
<tr>
<th>SUNDAY JUNE 5, 2016</th>
<th>MONDAY JUNE 6, 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Attendee HOTSPOT</strong></td>
<td><strong>Attendee HOTSPOT</strong></td>
</tr>
<tr>
<td>7:30pm</td>
<td>5:00pm</td>
</tr>
<tr>
<td>Join fellow attendees at Lone Star restaurant, just steps from our host hotel, for the ‘WCDM Lip Sync Battle! The perfect opportunity to make new connections, and be prepared for a little (ok, A LOT) of fun along the way!</td>
<td>For those still in town, head on over to the Westin hotel’s signature restaurant, Zachary’s (located in our host hotel) to mingle and meet fellow attendees. You’ll receive 15% off your food order; just make sure to show your badge!</td>
</tr>
</tbody>
</table>
Your conference pass includes access to the industry’s most robust trade show, with vendors showcasing the latest software, services, equipment and technology. Here are just a few of our past exhibitors:
LOCATION & ACCOMODATIONS

International Centre - Hall 5
6900 Airport Road, Mississauga, ON, Canada

Easy Access:
By Car: free parking!
By Bus: bus stop located near the main entrance!
By Train: The Malton GO Station is located adjacent to the conference centre!
By Plane: Pearson International is only 5 minutes from the conference centre!

HOLIDAY INN TORONTO INTERNATIONAL AIRPORT

970 Dixon Rd. Toronto, On, Canada

For reservations: book online by clicking the booking link provided below or call 1 877 660 8550.
Booking Code: WCDM

Price: $139 CDN / Night

THE WESTIN BRISTOL PLACE TORONTO AIRPORT

950 Dixon Rd. Toronto, On, Canada

For reservations: book online by clicking the booking link provided below or call 1-800-937-8461 and ask for World Conference on Disaster Management group rate.
Booking Link: https://www.starwoodmeeting.com/Book/WCDM
Booking Code: WCDM

Price: $169 CDN / Night
### 2016 CONFERENCE PACKAGES

<table>
<thead>
<tr>
<th></th>
<th>Education Pass</th>
<th>Student Pass*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Early Bird</td>
<td>$399</td>
<td>$95</td>
</tr>
<tr>
<td>until March 31, 2016</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Regular</td>
<td>$499</td>
<td>$95</td>
</tr>
<tr>
<td>until June 5, 2016</td>
<td></td>
<td></td>
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<tr>
<td>Onsite</td>
<td>$599</td>
<td>$95</td>
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<tr>
<td>June 7 - 8, 2016</td>
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*Includes access to Student Program Monday June 6

### ADD-ON’s

<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
<th>Pricing</th>
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<tbody>
<tr>
<td>Half Day Pre-Conference Workshop/Bootcamp</td>
<td>Monday June 6, 2016</td>
<td>$249</td>
</tr>
<tr>
<td>Full Day Pre-Conference Workshop/Bootcamp</td>
<td>Monday June 6, 2016</td>
<td>$495</td>
</tr>
<tr>
<td>Full Day Post-Conference Training</td>
<td>Thursday June 9, 2016</td>
<td>$495</td>
</tr>
<tr>
<td>Disaster EOC Exercise</td>
<td>Monday June 6, 2016</td>
<td>$195</td>
</tr>
<tr>
<td></td>
<td>Thursday June 9, 2016</td>
<td></td>
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</table>

For general questions, please contact Gerda Hockridge
1-888-443-6786 ext: 2228
Email: ghockridge@divcomevents.com
Key Program Topics for 2016:

- Before, During and After the Crisis
- Supply Chain Management
- Outsourcing Critical Functions
- Managing Misinformation
- Sustaining Workforce Resilience
- +Many More inside!