

January 30 - 31, 2024 • Virtual Course

23rd Annual Event!

# Canadian Business Continuity and Emergency Management 2024



*Prepare now for the challenges ahead!*

## YOUR FACULTY CONFIRMED PARTICIPANTS INCLUDE:



**Megan Bassendale**  
**Forensic Guardians  
International  
Consulting Inc.**



**Beth Brinston**  
**Deloitte**



**Zack LeBane**  
**Sherrard Kuzz**



**Vito Mangialardi**

... and more



Benefit from expert guidance and advice from leading experts on how to:

- Use AI for more precise forecasting, improved real time decision-making and more efficient resource allocation
- Implement critical elements of a robust cloud security program including new policies, technologies, applications and controls
- Fight cyber security threats effectively
- Prevent data breaches in your organization
- Respond to extreme heat with effective Heat Alert and Response System (HARS)
- Protect your organization from out-of-control wildfires
- Be ready for the business continuity challenges you will face in 2024
- Embed a culture of cyber resilience in your organization
- Benefit from the learnings of emergency operations staff who responded to atmospheric rivers that hit the south coast of British Columbia

**REGISTER TODAY!**

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**DAY ONE PROGRAM AGENDA: TUESDAY, JANUARY 30, 2024**

10:00 - 10:15 EST



**Welcome and Opening Remarks from the Chair**

**Vito Mangialardi, Business Continuity Management (BCM) and Operational Resiliency Strategic Advisor**

10:15 - 11:00 EST



**A Due Diligence Approach to Minimizing Essential Vendor Disruptions**

**Vito Mangialardi, Business Continuity Management (BCM) and Operational Resiliency Strategic Advisor**

- Proven practices for managing vendor disruptions.
- Planning and mitigating the risk of supply chain disruptions
- Planning practices to manage vendor risk and continuity of operations in the procurement process
- Including essential vendors in exercises to identify gaps needed to minimize the impact when a vendor cannot deliver goods and services your organization relies on

11:00 - 12:00 EST



**How AI Can Optimize Disaster Response, Recovery & More in Your Organization**

**Bharat Gorantla, Managing Director, Global Data & Analytics, KPMG**

**W. Ross Ashley, Senior Director, Emergency Management, KPMG**



AI has significantly improved emergency response times, efficiency, and accuracy. It enables responders to quickly access and analyze data related to an incident, quickly identify and locate victims, and better coordinate resources, rescue and relief operations. AI has also enabled responders to more accurately predict and prevent potential hazards and disasters. This session will consider the ways in which your organization can use the power of AI to best advantage. This session will cover:

- How Artificial Intelligence can optimize disaster response and recovery, enable more precise forecasting, improve real-time decision-making and efficient resource allocation
- Risks and concerns about data privacy, algorithmic bias, and the digital divide
- Steps to take in embracing this powerful new technology
  - Understand the way Algorithms:
    - Analyze data from sensors and cameras and predict emergency scenarios
    - Respond to patterns of behaviour
    - Identify location of people in distress
    - Monitor environmental factors and historical data to predict when conditions may become hazardous
    - How can you make use of AI in your organization – costs and benefits?

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12:00 - 13:00 EST      Break

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**DAY ONE PROGRAM AGENDA: TUESDAY, JANUARY 30, 2024**

13:00 - 13:45 EST



**Meeting the Needs of a Diverse Public in Fire and Flood: Fairness in a Changing Climate**

**Jay Chalke, Ombudsperson, B.C.**

- With the increasing impacts of climate change, the need for disaster supports is also likely to increase.
- Our investigation, which examined Emergency Support Services and Disaster Financial Assistance, found that these programs were not always delivered fairly and equitably. We heard that people experienced delays, poor communications and other barriers in receiving the financial support they needed.
- The Ministry of Emergency Management and Climate Readiness has accepted the 20 recommendations we made to improve the delivery of emergency supports.
- The presentation will discuss our investigation, findings and recommendations for change.

13:45 - 14:30 EST



**How the Canadian Government is Fighting Cyber Security Threats to Critical Infrastructure: Benefit from Lessons Learned**

**Angela McAllister, Health and Academic Partnerships, Canadian Centre for Cyber Security**

- The Cyber Centre and its recent National Cyber Threat Assessment
- Cyber threat disrupting business activities
  - Ransomware
  - DDOS
- Key considerations to reduce the impact on business activities
- Cyber Resilience is different from Cyber Security
- Embedding a culture of cyber resilience in your organization

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14:30 - 14:45 EST    Break

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**DAY ONE PROGRAM AGENDA: TUESDAY, JANUARY 30, 2024**

14:45 - 15:30 EST

**Best Practices in Heat Alert and Response Systems (HARS)**

**Miranda Myles, Manager, Emergency Management and Community Resilience, Vancouver Emergency Management Agency, City of Vancouver**

The heat dome in 2021 in B.C. was unprecedented in its severity and has been identified as the deadliest weather event in Canadian history. This extreme event and the sheer number of dangerous heat waves have thrown the need to anticipate, prepare for and respond to extreme heat into the spotlight.

- Interventions to reduce heat-health risks and prepare for extreme heat events
- Most effective public health interventions to assist those at risk
- Evidence-based strategies for policymakers, planners and service providers
- Risks and impacts from extreme heat and pollution
- Preparing for health impacts
- Developing an alert protocol
- Developing a response plan
- Communication activities
- Preventative action: Reducing urban heat
- Employer obligations
- BC Heat Alert & Response System: Pilot 2022 – provincial alerting process for heat

15:30 - 16:15 EST



**Readying Your Organization for the Next Pandemic: Lessons Learned or Lost?**

**Zack LeBane, Lawyer, Sherrard Kuzz**

The probability of another pandemic occurring within one's lifetime may grow to an extraordinary 76% within the next few decades.

- What have we learned from our past experience?
- Will we be caught flat footed again?
- How should we be readying our organization for whatever comes our way.

16:15 EST

**End of Day One**

**SPONSORSHIP AND EXHIBITION OPPORTUNITIES**

Increase your visibility with senior business strategy, technology, analytics, and business intelligence professionals at *Canadian Business Continuity and Emergency Management 2024*. A limited number of sponsorship options are available.

For more information or to check availability, contact our sponsorship department by telephone at 416.507.4202, or by email at [sponsorship@infonex.com](mailto:sponsorship@infonex.com).

**DAY TWO PROGRAM AGENDA: WEDNESDAY, JANUARY 31, 2024**

10:00 - 10:15 EST



**Welcome and Opening Remarks from the Chair**

**Vito Mangialardi, Business Continuity Management (BCM) and Operational Resiliency Strategic Advisor**

10:15 - 11:00 EST



**Practical Action to Improve Your Emergency Management System**

**David Etkin, Professor, Disaster & Emergency Management, York University**

- Hear the results of an extensive survey of experienced Canadian EM professionals
- What's working?
- Where can we improve?
- What practical action can you take to make a significant difference in long term results.

11:00 - 12:00 EST



**A Check-List Approach to Cloud Resilience: What Questions Should You Be Asking**

**Beth Brinston, Senior Manager, Risk Advisory Crisis & Resilience, Deloitte**

Key points:

- Consider your recovery objectives as part of resiliency design
- Protection from ransomware
- Hybrid deployments and what to consider
- How to test DR in the Cloud
- Tooling for backups, replication, and migration

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12:00 - 13:00 EST    Break

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**DAY TWO PROGRAM AGENDA: WEDNESDAY, JANUARY 31, 2024**

13:00 - 13:45 EST



**Climate Change in Business Continuity and Emergency Management: Climate Data for Decision Makers - Finding, Analyzing and Making Sense of Future Climate Projections**

**Ryan Smith, Senior Policy Analyst, Environment and Climate Change Canada**

The impact of climate change is an important factor in preparing BCP and emergency management strategies. But how do you develop climate projections? Where do you look to find data on what the future holds in your region? And what do you do with that data once you find it. Learn:

- Where to find authoritative climate data
- Tools and resources to help make sense of these data
- Acknowledging uncertainties in future climate projections
- Climate data in action: example case studies from the City of Ottawa

13:45 - 14:30 EST



**Impact and Response to Atmospheric Rivers: Unique Lessons Learned from a Unique Situation**

**Tom DeSorcy, Fire Chief (ret), District of Hope**

Floods are the most frequent natural hazard in Canada. Retired Chief Tom DeSorcy will tell his personal story of how a small British Columbia town of only 6500 people - nestled in between several major highways - ended up in the center of major weather related events. Hundreds of stranded travellers had to be rescued as a result of 3 atmospheric rivers that hit the south coast. The water was rising and the potential of mass evacuations added to their concerns. The firefighters, except for a chief and deputy, are all volunteer / paid on-call, and were tasked with providing many services from medical first response to offloading numerous helicopters and fixed wing aircraft of supplies for the community and dealing with 3 structure fires during the period. Mutual aid was essentially cut off as a result of the road closures. Learn how the team:

- Faced and managed challenges
- Dealt with an influx of air traffic
- Coordinated supplies for residents
- Coordinated a limited evacuation while neighbouring regional districts were evacuating residents whose homes were washed away
- Learned that what happens outside of your community will soon impact your community

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14:30 - 14:45 EST      Break

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**DAY TWO PROGRAM AGENDA: WEDNESDAY, JANUARY 31, 2024**

14:45 - 15:30 EST



**What You Need to Know About Climate Change and Wildfires to Best Protect Your Organization**

**Joshua Johnston, Forest Fire Research Scientist / WildFireSat Principal Investigator, Canadian Forest Service, Natural Resources Canada**

After 2022- 2023, we don't need further convincing that fire seasons are longer and fire events increasingly complex and severe, including the serious impact on air quality. This session will discuss the state of national leadership and knowledge of fire safety issues in support of a cohesive and consistent national approach to support resilience across Canada, including what you need to know to protect your organization:

- Preparing for a future of more intense wildfire
- The need for modernization of wildfire managers' tools and policies including smoke forecasting
- Need for innovative Canadian technology
- How wildfire monitoring from satellites (and airborne platforms) is key for climate change adaptation
- Impact and "need to knows" to protect your organization

15:30 - 16:15 EST



**Beyond Recovery: Forensic Issues in the Aftermath of Serious Events**

**Megan Bassendale, Founder & CEO, Forensic Guardians International Consulting Inc.**

As the climate and insecurities in our world are pushing up mass fatalities and missing persons there is a growing need to manage the aftermath of disasters including:

- Fatality management
- Forensic archaeology and identification
- Forensic medical sciences and law
- Disaster & emergency management
- Missing persons & family assistance
- Protocols, standards & procedures

16:15 EST

**End of Day Two**



**DAY TWO PROGRAM AGENDA: WEDNESDAY, JANUARY 31, 2024**

**TRADUCTION SIMULTANÉE DISPONIBLE**

Nous offrons un service de traduction simultanée pour toutes les sessions de nos événements. Ce service vous permet de lire une traduction écrite de la présentation orale de chaque conférencier directement en Zoom. Alternativement, vous pouvez avoir accès à une traduction orale par un site internet lié à l'événement.

Veillez noter que c'est une traduction automatique et donc comporte quelques erreurs. Le service que nous utilisons cible un niveau de précision de 98%.

Les matériaux écrits ne seront pas traduits et seront disponibles seulement en anglais.

Il y a un frais additionnel de 99\$ pour ce service et vous devez indiquer votre intérêt quand vous vous inscrivez. Le service ne sera pas offert à un événement s'il nous manque de demande.

**SIMULTANEOUS TRANSLATION AVAILABLE**

We offer a simultaneous translation service for all sessions at our events. This service allows you to read a live translation of the oral remarks for each event speaker - directly in Zoom. Alternatively, you can listen to an oral translation of the sessions through an external site linked to the event.

Please note that this is a machine translation service and, as such, will contain some errors. The service we use targets an accuracy level of 98%.

Written materials will not be translated and will only be available in English.

There is an additional fee of \$99 for this service and you must indicate your interest when you register. The service will not be offered at a particular event if there is not enough demand.



# Canadian **Business Continuity and Emergency Management** 2024

January 30 - 31, 2024 • Virtual Course

## REGISTER BY PHONE, ON-LINE, OR IN THESE 3 EASY STEPS!

### 1 PRINT YOUR NAME AND CONTACT INFORMATION

Full Name \_\_\_\_\_ Title \_\_\_\_\_

Organization \_\_\_\_\_

Telephone (\_\_\_\_) \_\_\_\_\_ Ext \_\_\_\_\_ Fax (\_\_\_\_) \_\_\_\_\_

Email address \_\_\_\_\_

Name of Approving Manager \_\_\_\_\_ Title \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ Province \_\_\_\_\_ Postal Code \_\_\_\_\_

Company's main line of business \_\_\_\_\_ Number of Employees \_\_\_\_\_

Simultaneous Translation ( CAD \$99 )

### 2 SELECT YOUR PREFERRED PAYMENT METHOD

Prices subject to GST / HST	Full Price	Register by January 26
Course for Groups of 3 +	CAD \$ 2,299 each	<b>CAD \$ 2,199 each</b>
Course for Groups of 2	CAD \$ 2,399 each	<b>CAD \$ 2,299 each</b>
Course for 1 Registrant	CAD \$ 2,499	<b>CAD \$ 2,399</b>



\* Groups must register together at the same time to be eligible for group savings.

**Method of Payment:**  VISA  MasterCard  Cheque enclosed, payable to INFONEX Inc.

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#### VIRTUAL COURSE:

Canadian Business Continuity and Emergency Management 2024 will be held as a virtual on-line event. Details on how to access and participate in the event will be sent to all confirmed delegates prior to run date.

#### SPONSORSHIP, EXHIBITION, AND PROMOTIONAL OPPORTUNITIES:

Increase your visibility with senior business strategy, technology, analytics, and business intelligence professionals at Canadian Business Continuity and Emergency Management 2024. A limited number of sponsorship options are available.

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#### CANCELLATION POLICY:

Substitutions may be made at any time. If you are unable to attend, please make cancellations in writing and email to register@infonex.com or fax to 1.800.558.6520 **no later than January 16, 2024**. A credit voucher will be issued to you for the full amount, redeemable against any other INFONEX course and which is valid for twelve months (one year) from the date of issue.

Registrants who cancel after **January 16, 2024**, will not be eligible to receive any credits and are liable for the entire registration fee.

Confirmed registrants who do not cancel by **January 16, 2024** and fail to attend will be liable for the entire registration fee.

**DISCOUNT CODE: 1450-W**

