



**Two Thumbs Up
for Approach and Content**

The participants in the seminar *The Future of Your Company: Rolling the Dice, or Total Risk Management?* were particularly impressed with our professional approach and the content of our lectures. All presentations were given in both national languages, by native speakers using native-written materials. As a result, language was never an issue, and everyone was able to keep up with even the most challenging material. Afterwards, at the excellent finger buffet, the participants had plenty of opportunity to make new contacts, exchange ideas and forge business alliances.



Dear

We are sorry that you were unable to attend our seminar *The Future of your company. Rolling the dice? Or Total Risk Management?*

The seminar was a great success, and our participants were excited about all the risk management tools and techniques they could take back and implement. We'd like to share the highlights with you, which is why we are sending you this summary report. For more information, feel free to contact us at info@iosint.be or on +32 (0)11 20 10 51.

Sincerely,
Leon Rousseau

Jan De Schepper • The Real Time Company



Jan De Schepper of Telindus opened the seminar with a lecture on the Real Time Enterprise and Real Time Management.

According to Mr. De Schepper, the quest for savings has come to an end as companies realize that this isn't the way to secure the competitive edge they need: "These days, competitiveness is intricately linked to new ICT developments. ICT started out as a support function, but has since

become an integral part of nearly every business and is fundamental to supporting, sustaining and driving success. Companies increasingly outsource the support aspect, while the creative ICT aspect, which delivers greater effectiveness and competitiveness, has become the strategic focus."

Mr. De Schepper also stressed that, unlike the late '90s, when ICT hype had reached its peak, we are now facing the reverse situation, with many companies underestimating the importance of ICT.



testimonial • Gilbert Geudens (Carrefour)

'IOS introduced structure and consistency in our RM'

Gilbert Geudens, Director of Risk Management at Carrefour Group Belgium, astonished his audience by rattling off a laundry list of potential risks at Carrefour: theft, fraud, vandalism, arson, burglary, armed robbery, substance abuse and even blackmail and industrial espionage. All the more reason to put the right Risk & Crisis Management policy in place.



Gilbert Geudens: "Up until five years ago, risk management at Carrefour was spread across eight departments, with little or no coordination between them, and a lot of duplicated effort. We now have a Risk Management Team to identify common risks, centralize our efforts and take appropriate action."
"With IOS, we finally found a way to introduce some much-needed structure and consistency in our risk policy. As a result, Risk Management is an added value at Carrefour, not a cost."



TRANSPARENT UP-TO-DATE

testimonial • Thierry De Brouwer (Electrabel/Suez)
IOS is ideal for inventory management and daily updates



Thierry De Brouwer, Safety Engineer at the nuclear power station in Tihange, explained that his company chose IOS because of its user-friendly inventory management tool and its ability to process huge volumes of updates quickly and efficiently. No easy feat when you consider the many thousands of valves, hundreds of hallways and exits, and hundreds of fire-safety devices in such a gigantic complex.

Thierry De Brouwer: “We decided to hire IOS to help us consolidate and synchronize our fire prevention data. All of our information is now organized into basic safety plans. We have descriptions of our architectural plans, floor plans posted on our walls so that our people can pinpoint their position, and complete technical files that facilitate evacuation and intervention. We were so satisfied with the work IOS did for us that we asked them to help us manage our environmental safety information as well. The Industrial Safety & Radiation Protection, Explosion (Atex) and Maintenance modules are currently under review.”

Luc Rombout • Emergency Planning, a Necessary Evil

In his presentation *Emergency Planning: Legal Aspects & Insurance*, Luc Rombout (Crisis & Emergency Management Center - CEMAC) got straight to the point: “If you’ve come here today to find out why you need to have an emergency plan, then I suggest you leave the room now. Necessity is the wrong reason for setting up an emergency preparedness process in your organization. Unfortunately, it’s a common motivator in many companies.”



“Emergency planning must come from the company itself, from the awareness that disaster can strike at any time, with devastating effects on a company’s employees and assets. For example, in 2005, intense floods inundated most of the city of Carlisle, in northwest England. One year later, 81% of its businesses still hadn’t reopened their doors. A recent Oxford University study revealed that companies that plan for the unknown perform 7% better on the stock market, while companies caught off-guard by sudden unexpected situations experience a 15% drop in their share price.”

According to Luc Rombout, there are four stages to the emergency planning process: “We start off with Reduction, where we inventory and analyze vulnerabilities and then recommend an effective Risk Management Policy to minimize exposure. At this point, many small businesses decide, “Well, if that’s the way it is, I’ll just get insurance to cover me for that.” But that’s the wrong approach. An insurance policy is really a last resort, not a substitute for an emergency response and recovery plan.”

“The next phase is Preparedness. Many companies do have an emergency plan but it’s often not worth the paper it’s printed on. Companies need to make sure they put the right

structure in place, with an emergency response team, reliable logistics resources, and plenty of training and drills.”

“The third phase is Crisis Management: what procedures do we follow in an emergency, and what are our provisions for alerting our staff and reporting the incident?”

“The last phase is Recovery. In an emergency situation, you need to make sure you conduct yourself professionally and appropriately at all times. It reflects positively on your company and increases your chances of obtaining a new business licence sooner rather than later.”

In the future, emergency plans will become increasingly important as local, national and European authorities continue to have their say. In addition, they will have to be more standardized as we don’t have enough real life cases to base our solutions on. Emergency plans must also be multi-hazard and multi-response. Finally, they have to be easily and instantly available to everyone involved.

INFORMATION ON THE SPOT

Steven Van Hooste • the Role of the CISO

Steven Van Hooste (Telindus) explained the role of the Chief Information Security Officer: “In recent years, CISOs have had to deal with a certain lack of visibility in the companies they work for. People either don’t understand what they do, or they don’t see any added value in it. But now that information security has become so embedded in the business lines, forming a vital part of a company’s core business, CISOs really need to have high-level contacts and decision-making power. In an ideal world, there’d be a seat for the CISO on the Board of Directors, where s/he could influence decisions and sign off on budgets.”

As IT continues to gain ground as a critical success factor for more and more companies, it’s time to get serious about including IT security as an integral part of Risk Management. Companies need to set up an IT Risk Management Framework and put a cross-functional Risk Management Committee in place, with the full support and commitment of their senior management.



Belgacom ICT

testimonial

• Marc Doorenbos (Pro Temporis) “a top quality experience”

Marc Doorenbos is a Risk Management consultant who is planning to integrate IOS products in his service offer: “It’s the first time I’ve seen a solution that’s so comprehensive. That’s what’s so attractive about it. In my line of work, I constantly have to link different applications from different sources. With IOS, the opportunities are endless.”

He was delighted with the seminar: “It was a top quality experience, well worth the time invested. All of the lectures were stimulating, well prepared and superbly delivered.”



testimonial

• Kris Mertens (Siemens): “a great learning opportunity”

Kris Mertens was already familiar with IOS through his work with Clockwise, an initiative backed by Fire Forum Magazine that identifies innovative ways of reducing fire department response times: “It was obvious to me that IOS could help us take our approach to Fire Safety to the next level. By linking procedures to continuous online systems and accessing information on the IOS database, we get a comprehensive system that works quickly and efficiently.”

Kris Mertens was also very pleased with the quality of the seminar: “You can tell from the way things are organized here that IOS runs a tight ship. The theoretical part of the seminar was very interesting, and I learned that successful Risk Management should be internally driven rather than an external obligation, and that security is becoming a vital part of a company’s core business.”



Leon Rousseau (IOS International) • Total Solution for Risk Management

To close the seminar, Leon Rousseau, CEO of IOS International, talked about the importance of efficient information flows within the Extended Enterprise. In a manufacturing company, for example, product information (hazardous substances, protective measures, etc.) needs to be communicated across the primary supply chain. But other kinds of information (safety, health, the environment, quality assurance, etc.) also need to be readily available, collected internally or by external service providers, and reported to external organizations (regulatory authorities, insurances companies, banks, industry associations, the community, etc.). Risk and emergency planning management should follow the same path, fed from the bottom up, starting from the shop floor. This is precisely why IOS has developed **the I⁵ method**:

1. Inventory on the Spot

The IOS platform maps out the entire company and its environment in a structured manner. Objects can be inserted and photos added to the plan using click and drag.

2. Inspection on the Spot

All objects, positions and data entered can be inspected and edited for each department and risk area.

3. Intelligence on the Spot

A summary table compiles all the data and risks to provide the CEO or Health & Safety Officer with an overview of how the company and its parts fit together, and where the risks and priorities lie.

4. Instruction on the spot

With the help of this module, you can build an intervention, recovery and continuity plan. This way, you can reduce the risks and the time required to get the company up and running again.

5. Intervention on the spot

This tool generates important information for the intervention teams: floor plan, people present in the building, layout of the wiring and piping, location of hazards and safety equipment, site plan, architectural plans, and more.



To support this approach, IOS International has developed IOS Mapper and IOS Publisher.

IOS International is pleased to count a number of highly regarded local and international companies among its customers, as illustrated by some of the case studies in this report. With IOS, these firms have shifted their Total Risk Management into high gear. We offer the right combination of products and services to help you install, design, deploy and support the risk management solution you need, whatever your area of activity, in Belgium and in neighbouring countries.



testimonial • Thierry Goossens (Brussels Port City) “IOS helped us put a comprehensive policy in place”

According to Thierry Goossens, there are several important issues when it comes to Risk Management in a port such as Brussels. For one thing, you are in the middle of the city. Secondly, as a government organization, you are closely scrutinized if anything goes wrong. Finally, as you work with a number of different concession holders, you have to make sure their individual Risk Management plans support and complement your comprehensive plan.

“In addition, as an international seaport, we have a wide range of shipments arriving or in transit, such as grain, oil products, gas, etc., with all the associated risks. Plus we have several terminals and a variety of logistics systems to deal with. All this has to be covered in one single Internal Emergency Plan (IEP).”

“Thanks to IOS, we now have the integrated, user-friendly, up-to-date, easily accessible tool we need to manage any emergency situation that may arise. IOS helped us put a comprehensive policy in place. Furthermore, with IOS Publisher, we have the right IT tool to support the Emergency Preparedness process in our organization, with features to structure, modify and publish our emergency plan, issue documents (including documents not created by IOS) and implement SEPP® (CEMAC methodology).”

“Another major advantage of working with IOS is that you can consult and manage your emergency plan over the Internet. This means that our concession holders can also access the IEP through their own portal and modify their own plans online, whenever and wherever they see fit.”