

# CRISISX: THE READINESS CONFERENCE 2021 SCHEDULE

## MONDAY 15<sup>th</sup> FEBRUARY 2021

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| 11:00am | <b>REGISTRATION OPENS</b>  |
| 12:50pm | <b>WELCOMING LUNCH<br/>CONFERENCE BEGINS</b>   |
| 1:20pm  | <b>Conference Opening – The Window of Opportunity</b><br>Event director Dallas Gurney opens CrisisX by canvassing the biggest single mistake organisations make in times of crisis – not recognising they're in the middle of one until it's too late and the "Window of Opportunity" to affect the outcome has closed   |
| 1:50pm  | <b>NZI Keynote Speaker – Rt Hon Sir John Key</b><br>The former Prime Minister talks about his experience leading the country through the Christchurch Earthquakes, Global Financial Crisis and other significant crisis events   |
| 2:50pm  | <b>AFTERNOON TEA</b>   |
| 3:10pm  | <b>Keynote Speaker – Deborah Thomas</b><br>The former CEO of Ardent Leisure, shares her learnings from crisis in conversation with facilitator Nadine Higgins  |
| 4:10pm  | <b>Simulation Preview &amp; How It Works</b><br>A preview of what's to come tomorrow with our interactive crisis simulation, some tips on navigating the scenario and how the on-table technology and our simulation system works  |
| 4:20pm  | <b>NZME Expert Panel – Navigating the Storm</b><br>Our panellists discuss their experience in the middle of a crisis storm and how best to make calm, rational decisions in the heat of the moment – facilitated by Nadine Higgins   |
| 5:10pm  | <b>HP NETWORKING DRINKS</b>  |
| 5:30pm  | <b>Fireside Chat – Flight Centre MD David Coombes</b><br>A conversation with the boss of Flight Centre, David Coombes. No category was hit by COVID-19 as hard as the travel industry. How did one of New Zealand's biggest travel agents cope when revenue ground to a halt? Everything they knew as normal changed in March 2020, we talk about the decisions they made, how they coped and the future of New Zealand's inbound and outbound travel sectors. With facilitator Trudi Nelson |
| 6:30pm  | <b>DAY CONCLUDES</b>   |

## TUESDAY 16<sup>th</sup> FEBRUARY 2021

8:30am **TEA & COFFEE AVAILABLE  
DAY 2 BEGINS**

8:45am **Simulation Setup & Simulation Phase 1**  
The first phase of our simulation is revealed with teams having to identify, then navigate through, an unprecedented crisis event

9:40am **Learning Session 1**  
We talk through the decisions made by teams during phase one, uncovering key learnings while exploring real-life crisis examples from companies who have been through it before

10:05am **Simulation Session 2**  
The second phase of our simulation sees escalations in the crisis with many distractions attempting to blow teams off course

10:45am **MORNING TEA**

11:00am **Learning Session 2**  
We look at how teams approached the second phase of the simulation and talk about the various takeaways from that second session

11:25am **Palo Alto Networks Keynote Speaker – Peter Bradley**  
The CEO of St John talks about how emergency services prepare and organise themselves for, often life-or-death, crises. Peter discusses his experiences in New Zealand with various recent emergency situations, as well as in London where he was CEO of London Ambulance Service during the 7/7 terrorist attacks. What has he seen? Where do organisations get it wrong?

12:20pm **LUNCH**

1:00pm **Simulation Session 3**  
In this phase, teams need to contend with a catastrophic and surprising change in direction, broadening the impact of the incident

1:35pm **Learning Session 3**  
We learn together from the different experiences' teams have had navigating the major escalation in phase three of the simulation

2:00pm **HP Elective Panel**  
**“Surviving a Cyber Security Disaster”**  
Our expert panel talks about how to be ready for the inevitable, a cyber security attack resulting in a privacy breach or irretrievable data loss. With facilitator Nadine Higgins – read about [our speakers here](#)

**NZI Elective Panel**  
**“What *Should* Keep You Awake at Night”**  
Our expert panel discusses the most likely causes of crisis and how to mitigate the risk of these events happening to your organisation. With facilitator Trudi Nelson - read about [our speakers here](#)

3:00pm **AFTERNOON TEA**

3:20pm **Simulation Session 4**  
Things take another unexpected twist, meanwhile the public and key stakeholders start to take issue with your handling of the situation

4:00pm **Learning Session 4**  
In our final learning session, we bring together the 10 CrisisX principles and establish techniques which will help you continue your learning back at the office.

4:20pm **Simulation Leaderboard & Final Remarks**

4:30pm **DAY #2 CONCLUDES**