



# **Business Continuity: Preserving the Operation under Pressure**

Captain Jo Gillespie

Gates Aviation

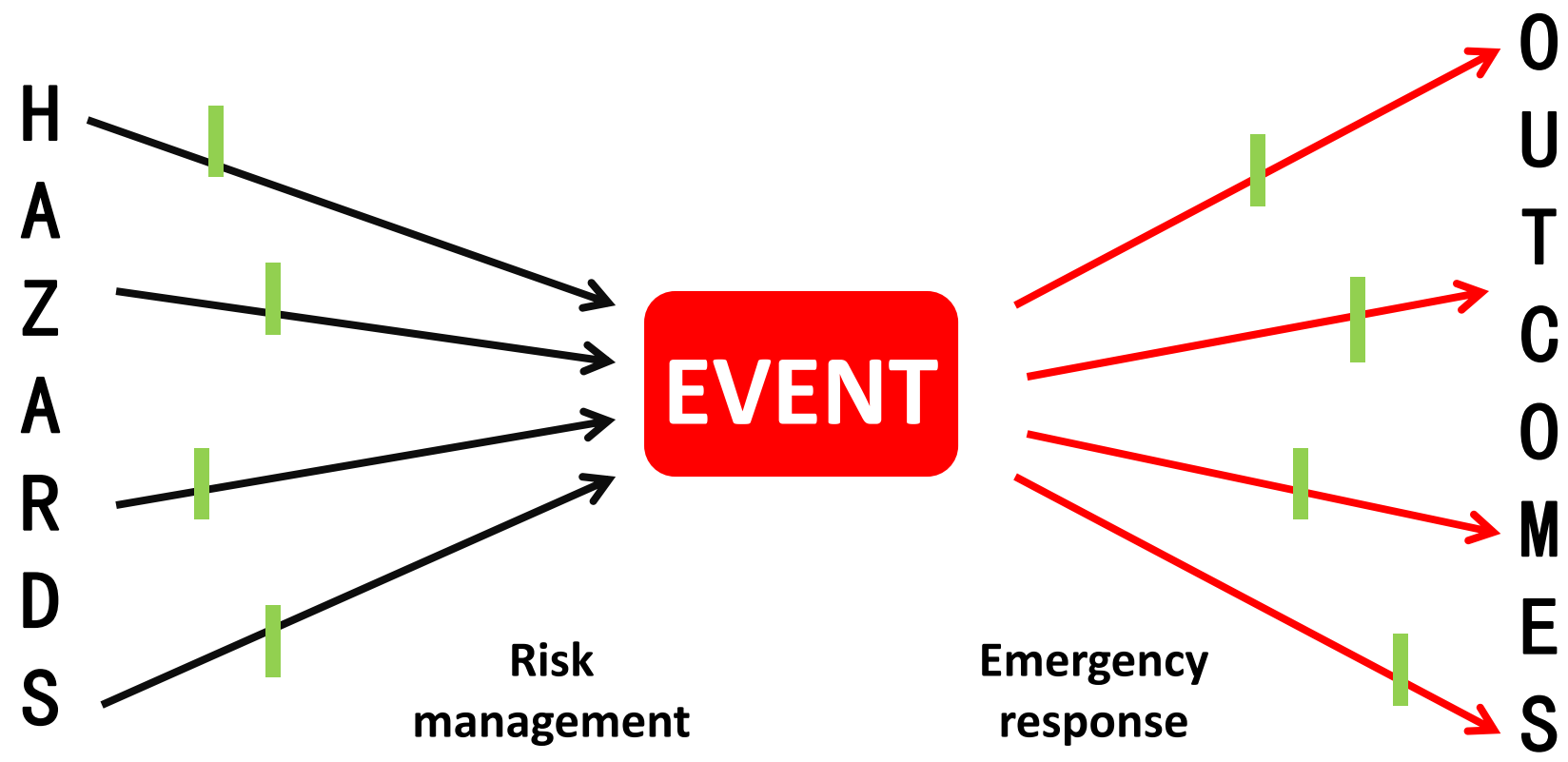
# Jo Gillespie

- 30 years and 14,000 hours as a pilot
- Military, general, business and commercial
- 30+ years in aviation safety & risk management
- 17 years Emirates Flight Safety
- Accident/incident investigations
- Flight safety programmes
- SMS implementation
- Expert witness

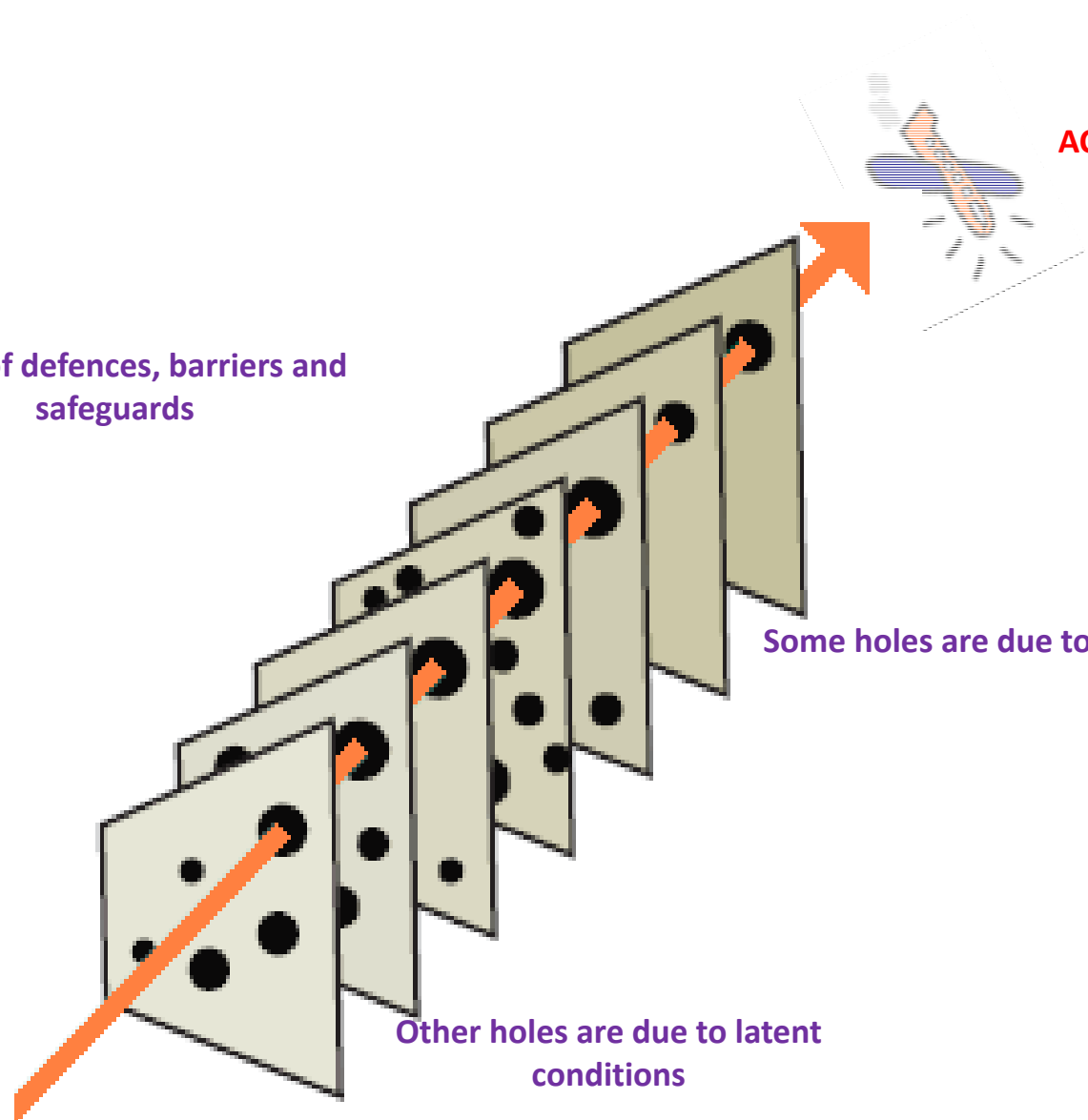








Layers of defences, barriers and safeguards



ACCIDENT & INCIDENTS!!

Some holes are due to active failures

Other holes are due to latent conditions

# The Big Short



**GATES AVIATION**

TRUST EXPERIENCE. DISCOVER INNOVATION





- On September 29 2011, Bank of America announced that it would charge customers \$5 per month to gain access to their funds via debit cards.
- A customer devised the 'Bank Transfer Day' and 'Dump Your Bank Day', inviting other customers to change from the bank to credit unions.
- The Credit Union National Association (CUNA) stated that between September 29 and November 2, credit unions received \$4.5 billion in extra funds and 440,000 new customers; a 50% increase in new accounts.
- On November 1, 2011, Bank of America announced plans to cancel its \$5 debit card fee 'in response to customer feedback'.

# Why do we never hear the success stories?



- Success in adversity is relative
  - There will always be some impact
  - It is not business as usual
  - But did the business survive and prosper?
- The media are not interested in success...
  - Doesn't make a good story
- No-one will brag about *only* losing \$1,000,000
  - Even though it could have been \$10,000,000!



# What are we trying to protect..?





**Hope for the best!**

**Prepare for the worst...**

**Airline execs naturally optimistic**

- Have to be, narrow margins

**If we prepare for everything we would never get out of bed**

**It is all about risk**

- Which includes an element of chance

**Balance of risk appetite, aversion and cost**

- Time, investment, resources, loss

# Workshop A – Operational Pressure

- Look at some examples
- Explore ERP vs BC
- What are we protecting?
- What can affect us?
- Basic BC strategies
- Travel management
- Supplier risks
- Case study exercise

# Humanitarian Aid & Aviation Safety?



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