

Mrs Sue Stallard, MBCI

11 Britten Grove, Old Farm Park, Milton Keynes, MK7 8PP

Telephone: 01908 365853 **Mobile:** 07956 264931

Date of Birth: 14th July 1964, **Driving Licence:** Full, **Married** 1 Daughter

Profile – Key achievements and skills

- Business Continuity Manager of the Year 2007-2008
- Member of the judging panel for the Business Continuity Awards 2008
- Presenter and chairman at various events and conferences
- Advisor on the 2008 BCI rehearsal training DVD, "Practice makes perfect"
- Member of the Milton Keynes Business Resilience Forum Lead Team
- Member of the Emergency Planning Society, Professional Working Group for Business Continuity
- BCP Mentor
- Ability to work in large structurally complex organisations
- Excellent project management, communication and people management skills

Employment details

Adapt

April 2007 to present

Senior Consultant – business continuity and incident management

Senior consultant working across all sectors on all elements of the Business Continuity Management ("BCM") lifecycle including: programme initiation; business impact analysis; risk assessment; strategy development; incident management and business continuity plan development, including disaster recovery; crisis communications; programme maintenance, training and rehearsals; providing guidance on suitable awareness programmes clients can deploy to support embedding business continuity into the culture of an organisation.

A facilitator of large and small scale BCM rehearsals across all sectors and at all management levels from Chief Executive to Team Leader, some of which have included the involvement of emergency services. Hands on approach to consultant and trainer running technical software courses as well as structured career development courses.

DHL (formerly Exel plc)

July 2001 to April 2007

BCP and Risk Process Manager

As a member of the Risk Management team the role I performed included:

Business Continuity Management

- Initiating a cost effective programme of work to provide a minimum standard of incident management to all sites within the EMEA region totaling approximately 1400 sites
- Developing a high level risk assessment filter to determine key critical sites to receive full business continuity plans
- Gaining agreement from the business to provide internal support from across all business sectors
- Developing and maintaining the project plan to support the roll out
- Negotiation with an external supplier to provide a specialist software tool to support the roll out

- Management of the specialist software tool and provision of analysis of plan development throughout the business to provide management board reports on progress
- Ongoing management of external BCP specialist consultants
- Delivery of BCM and incident management outputs such as business impact analysis, business continuity planning, rehearsals, audit and maintenance

This role also involved:

- Development and maintenance of all Risk Management processes and procedures including; Insurance Data Collection and Loss Prevention Programme;
- Management of the Loss Prevention Programme, in conjunction with our broker, ensuring 75 sites within EMEA received the necessary surveys and ensuring risk recommendations were adhered to;
- Dealing with general Risk Management issues.

I commenced my employment with Exel plc within the Risk Management team providing support to all team members and as such gained experience in various fields including; insurance; Health and Safety; Environment, security and Business Continuity Management.

Concert Communications Corporate Security
(Global joint venture between BT and AT&T)
Corporate Policy and Process Manager

March 2000 to July 2001

Key responsibilities in this role included:

- Development of all Security Policies for Concert Communications, for use globally;
- Production of all Security Processes to support company Policies;
- Identifying, producing, targeting and distributing Security Awareness literature
- Inception, development and management of a web based induction package for Corporate Security
- Assisting in the set up and management of a 24x7 Global Security Help Desk

BT Security Control Centre
Control Centre Support Manager

October 1995 – March 2000

Key responsibilities included:

- Development and maintenance of all processes, procedures and working instructions to support the Security Call Centre and later the BT Alarm Monitoring Centre.
- Management of a large team (up to 19 people), to provide a 24x7 single point of contact call centre for all security related enquiries within BT
- Performance Management to provide high quality customer satisfaction results
- Recruitment of new entrants to the Security Control Centre
- Development of induction training material
- Performing an on call response to emergency out of hours enquiries
- Project management to ensure all new work areas were undertaken within strict timescales
- Liaison with police and other external law enforcement agencies

Education and Training

2007

MBCI

December 2005 BSI – Launch of BS25999-1
2005 ABCI
January 2005 Formal training on Shadow Planner BCM software tool
January 2005 City and Financial Conference
2004-5 Train the trainer rehearsal facilitation – skills transfer
September 2004 Hands on skills transfer, BCM implementation
September 2004 BIA skills transfer
December 2003 Formal BCM course including modules covering the 10 BCI
competencies
December 1995 On the job training – MS Project

1975-1981

Fort Pitt Grammar School for Girls

O'level

English Language (C), Mathematics (B), Chemistry (C), Art (B), Art and
Design (B), Accounts (C)

Secretarial skills including but not limited to RSA Shorthand 120 wpm
and RSA Stage II typewriting