



Friday, 22 November 2019

By Invitation Only

Venue: 'M1' meeting room, Radisson Blu Royal Viking Hotel, Vargatan 1, 10124 Stockholm

08:30 REGISTRATION AND NETWORKING

09:00 Welcome and Introduction

- Joost Koomen, Head of European Public Affairs, ICSC
- Bertrand Courtois-Suffit, Chair, ICSC European Security Committee

09:10 Keynote | Overview of the Terrorism Threat in Sweden

Gain expert insight into developing trends, established and evolving drivers of threats, threat levels, and sources and types of incidents.

- A senior Swedish security official

09:40 Keynote | Remembering Westgate Mall

Hear a former Swedish Special Forces and UN Security Adviser recount his personal experience of the Westgate Mall incident while shopping with his family in Nairobi, Kenya.

10:10 Security Incidents and Controlled Evacuations

Understand human behaviour and crowd dynamics during an evacuation scenario – how and what should we communicate with retailers and the general public during a security incident? Hear first-hand operational lessons learned from disaster responses and learn how to apply these valuable lessons in real-life situations.

- Jean-Philippe Canonne, Security Director – France, Unibail-Rodamco-Westfield
- Geert Ramaut, Senior Technical Manager Retail, AG Real Estate
- A senior research professional specialised in the analysis of crowds in panic

10:55 Security Lab

- Dror Levy, Founder & CEO, Gray Security Consulting

11:05 NETWORKING BREAK

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11:35 Suicide Awareness and Prevention in Shopping Centres

Gain an understanding of our responsibility to protect and help people in crisis. Learn about vulnerable locations, physical preventative measures and how to identify individuals at risk. Determine what steps to take when an incident occurs and how best to support those who intervene or are bereaved by suicide. What can we learn from other sectors who have experience with such tragedies?

- Michael Pearce GCGI MBCI, Group Physical Security and Protection Lead, Landsec
- An expert on mental health first aid
- A senior representative from a major railway operator

12:50 Security Lab

- Per Clemmensen, Strategic Development Director, Securitas Europe

13:00 NETWORKING LUNCH

13:45 Building Management Systems: The Cybersecurity Blind Spot

Discover where the vulnerabilities lie and how to mitigate the risks from cyber threats to building operations, infrastructure and control systems.

- A senior representative from a leading hotel operator
- A senior representative from a cybersecurity agency
- A cybersecurity expert from a global provider

14:45 Security Lab

- Luís Gomes, International Business Development Manager – Retail EMEA, Bosch Building Technologies

14:55 NETWORKING BREAK

15:25 Improving Collaboration Between Shopping Centre Management and Retailers

How can operational and security teams work together more effectively to review risk assessment and security plans, maintain good housekeeping, control building access and enhance staff training and communication?

- Daniel García Caellas, Safety & Risk Prevention Director, Desigual
- Stéphane Gosse, Safety & Risk Prevention Director, Fnac Darty
- Christoph Andexlinger, Head of Center Management, SES Spar European Shopping Centers
- Erik Engstrand, CEO, SAFE Shopping Centers

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16:25 Group Debate

Free exchange of ideas and experiences with security professionals around the table.

17:05 Closing Remarks

17:15 NETWORKING DRINKS

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