

**Profession**

Risk, Crisis and Business Continuity  
Management Consultant

**Current Position**

Copper Harbor Consulting, Inc.  
Managing Consultant

Joined Copper Harbor Consulting, Inc.  
April 2002

**Professional History**

Copper Harbor Consulting	2002-present
Arup	2001-2002
Marsh Risk Consulting	1997-2001
Allendale Insurance	1989-1997
Factory Mutual	1985-1989

**Qualifications**

BS, Geology, Michigan Technological  
University, Houghton, Michigan, 1984

MBA, *Magna Cum Laude*, Babson  
College Graduate School of Business,  
Wellesley, Massachusetts, 1996

CBCP (Certified Business Continuity  
Professional), Disaster Recovery Institute  
International, 1999

CBCLA (Certified Business Continuity  
Lead Auditor), Disaster Recovery Institute  
International, 2009

CPCU (Chartered Property Casualty  
Underwriter) – Candidate, Insurance  
Institute of America

**Professional Associations**

Member, Seismological Society of  
America (SSA)

Member, National Fire Protection  
Association (NFPA)

Northeast Disaster Recovery Information  
Exchange Group (NEDRIX)

**Awards**

*1996 Douglass Prize Recipient*, Business  
Plan Competition, Babson College  
Graduate School of Business, Wellesley,  
MA

**Languages:**

English

French (Conversational)

**Committees**

Member, Certification Commission,  
Disaster Recovery Institute International  
(DRII) 2003-2013

Principal Member, NFPA 1600 –  
Technical Committee on Disaster  
Management, 1999-2000

**Key Data**

Tom has over 24 years of global,  
professional experience in business  
continuity and crisis management,  
finance, insurance, business planning,  
training and risk consulting. He  
currently applies his skills and  
experience to help clients: identify,  
assess and mitigate risk; develop  
emergency response, crisis  
management, crisis communications  
and business recovery plans; conduct  
plan tests; audit client and vendor  
resilience to catastrophe; and maintain  
continuity plans. As part of this ongoing  
process, he facilitates executive  
management strategy sessions to meet  
response and recovery objectives. For  
over ten years, Tom was a member of  
the DRI International Certification  
Commission where he was responsible  
for reviewing applicants for all levels of  
professional certification, including the  
Certified Business Continuity  
Professional (CBCP) and Certified  
Business Continuity Lead/Auditor  
(CBCA, CBCLA) designations.

**Past Responsibilities**

After graduating from Michigan  
Technological University in 1984, Tom  
spent time in the Peace Corps, teaching  
calculus, linear algebra and statistics, in  
French, to West African students.

He then joined Factory Mutual  
Engineering Association's (currently FM  
Global) Detroit office as a Loss  
Prevention Consultant where he helped  
a variety of clients in a wide range of  
industries to identify and assess  
property loss exposures. He also  
worked at Factory Mutual's corporate  
office (Norwood, MA) as a Customer  
Training Consultant responsible for  
conducting client training needs  
assessments and planning, moderating,  
instructing and evaluating corporate  
training programs.

From 1989 through 1997, Tom was a  
Staff Underwriter, Account Underwriter  
and Senior Account Engineer for  
Allendale Insurance (currently FM  
Global). He provided consultative advice  
to multinational corporations at facilities  
throughout North America, Europe,  
Australia and Asia with regard to:  
business interruption and impact  
analysis, continuity strategies, and  
physical loss exposure identification,  
assessment and mitigation. He was also  
responsible for: developing corporate  
underwriting rate models; analyzing  
client seismic exposures; reviewing inter-  
company underwriting agreements; and,  
underwriting domestic and multi-national  
accounts at premiums, policy terms and  
conditions designed to satisfy client  
needs.

For the four years following FM Global,  
Tom was a Senior Consultant, and Vice  
President for Marsh Risk Consulting  
(formerly Sedgwick) and a regional  
business leader for its Business  
Continuity Planning practice. He then  
joined Arup, based in London and one of  
the world's largest consulting  
engineering firms, as one of the founders  
of its Business Continuity and Crisis  
Management practice. At Arup, in  
addition to playing a key role in the  
development and implementation of the  
group's business plan, he was a member  
of the America's Finance Board. Tom  
founded Copper Harbor Consulting, Inc.  
in 2002.

**Industry Experience**

Tom has consulting expertise in the  
following industries and areas:

- Retail, Manufacturing and Distribution
- Aluminum Extraction, Refining, Smelting and Rolling
- Automotive
- Commercial Property Management
- Electronic manufacturing and assembly
- Semiconductor Fabrication
- Finance and Insurance
- Food and Beverage
- Healthcare
- Higher Education, Cultural Institutions, Libraries, and Book Depositories
- Printing Press Manufacturing and Publishing

#### **Recent Projects/Activities**

Designed and implemented Business Continuity Management Program for financial transaction company

Global Business Continuity Management Program Audit, Implementation and Plan Development at a Fortune 500, multinational, Property/Casualty Insurance Company

Global Business Continuity Management Program Implementation and Plan Development at a large, multinational, Financial Industry Company

Response and Recovery Plan for a large, private New England university central library

Response and Recovery Plan for a large, private New England university data center and information technology infrastructure

Point of Failure Analysis, Failure Mode and Effects (FMEA) Analysis, and Facilities Service Interruption Response Plan at a Fortune 500 healthcare mfr.

Business Continuity Plan Development for Corporate Offices and Distribution Center at large, multinational Footwear and Apparel Manufacturing and Retail Company

Service Interruption Plans for a large New England university, including:

- Loss of Steam Generation Capability and Supply/Distribution
- Loss of Chilled Water Generation and Supply/Distribution
- Loss of Sanitation System/Drainage
- Loss of Electrical Supply/Distribution
- Failure of Central Automation Control & Reporting Systems

Emergency Response, Crisis Communication and Operations Recovery Plans and Continuity Audits for a large, private New England university, including:

- Residential Housing
- Science and Instrumentation Laboratories
- Academic Libraries
- Central Administration Financial Department
- Engineering and Utilities

Property Risk Control Services for a large, multinational aluminum extraction, refining, smelting and rolling company and a large, multinational printing and packaging manufacturer.

Property Risk Control Project Management for Library High Density Off-Site Shelving Book Depository – New Construction

“Risk Assessment” and “New Construction Project” Property Risk Control Management for new Data Center at large New England University

Property Risk Control Services for large New England University, Including Plan Review, Project Management, and Audit

Business Impact Analysis for Data Center Operations at large New England University

Emergency Response Plan for the Study Abroad Office and University Crisis Management Plan Exercising at a large, Mid-Atlantic University

#### **Presentations & Publications**

*What Makes An Effective Crisis Management System*, Critical Incidents-Crisis Management Workshop, The Boston Consortium (TBC), Boston, MA: January 10, 2000

*Library Off-Site Shelving: Guide for High-Density Facilities*, Technical Resource and Advisor for Section on “Fire Protection” Published by Libraries Unlimited, Inc., 2001

*Business Continuity Planning: Making a Mole Hill Out of a Mountain*, Massachusetts Risk and Insurance Management Society (MRIMS), Annual Spring Conference, Boston, MA: March 14, 2002

*Protection of Library Storage Facilities*, American Library Association (ALA), Library Administration and Management Association (LAMA), Annual Conference, Atlanta, GA, June 16, 2002

*Supply Chain Recovery: Balancing the Risks Inherent in the System*, Northeast Disaster Recovery Information Exchange (NEDRIX) Annual Conference, Newport, RI: October 28, 2002

*Business Continuity Planning*, University Risk Management & Insurance Association (URMIA), Spring Meeting at Stetson, Tampa, FL: February 14, 2003

*Service Continuity: When the Emergency Is Over*, Northeast Document Conservation Center (NEDCC), Managing Preservation Seminar, Andover, MA: March 2003 and March 2007

*After the Incident: Disaster Recovery May Mean More Than You Think*, National Association of College and University Business Officers (NACUBO), Annual Meeting, Nashville, TN: July 29, 2003

*The Pareto Principle of Continuity Planning: Making the 80/20 Rule Work for You*, Joint Public Risk Management Association (PRIMA) / University Risk Management & Insurance Association (URMIA) Risk Management Seminar, Anaheim, CA: February 6, 2004

*Fundamentals of Supply Chain Management: Implications for Business Continuity Planning*, Disaster Recovery Journal Conference – Spring World 2004, Orlando, FL: March 8, 2004

*Protecting Your Cultural Epicenter: Academic Library Risk and Continuity Management Issues*, University Risk Management & Insurance Association (URMIA) Annual Conference, Anchorage, AK: September 7, 2004

*High Density Storage: Prevention and Control Issues*, American Library Association (ALA) – Midwinter Meeting, Boston, MA: January 15, 2005

*Business Continuity and Insurance: Fundamentals of the Relationship*, Northeast Disaster Recovery Information Exchange (NEDRIX) Summer Conference, Newport, RI: June 13, 2005

*Business Continuity and Crisis Communication*, University Risk Management & Insurance Association (URMIA), Annual Conference, San Antonio, TX: September 11, 2006

*A Practical Approach to Designing and Conducting a Crisis Management Test*, University Risk Management & Insurance Association (URMIA) Annual Conference, Pittsburgh, October 10, 2010