

# The IISSM News

*The International Institute of Security and Safety Management Newsletter*



## Announcement : 31st IISSM Annual Global Conclave

The IISSM's Annual Global Conclave, the 31st, will be organised on 02-03 Dec 2021. This year too, the Conclave will be held on the virtual platform, due to the prevailing conditions of Covid-19. The Executive Committee of the IISSM was held on 08 Sep 2021 wherein the decision was taken to conduct the Global Conclave on the virtual platform. The over arching theme for the conclave is "Modernisation of the Security, Safety and Loss Prevention Industry". There will be four Keynote addresses and four Panel discussions each, details of the Conclave topics are given in the Invitation flier (added in this edition).

**31<sup>ST</sup> IISSM ANNUAL  
GLOBAL CONCLAVE 2021**

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# Editorial

**Dear Readers,**

Greetings to you all!

This is for the first time in the recent history, the rains did not recede on 17 September, a landmark date in the Indian Metrological calendar. On the contrary, IMD had sounded an alert for coastal states like Andhra Pradesh, Maharashtra to West Bengal for heavy rains. Nevertheless, 17th Sep 2021 became a Red Letter day in the world history of records, (coinciding with the Date of Birth with our Prime Minister). India did largest numbers of Vaccination against Covid-19 (approx 2.5 Crores) in a day. While the vaccination record is certainly a welcome change, from initial hiccups of February to April, 85 days to reach 1 Mn doses. Now, India is clocking 10 Crores of doses in just 13 days. The world is watching us with an awe and disbelief. Today whole world is asking as to how India could achieve the unthinkable, almost touching 1 Billion mark @ 1 Crore vaccination/day and possibly we will have done it by the year end. This is new India, self reassuring India! Due to this cruising speed, possibly India has been able to thwart the Third Wave, which experts were saying that it will certainly be repeat of 2nd Wave in the month of October 2021. It is no denying fact that still the threat is lurking as Kerala and Maharashtra is reporting very high numbers till date. Possibly, we will see a milder version of the 2nd wave, if it happens so!

Unfortunately, the Covid is devastating the USA wherein some of the Southern states (in USA) are badly affected with an average rate of 100,000 new cases per day. Research shows that 97% of the affected people are those, who are yet to get their first shot. There is no shortage of jabs in the USA ,yet 45.1% of people are haven't taken vaccines.

This is also the season of tropical disease and some of the states have reported very high number of cases of fever, prevalent among children. Since, this is the season of Dengue and possibly with the changes in the climatic conditions, these tropical viruses are on the rampage. This year too, globe has experienced serious floods to Jungle fires in India to, China, EU to USA and for that matter entire northern hemisphere. We experienced landslides due to cloud bursts in the lower Himalayan regions as never before. Russia experienced serious floods in the Siberian regions (where it never rains but snows) about a month ago and now facing complete white out conditions, much ahead of the actual winters, as we speak. This is nothing but warning shots from the mother nature, if the humanity fails to take actions to reverse the change, it will be too late.

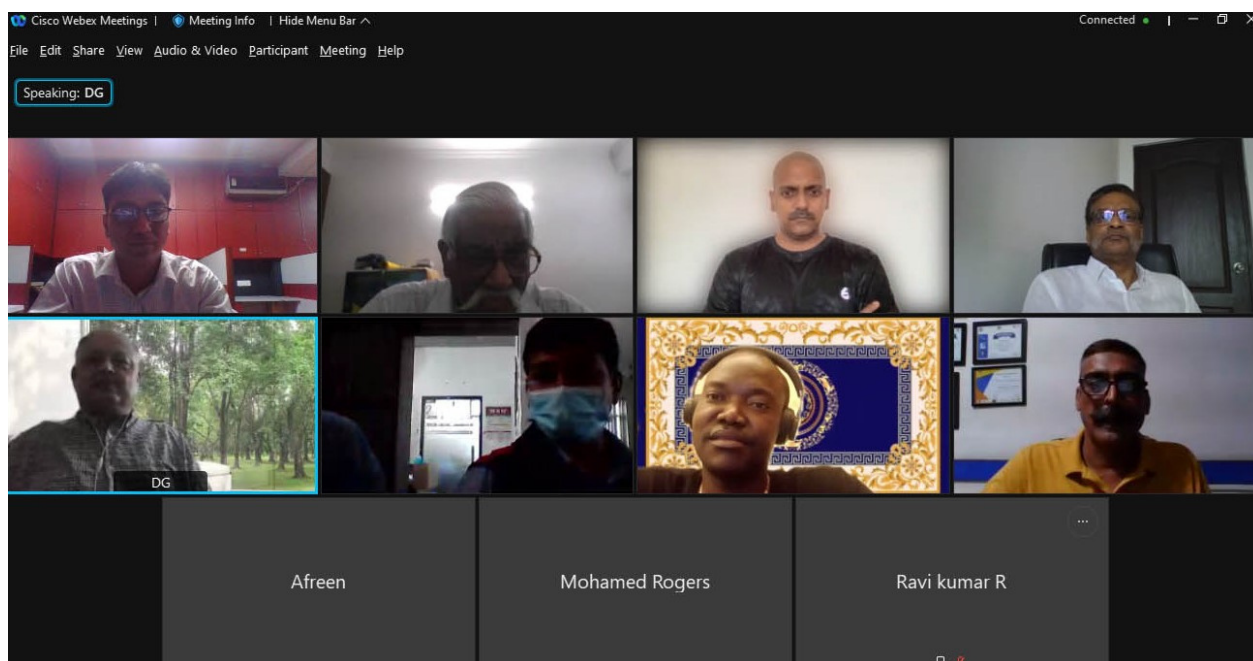
This is also the beginning of the festivity season in India, starting from first week of October with Navratra and will continue the celebrations till we hit the mega festival of Holi.

**At the end, we wish you a very Happy Navratra and Deepawali.**

**Jai Hind!**

Col (Dr.) MP Sen

# Certified Security Practitioners' Course (VC) (17-20 July 2021) : A Report



Rajan K Medhekar, IPS (Retd), DG, IISSM interacting with the Students

The Certified Security Practitioner Course has been conducted by IISSM (17-20 July 2021, Weekend Course) on virtual platform. The participants were from Delhi NCR and Bangalore. In addition, there was a foreign participant from Freetown (Sierra Leone), however, he attended the course from Delhi (on Medical Visa).

The sessions covered the topics like Fire safety Management, Risk Management, Disaster Risk Management, Fire Safety Management and Evacuation (National Building Code and NFPA Standards), IEDs and Bomb threat handling, Technological Application in Security Management, Bank, Hotel, Mall and Hospital Security, Incidence Response System & Crisis Management Framework, Corporate Vigilance - Overview & Preventive Aspects, Arms Act and Arms Licensing, , PSAR Act - 2005 - Need for review, Executive Protection and Role of PSOs, Cyber Security & Data Protection, and Business Continuity Planning. In addition, a Class Room Crisis Simulation Exercise, on Flood Situation Management was conducted which was highly appreciated.

It was very heartening to witness very healthy interactions between the participants and the Faculty members. The Classroom Exercise received an Excellent Response from the Participants.

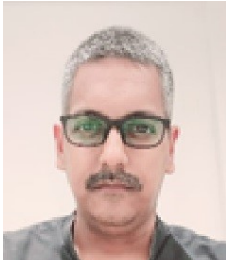
The Faculty Members who conducted the Course were:

- BrigAK Pathak (Retd)& Col (Dr.) M P Sen (Retd): IISSM Faculties
- Brig (Dr.) VK Dutta (Retd) and Col Sumit Monga(Retd) : Guest Faculties

All Participants have also shown interest in our activities like Seminars, Conclaves and Membership in addition to future association. Overall the course was very well appreciated.

Few Quotes from Participants on Overall Assessment of the Course are mentioned below :-





Mr. Chakradhari Rowe, Chief Security Officer, Olympic Security Solutions India Private Limited, Haryana  
“Great Program. I think my all DGMs should be CSP certified.”

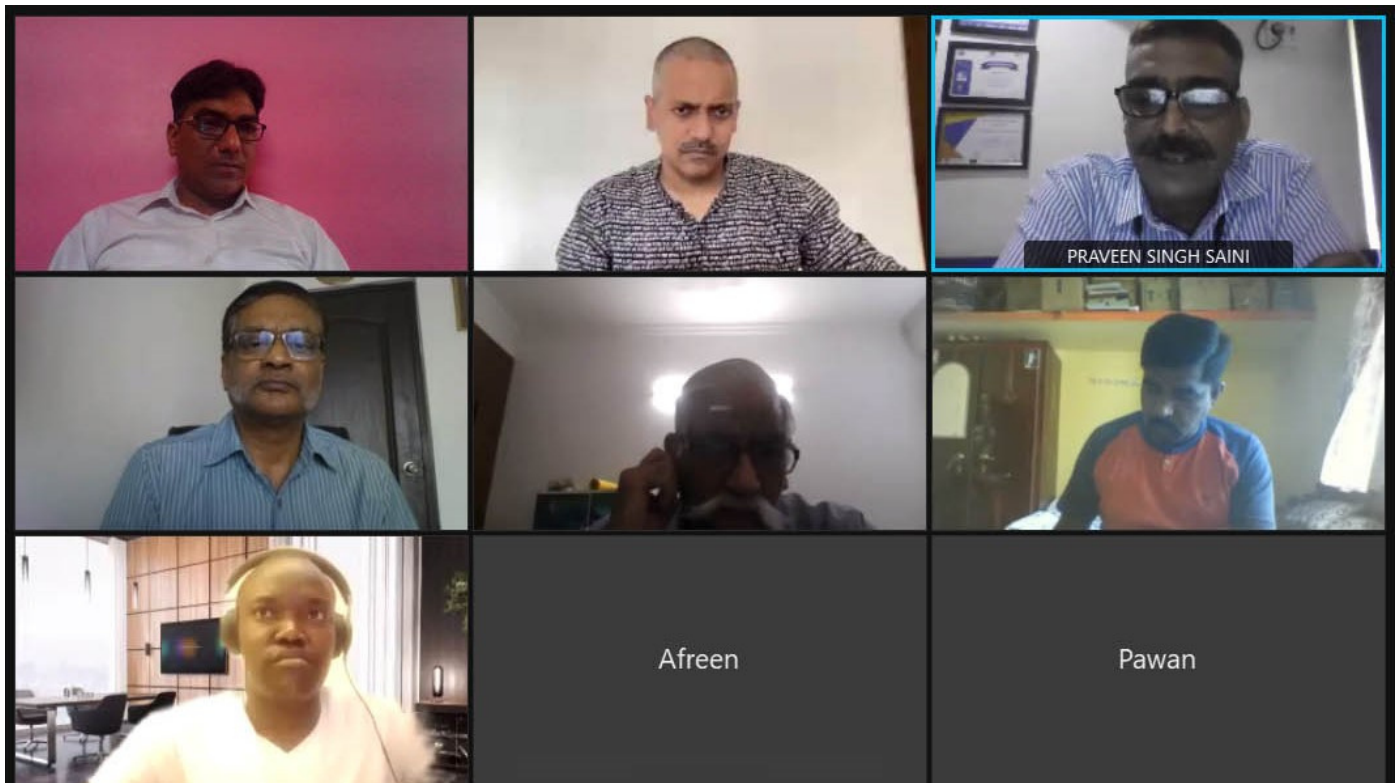


Mr. Mohamed Rogers, Assistant Security Superintendent, Sierra Leon Ports Authority, Sierra Leone  
“I can't wait to open and expose to my colleagues and friends out of my work place the benefits the IISSM courses offers. My first agenda back home would be to propagate the ideals of IISSM to my colleagues and friends...”

My overall assessment of the program is that the CSP has left very good lasting impression on me and I hope to benefit from more of related courses in the not-too-distant future.”



Mr. Praveen Singh Saini, Head of Group, Integrated Security System, TATA Power Delhi Distribution Limited (North & North West Delhi), New Delhi  
“Program was very good and informative”



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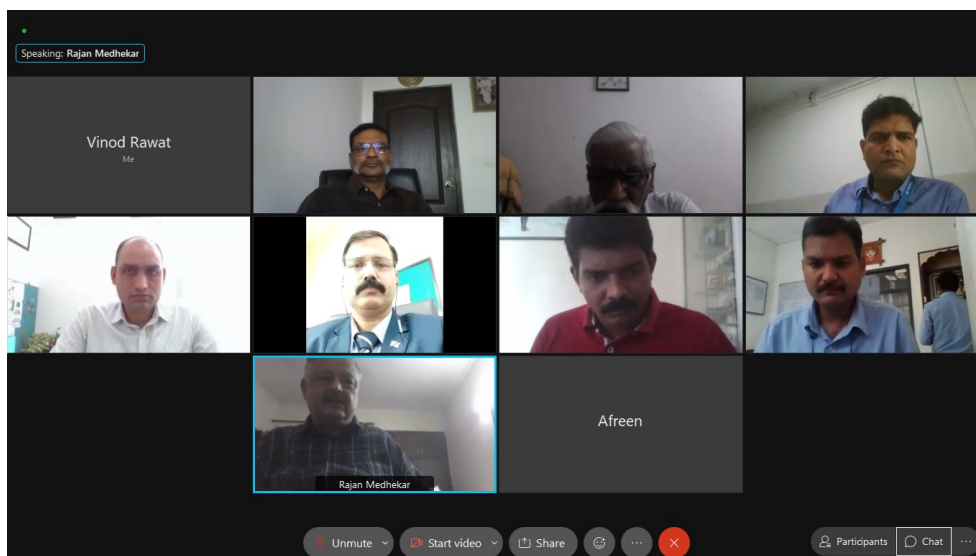
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# Certified Security Practitioners' Course (VC) (13-14 & 20-21 Aug 2021) : A Report



Rajan K Medhekar, IPS (Retd), DG, IISSM giving his welcome address

In the month of Aug'21, another batch of Certified Security Practitioner Course was conducted by IISSM. It was a Friday-Saturday course, unlike weekend courses which is popular in this format and held on 13-14 & 20-21 Aug 2021. The participants were from Delhi NCR, Thirunelveli (TN) and Bangalore.

The sessions covered the similar topics like previous courses, however, a new topic has been introduced “ Emerging Concepts of Corporate Security”. In addition, the Class Room Crisis Simulation Exercise, on Flood Situation Management was conducted which was highly appreciated and received an Excellent Response from the Participants.

The Faculty Members who conducted the Course were:

- Brig AK Pathak (Retd)& Col (Dr.) M P Sen (Retd): IISSM Faculties
- Brig (Dr.) VK Dutta (Retd) and Col Sumit Monga(Retd) : Guest Faculties

**Few Quotes from Participants on Overall Assessment of the Course are mentioned below :-**



**Mr. Ashu Sharma, Branch Head, SIS India Ltd, Bangalore**

“...Delivery and discussions were with great clarity of thoughts and deep understanding. In addition, we had an opportunity to understand Disaster Management, Cyber Security and possible solutions. Overall, it was a good program.”



**Md Syed Mohammad Anwar, Asst. Branch Head, SIS India Ltd, Bangalore**

“The programme is very knowledgeable and informative for the present scenario.”



**Mr. Abhishek Kumar, Sr. Security Manager, ESL Steels LTD. (VEDANTA), JHARKHAND**

“The sessions were very informative, and all the subjects delivered were by the experts in their domain., I think it’s a refresher course and will help to improve the skill of the Participants.”

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## ***Our First Student from Sierra Leone: A Profile***



**Mohamed Rogers, Assistant Security Superintendent  
Ports Authority, Sierra Leone**

This year we received a student from Sierra Leone, Mohamed Rogers. He is the first student from Sierra Leone, who was in India during the course on Medical Visa. He is certainly not the first international student to the IISSM neither the last but he is being profiled for his sheer dedication to learn and love for the organisation.

He is one such student whom we have seen accepting challenges like a brave leader. He had been facing numerous challenges to attend a course like CSP which is known as most power packed capsule course delivered in just four days. Apart from his health conditions, he had to go through some more challenges like his new laptop, non compatible for webex or at least needed software modification, poor connectivity at his residence in New Delhi, attending the proceedings of the day on a smart phone was certainly challenging as he could not see the slides. But he took these challenges in right stride and attended the classes by travelling to our office complex wherein our team helped to sort out the technical glitches.

Despite all these, he actively participated in the discussions and completed the certification program with élan. He is in touch with the IISSM and we expect him to be more active in his home country and fly the IISSM flag high. We are very happy to have such leaders as our student and would like to see him in our future courses and Conclaves/Webinars.

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## Interview with Visiting Faculty



### **Col Rabin Kumar Sen (Retd)**

**Q1. How did you come across about the IISSM?**

Ans: As VP operations, I was inter- alia responsible for H&S and disaster management of the enterprise. I learnt about IISSM there, while doing searching on H&S (Health & Safety) topics online, IEST (Indian Institute of Engineering Science and Technology, Shibpur, Howrah), India and also Quality Council of India (QCI).

**Q 2. You have been member of international and national professional bodies, how do you see the Security market shaping up?**

Ans: In the current era of technology disruption, IoT, and 5G, there is a paradigm shift in traditional go-to-office work concept since pre-covid days. More and more companies globally are accepting to weekly/monthly once work-from-home demand of employees. Key issues through these transformational journey , on one hand are ensuring on-the-go access to enterprise data, data synchronisation across devices, migrating to cloud based platforms, while ensuring data protection, on the other hand not sacrificing operational efficiencies, ensuring no cost overrun, irrespective of COVID 19 imposed work-from-home, and last but not the least protecting the health and safety of the people. Technologies can play the big enablers here, e.g Google Workspace, Team viewer, Zoom, etc.

**(Col Rabin Kumar Sen (Retd) is highly accomplished technocrat, Digital administrator with 3 decades of international experience with domain expertise in space technologies, terrestrial communication and digital media. He is Master of Engineering (ME) in Computer Science & Technology from the IEST, Shibpur, India, Chartered Engineer and Fellow of the Institution of Electronics and Telecommunication Engineers, India. He has worked in various C-suite roles such as CTO, COO, MD, and Board member in telecommunication industry in India, South-East Asia, EU and Saudi Arabia. Currently working as consulting Director with a digital media company in India. He is the Visiting faculty with the IISSM, New Delhi).**



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**Q 3. How was the experience in working with international companies vis –a- vis Indian Companies with a special reference of Data and Information security?**

Ans: Both Indian and international companies have relevant regulations, SOPs on enterprise security, H&S in place. However, compliances in case of the later are very strict. There is heavy cost of penalties for non-compliances. Regulatory bodies routinely conduct mock drills to ensure updated SOPs are in place, and employees are conversant with disaster management drills etc. There is specific procedure about safe custody and safe disposal of IT/data centre assets, though its weightage are diminishing as more and more companies are shifting to cloud based platforms.

**Q 4. How could you leverage your learning into practices in your business today?**

Ans: By effective change management, essentially by motivating employees and inculcating team culture by a combination of hard and soft approach. To cite a few action items, leadership support and participation by top management, conduct up-skill/re-skills, behavioural training, coaching and mentoring, recognize success, allow collaboration, short term and long term goal setting and review and feedback mechanism etc.

**Q 5. How do you find the AI and ML is shaping the future of Security Business?**

Ans: In spite of the popular belief that the ever-growing sophistication of hacking technology are the major causes of the increasing cyber security incidence, the fact remains that the people behind the computers are the real threat to the business who inadvertently become the cause of security breach by not following security policies.

Machine learning(ML) and Artificial Intelligence (AI) together can effectively help eliminate human error thus ensuring security breach within acceptable level, by providing advance attack alert, detect anomaly, and quickly responds to attack,

before they go out of control and impact the business. When a new vulnerability patch is published and thus known to attackers, ML can look for these vulnerabilities and work to resolve them before the attackers looked at the patches and had time to catch up. They also provide tools and resources to cybersecurity experts to enhance their skills.

**Q 6. What are/were your experiences in organising or attending the online programs, given that you were on move all the time, specially digital gap between the continents?**

Ans: Since education is an enabling right, its sustenance during COVID pandemic period, should be facilitated by having compatible electronic audio-visual gadgets, synchronised, and accessible on-the-go to the educational data, availability of internet and of course relevant distance learning tools which could seamlessly integrate learning material from radio, television, social platforms e.g YouTube, to take-home packages accessible to gadgets with support of web and/or mobile apps by free/paid subscription.

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**In the past, privacy was protected by the inefficiencies of communication technologies, but today Google, Facebook know every bit of us. When we search an item on Amazon, Flipkart, internet, does not the system immediately responds, “people viewed this also viewed ....” , thanks to the power of ML .**

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**Q 7. Do you see the possibility of Information Security and Privacy co-exist?**

Ans: Proponent of freedom argue in favour of privacy as the fundamental rights, but freedom cannot be free, it cannot be enjoyed at the cost of others in a society. In the past, privacy was protected by the inefficiencies of communication technologies, but today Google , Facebook know every bit of us. When we search an item on Amazon, Flipkart, internet, does not the system immediately responds, “ people viewed this also viewed ....” , thanks to the power of ML .Today technologies are available to know every bit of us without giving consent to personal data. So, we should rather focus in infrastructure security and sacrifice some privacy for larger interest of protecting the country from the evil minds, protecting banking transacting to cite a few.

Q 8. How was your experience in EU specially with the GDPR Laws and freewares or Apps in doing business?

Ans: The GDPR laws aim at giving individuals, prospects, customers, employees more power over their data and less power to the enterprises that collect and use such data for monetary gain. However, most companies are not aware, some have started implementing the basic rights envisaged in these laws.

Companies, organisations that work with personal data whether offer goods or services should appoint a data protection officer or data controller who is in-charge of GDPR compliance. Failure will attract heavy penalties. Even sales and marketing will need to be re-strategized.

**Q9. How would you like to leverage your experiences in enhancing security apparatus in India and elsewhere?**

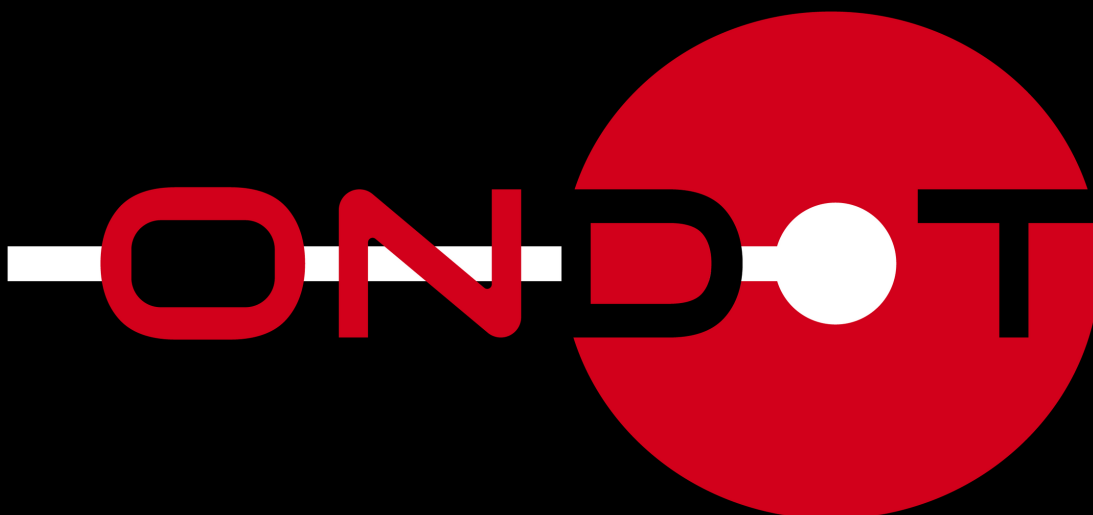
Ans: There will be two distinct focus on human and non-human assets.

First, I will focus on the employee experience, i.e culture, engagement, team building and bonding and beyond who are the ultimate drivers for putting in place a robust security mechanism in place in any organisation.

Second, Conduct workshops on new global laws on data security, data protection. Replace multiple, legacy tools with fewer tools supported by AI and ML for detection of anomalies and quick resolution, including security breach dashboards for the management.

The Scope will encompass entire organisation right from access (control) system, CCTV, waste stationary disposal, IT storage uses and disposal rules, network security, data security to name a few .

Overall, inculcate security as a service ethos.





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## *Article from the Students' Community*

### Managing Security During Pandemic in the Organizations

**Mr. Yasvant Singh, Operations Manager  
G4S, Uttarakhand  
(CSP (VC) Participant Sep'21 batch)**



In the current scenario of pandemic, 'Security' is the only function in any organisation that is/was required and expected to deliver results. This deadly disease impacted the nations across the globe and all of us have witnessed and lived through the lock down period for the first time in life. Although, lock down is over but not the disease and some of the parts of India is still facing the scourge.

When the whole world was going through this epidemic and serious lock down, we struggled a lot too to keep the security maintained in our organizations. Our first challenge was to convince people or the security guards to remain calm and motivated as everybody wanted to leave and go to their native places which was certainly felt safer. We successfully managed to keep them motivated to continue with the job and in majority of cases and were able to continue to provide services as before. The problem did not end with the motivation and convincing, in fact, it started from there itself. Since everything was closed, it was a major challenge for the guards to reach to the place of duty because of the traffic was completely shut down, although essential services were allowed. In absence of city bus/auto services, guards were finding it difficult to pedal long distances and that was at times becoming really an issue, as people could not be relieved after the shift hours. So, we had to find an alternative, rather facing issues due to these commuting challenges. We made necessary arrangements for food and stay within the company premises. It also helped in keeping them separated from their families too. This was a boon if we look at the seriousness of the situations as the guards could have carried the virus from the work place to homes and that would have forced him to be away from duty for months. Although, it was difficult to enforce and certainly a great psychological challenge for the families and they were anxious about each other, but all of them managed it very well.

Due to shortages of manpower (some fell sick and some left the job), workload had increased on the existing manpower to a great extent. In addition, the clients also reduced the security manpower because of complete shutdown, had a great impact on our business size and profits too.

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During this period, we (the managers) were not allowed or able to visit the sites but expected to maintain the same efficiency. The technology was a great help and we managed them all by taking their online sessions, remained connected with the team all the time till mid-nights to ensure they perform their duties hassle-free. After a certain period of time, we requested to the concerned authorities to allow us for moving around the sites which they permitted and passes were issued. Then we could attend to our clients needs more effectively and started visiting the sites irrespective of day or night whenever it was needed. Technological upgrade was bit challenging for some, but after sometime we could do video calling/meetings with the teams and also with the clients. The clients were also very supportive and more than willing to extend their support for an effective services delivery. It was a kind of win-win situation for both the sides.

During this time, we had to explain the clients not to compromise with the existing strength of security personnel to meet the unforeseen contingencies like guards' absence due to sickness (self or family members). Moreover, we had to keep these guards supported during the illness and period of recovery, which was certainly very costly. We sought help from the principal employers wherever or whenever required. It wasn't easy but we somehow convinced them to support us during the hard times and thankfully many of the companies held our hands.

On the deployment side, we had to maintain strict Covid-19 protocols and protect each one of us. We encouraged our personal to stay healthy, maintain hygiene and enforced Covid disciplines like wearing PPE Kits, maintaining distance with each other, washing hands repeatedly and always wear the mask. We ensured that even a small health issue is reported immediately and action taken expeditiously.

No doubt, it was a very challenging time and yet not over, but had lot of learning value. It offered significant opportunities too. In fact, this offered the WFH model a testing ground and has been found very cost effective by many organisations which helped to reduce operational expenditures. In the era of serious climatic change, WFH (Work from Home) has come as a boon for one and all. It saved travelling cost, time and enhanced efficiency and on top of that we could breathe fresh air even in the industrial townships and metro cities.

I must mention that the senior management was very closely associated with the ground teams and motivating us. In addition, the clients helped us by launching a special App for all the security personnel to declare their health status regularly. They could also report illness and any kind of assistance required at any time. All the operations were conducted through one click immediately. This platform proved to be an useful tool.

Now, with the rapid vaccination progress, it appears that the worst is over and the pandemic appears to be moving towards becoming an endemic in India, but we can't lower our guards till such time it is completely over.

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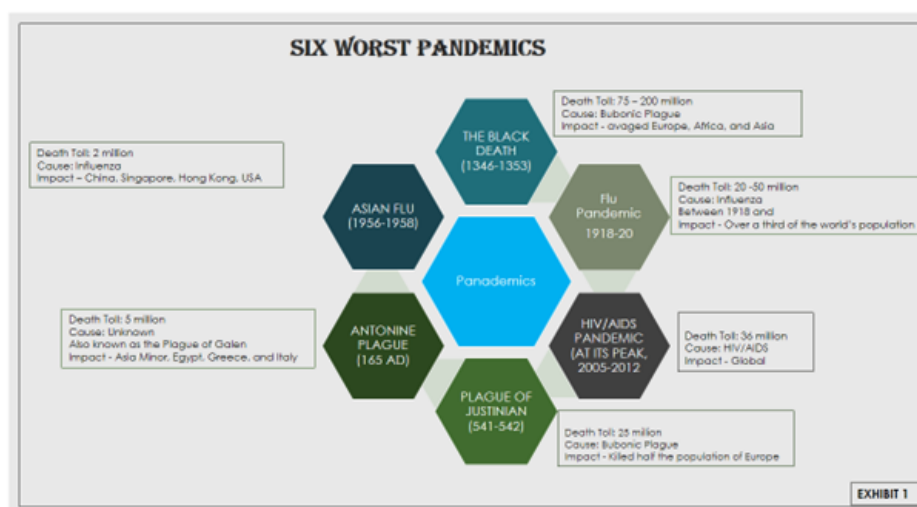


## Survival to Revival: The Indomitable Human Spirit



**Mr. Uday Singh**  
**(Chairman, IISSM Foundation)**

The welcome greetings for new year 2020 were still being exchanged when the first news of a new pandemic COVID-19 commenced to appear in the news. In today's world of hyperactive social media and the world interconnected like never before; The pandemic triggered panic, disruptions, casualties and clamor for emergency measures on an unprecedented scale. Soon the pandemic started to cause large human casualties besides causing colossal loss to economy, on a scale that were not witnessed during the earlier pandemics which had swept the globe.




The unknown nature of virus and its short term and long-term impacts magnified the “fear of unknown”.

Rich nations, poor nations; Rich people, poor people; Old people, young people – the pandemic spared no one and dawned like dark clouds which engulfed the world and caused failure of all the risk mitigation strategies across the globe. While a few nations, societies and business corporations acted swiftly and decisively, most of the nations and corporations failed to navigate the crisis and its complexities. From initial denial to complete chaos, even developed countries could not exhibit collaborative support system to contain the crisis efficiently. The study of data regarding management of COVID-19 across the globe makes it evident that the increasing complexities of a crisis like pandemic exposed inefficient, debilitating and indecisive leadership with lack of preparedness to manage such crisis timely and efficiently. Did we fail to see it coming?

### DID WE SEE IT COMING- A COLLECTIVE FAILURE

**Pandemic Preparedness Panel Stems Collective Failure To Heed Warnings**



**"The potential losses in terms of human lives and livelihoods are immense. The economic costs alone can be catastrophic. By our calculation, the annualized expected loss from potential pandemics is more than \$60 billion. Against this, we propose incremental spending of about \$4.5 billion per year."**

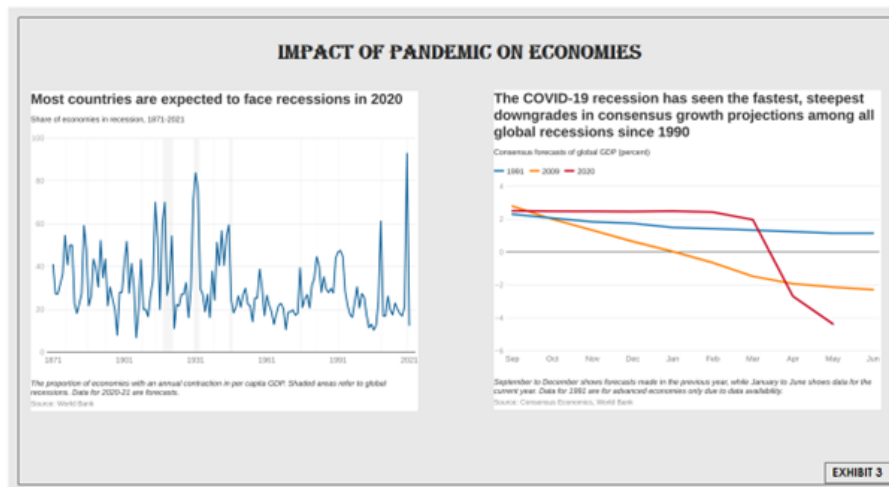
**Source :- Commission on a Global Health Risk Framework for the Future published the report "The Neglected Dimension of Global Security: A Framework to Counter Infectious Disease Crises." In 2016.**

- ❖ world leaders had never before "been so clearly forewarned of the dangers of a devastating pandemic", and yet they had failed to take adequate action.
- ❖ "Pathogens thrive in disruption and disorder. COVID-19 has proven the point."
- ❖ A lack of leadership, exacerbating the current pandemic.
- ❖ Insufficient preparedness on Financial and political investments
- ❖ Failure leading to a state of transformation from "a world at risk" to a "world in disorder"
- ❖ Failure to learn the lessons of COVID-19 or to act on them with the necessary resources and commitment will mean that the next pandemic, which is sure to come, will be even more damaging."

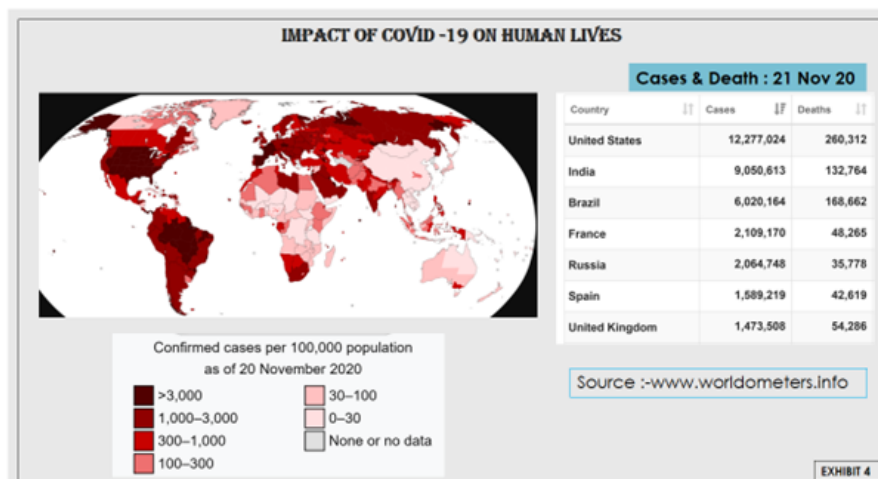
Source :- Global Preparedness Monitoring Board (GPMB), Co-convened by the World Bank and the World Health Organization (WHO)

**EXHIBIT 2**

Unlike previous pandemics, there were large scale and almost complete disruption in travel from one place to another within a country and from one country to the other globally. The "People" who are behind every single activity in every field were in state of utter shock, stood stranded & isolated and in continuous state of deep anxiety and thus significantly immobilized. The resultant impact culminating in shock and panic were seen on every human face be it amongst massive crowds at airports, railway stations, road transportation terminals, or even in own homes. In our own country, long queues of migratory population on reverse trail from cities to villages filled TV screens. There was large scale even complete disruption in some areas of economic activities leading to recession that were the sharpest and unprecedented in human memory, unlike previous pandemics.



The direct impact to human lives and health was completely unexpected & unprecedented and hit like ruthless tornado across the globe.





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The world tried to discover each day new symptoms for detection, new parameters to monitor and new ways to prevent the spread of pandemic and this continues even today, after almost a full year of pandemic.

Even considering the scale of devastation caused to people, industry, services, morale, health and resultant impact to global economy and fabrics of society; what stood out was the “Indomitable human spirit to survive”.

Front line Corona warriors comprising doctors, nurses, paramedical staff, security and safety personnel, facility management personnel, others were the first to rise against the pandemic onslaught and took over the responsibility for survival of people through medical treatment, emergency services, economic activities etc. to make available the fundamental needs of society – Food and Security. This helped in Survival and Business continuity. It was amazing that shift in responsibility for survival of people and business continuity took place almost overnight. That many front-line warriors lost their own lives so that others survive is testimony to the Indomitable human spirit.

With the announcement of lockdown by the Government, emergency services and such industries which required continuous production were exempted from the lockdowns.

We, the security industry professionals can be proud of the fact that towards the above, Government recognized Private security and Facility management services as emergency services and exempted from any restrictions for its personnel to work with the objective to ensure containment of pandemic through screening of body temperature of all the workers, maintaining of social distances, provision of facilities for hand washing and sanitization besides providing certain information to the District authorities engaged in management of control of pandemic.

Manufacturing Industries continued production of essentials and therefore had to ensure the compliance of specified preventive measures to contain spread of the pandemic at the workplaces which were subjected to regular inspection by the state authorities.

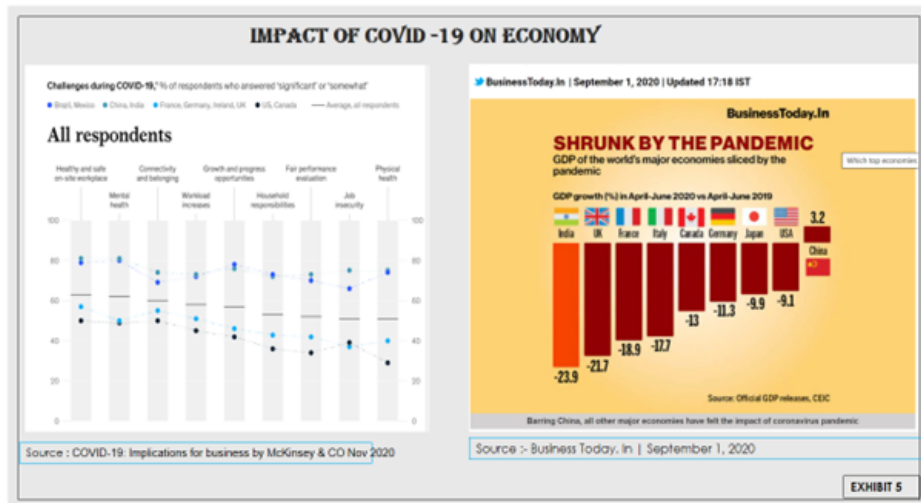
Towards the above, Security Personnel trained overnight on pandemic and related SOPs, usage of PPEs, Audit checklists were entrusted to do the following for a large number of people:

- Scanning of body temperature of a large number of employees and workers entering and exiting the workplace and referring the personnel having high body temperature to Medical Centre
- Maintenance of social distancing outside, at the gate and inside the Workplace
- Maintenance of social distancing in all public places
- Wearing of masks by all the employees and workers throughout the working hours
- Conduct of awareness sessions among employees and contracted workers
- Enforcement of these measures by surprise checks and invoking consequence management
- others

Considering vulnerabilities of security and facility management personnel due to high scale exposures at the workplace, PPEs were arranged, sanitization of the duty points were ensured, security personnel were trained and above all augmented supervision was ensured to insulate them from getting infected and spreading infection. Besides this, a herculean task was to keep the security personnel insulated from getting mass scale infection in their barracks by ensuring highest standards of sanitization. In spite of best preventive and training measures, there were some casualties.

Kudos to front line Corona warriors, we have SURVIVED! Next comes REVIVAL!

looking at the damage caused to Human lives and impact on economy of major countries, at a first glance, the REVIVAL appears to be a daunting task.



But that will be underestimating the Human spirit which helped in SURVIVAL. Notwithstanding the fact that this pandemic is not going away any time soon and mass vaccination is sometime away while there could also be a recurrence of pandemic or future partial lockdowns, we are witnessing that as lockdowns are being lifted and restrictions are getting eased across the world, the green shoots of economic recovery are becoming visible. Encouraged, the Economists are now less pessimistic than they were few months back. But does it mean that recovery will be a smooth, steady and uniform amongst all sectors?

That scenario is highly unlikely. Manufacturing sector is dependent on complex supply chains, with inputs coming from multiple places and multiple vendors. Even in normal times, managing the supply chain is challenging, manufacturing will therefore take longer to revive.

The hospitality, tour and travels besides some other sectors which faced maximum disruption in business will rebound once travel restrictions are eased. There are already innovative business concepts introduced of ‘Travel to Nowhere’ and ‘Revenge holiday trips’ in this sector. Business travels are steadily growing to reach pre-Covid scale. Food and Beverage industry, Healthcare, e-commerce, FMCG and few other segments are witnessing surge in demand. The IT industry found ways of working through WFH to avoid getting seriously impacted which is new learning and ‘new normal’.

But for businesses to grow, buying has to be strong and consistent. With support from Governments on easing liquidity and making available money in the hands of consumers, strong indications of recovery are seen across most of the industries across globe.

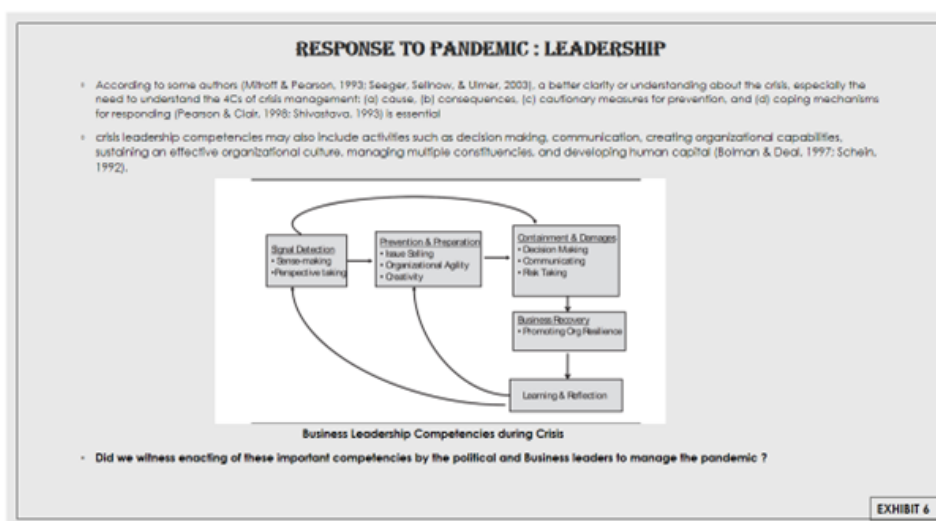
But several challenges remain. There will be a fair amount of macroeconomic stress for considerable period, which will impact households and consumption. Customers will take time to come back to normal levels of activity, hence demand will take some time to come back. Again, if there are job losses, consumption will be further impacted. It might take a few quarters or a few years depending on the geography and other factors such as per capita income, size of economy and liquidity.



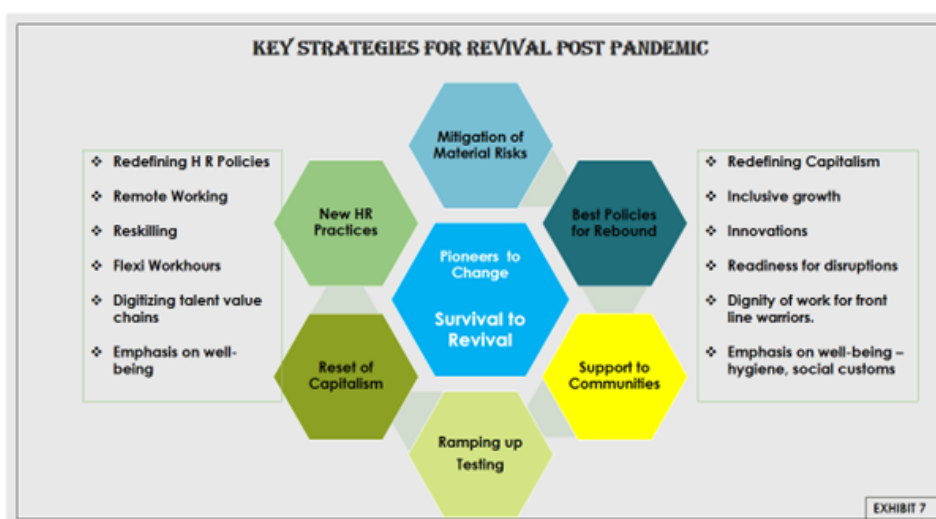
There is also the question of how much of appetite and flexibility different governments display to spend their way out of trouble. There have been lot of measures already under implementation, but we will need to see how that flows into the real economy and brings back confidence, which is required to bring back consumption.

Response to pandemics and to cope with post pandemic conditions depends on leadership – political, executive, business and social. Ability to be flexible yet firm, learning from past, decisive, innovative, ability to absorb the learnings and move forward will be key to pace of Revival.

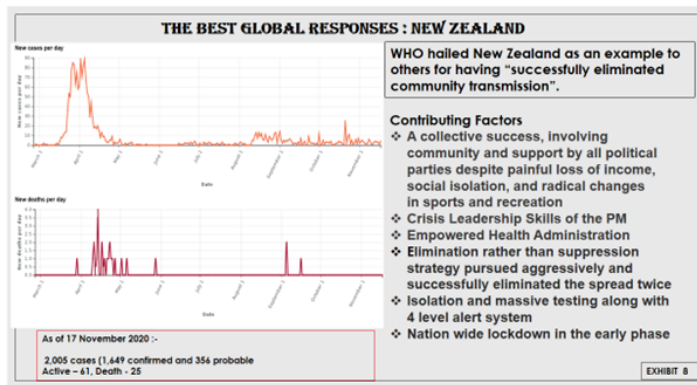
Any crisis is an opportunity for us to look in the mirror, learn and adopt! Response to Pandemic and leading the revival lie in the competencies and will power of political & business leadership.



Besides adopting new paradigms for pioneering changes.



New Zealand has probably displayed globally the best response to Pandemic confinement and post pandemic revival strategies. As is now recognized, the efficacy of high-stake leadership both during “Survival” and “Revival” stages while facing crisis have been best showcased by New Zealand.



Though much smaller in geographical size, population and economy, the leadership has arguably displayed several trend setting examples during “Survival to Revival”. Some of these examples and lessons can be emulated and applied suitably in the context of each nation, society and business corporations during the journey from “SURVIVAL TO REVIVAL”.

(About the Author: Mr. Uday Singh, Chairman, IISSM Foundation is a Director on board of SIS India and also heads the International business as Chairman. He has served as Group CEO of SIS group enterprise for over one and half decades prior to Retirement in 2018. He is also the Visualizer & Founder Chairman of “Better Place”, a Bangalore based start- up for life cycle management of millions of blue collared employees. He is also an early-stage investor and mentor for start-ups in emerging sectors such as Ed-Tech, Tele health and Pre-induction Skill enhancement for IT industry)

**PS : This article was published in Conclave 2020 sovenir.**

\*Use when no access to soap and water

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## KEYNOTE ADDRESS

**Keynote 1:** Changing Landscape in Security, Safety and Loss Prevention Business over the next five years.

**Keynote 2:** Scope for Application of Artificial Intelligence in Security Business: Opportunities and Challenges.

**Keynote 3:** Management of Security during Pandemics and Disasters : Lessons Learnt in handling Covid-19 Pandemic.

**Keynote 4:** Data Protection and Privacy Laws : Balancing the requirement of Privacy and National Security for Governance.

## PANEL DISCUSSION

**Panel Discussion 1:** Amalgamation of Electronic Support Systems and Man Guarding Industry by 2025.

**Panel Discussion 2:** Use of AI, ML and Data Analytics for Security, Safety and Loss Prevention.

**Panel Discussion 3:** Role of Security Professionals and the Industry in Pandemic Management.

**Panel Discussion 4:** Science & Technological Applications for Security, Safety and Loss Prevention : Operational Realities.

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