

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), (ret.) Disaster Recovery
Institute International, 1999-current

CBCLA (Certified Business Continuity
Lead Auditor), (ret.) Disaster Recovery
Institute International, 2009-current

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

Professional Associations

Disaster Recovery Institute International
(DRII)

National Fire Protection Association
(NFPA)

Northeast Disaster Recovery Information
Exchange Group (NEDRIX)

Languages:

English

French (Conversational)

Committees

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

Principal Member, NFPA 1600 –
Technical Committee on “*Standard on
Disaster/Emergency Management and
Business Continuity/Continuity of
Operations Programs*,” 1999-2000

Key Data

Tom has over 30 years of global,
professional experience in delivering
business continuity and crisis
management programs and planning,
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 continuity
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,

Thomas A. Gaitley

Managing Consultant

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.

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, Insurance and Professional Services
- Food and Beverage
- Healthcare Systems (Clinical, Financial and Operations / Environment Support)
- Higher Education, Cultural Institutions, Libraries, and Book Depositories
- Non-Profit / Advocacy Organizations
- Printing Press Manufacturing and Publishing
- Professional Services Firms
- Software Development and Distribution
- Research and Electronic Databases

Recent Projects/Activities

Developed organization-wide 5-Year Risk and Resiliency Strategic Plan for large New England healthcare system

Designed and implemented Business Continuity Management Program for large, Boston-based law firm, including annual desktop and simulated exercises

Conducted Business Impact Analysis for large, west-coast healthcare system

Developed, implemented and exercised senior leadership Crisis Management Plan at large, northeast university

Designed and implemented Business Continuity Management Program for financial transaction company

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

Developed Facilities Services Interruption Plan for large, world-renowned L.A.-based healthcare organization.

Co-Developed Course Materials and Presented Business Continuity Planning Sessions, Tools and Techniques for Midwest State Dept of Public Health to Coalition of Dozens of Hospitals and Healthcare Systems

Global Business Continuity Management Program Implementation and Plan Development across all locations of large, multinational, financial industry company

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

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

Developed Business Continuity Program and Crisis Management Plan for large NYC-based, global nonprofit advocacy, fund-raising, and fund management organization

Conducted a Point of Failure Analysis, Failure Mode and Effects (FMEA) Analysis, and Facilities Services Interruption Response Plan at a Fortune 500 Healthcare Manufacturer.

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

Emergency Response, Crisis Communication and Continuity Plans and Continuity Audits for a large, private New England university, including: Residences; Labs; Libraries, Central Administration; University Support Operations and IT

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

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

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

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

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

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

Business Continuity for Healthcare: Workshops Minnesota Healthcare System Preparedness Program - Continuity of Operations, All Regions, MN Dept of Public Health, 2015-2016.