Day 1 Agenda: 20 April 2027

Timing	Session Detail	Detail
08:30 – 09:00	**Registration and welcome coffee**	
09:00 – 09:15	**Opening Address**	**Speaker:** Elmarie Marais, CEO, GoCrisis
09:15 – 10:00	**Session 1: Keynote** *Speech*	Drawing on his perspective as a Board Member of the US National Transportation Safety Board, Hon. John De Leeuw will examine how independent accident investigation turns evidence into safety lessons and what leaders can learn from major events. He will consider how preparedness, coordinated response and support for affected people and families contribute to a stronger safety culture. The keynote will set an informed, practical perspective for the discussions that follow across GoCrisisX 2027. **Speaker:** Hon. John De Leeuw, Board Member, US National Transportation Safety Board
10:00 – 11:00	**Session 2: American Airlines Flight 5342: Response case study & lessons learned** *Presentation and Q&A*	American Airlines will share its experience responding to Flight 5342 following the mid-air collision with a US Army Black Hawk helicopter over the Potomac River. The session will include how American Airlines responded, how teams coordinated and communicated, and the challenges encountered. **Speaker:** Cherie Cook, Manager - Emergency Planning & Response, American Airlines
11:00 – 11:30	**Networking break**	
11:30 – 12:30	**Session 3: 2026 Nepal Floods: Victim accounting challenges** *Panel and Q&A*	Exploring the operational and humanitarian challenges of accounting for people affected by the 2026 Nepal floods. The panel will consider how organisations established who may have been affected, verify information across locations and agencies, communicate with colleagues and families, and manage gaps or changing information. Discussion will draw out lessons for preparedness, data handling and coordination during a prolonged response. **Speakers:** • Ricus Groenewald, Director of Operations, ISOS • Elmarie Marais, CEO, GoCrisis
12:30 – 13:30	**Networking lunch**	
13:30 – 14:30	**Session 4: Virgin Atlantic major injury event: Response case study & lessons learned** *Presentation and Q&A*	Examine the response to a major injury event through the perspectives of the organisation, affected people and responders. The discussion will consider how the incident was managed, how information and decisions were coordinated, what support was provided to those affected, and what the organisation learned. **Speaker:** Laura Robinson, Senior Manager – Business Resilience, Virgin Atlantic
14:30 – 15:30	**Session 5: A multiple-injury incident: Response case study & lessons learned** *Presentation and Q&A*	A case study of a recent incident involving multiple injuries, examining the medical response, coordination of care and challenges encountered. The presentation will draw out lessons for preparing to manage medical needs during a major incident. **Speaker:** TBC
15:30 – 17:00	**Session 6: Temporary mortuary display** *Display of temporary mortuary, processes, equipment and manual*	A practical display showing how a temporary mortuary can be planned and established, including the structure, layout, equipment, staffing and interfaces with government and specialist partners. The session will explain the decisions that shape site selection, capacity, workflow, dignity and safety. **Speakers:** • Alison Anderson MBE, GoCrisis Associate • TBC

Day 2 Agenda: 21 April 2027

Timing	Session Detail	Detail
08:30 – 09:00	**Registration and welcome coffee**	
09:00 – 10:00	**Session 7: NTSB Family Assistance: Lessons learned** *Presentation and Q&A*	A practical review of the NTSB's family assistance work and lessons from major accident responses. The session will consider how the Transportation Disaster Assistance Division coordinates with the operator, airport, local authorities and other partners; how information and family support are organised; and what response teams can learn about planning, roles and sustained assistance. **Speaker:** TBC
10:00 – 11:00	**Session 8: Repatriations: Practical considerations** *Panel and Q&A*	Explore the practical and humanitarian aspects of repatriation after an incident, including identification and release, coordination with authorities, cultural and religious needs, family communication, personal effects, transport and clear responsibilities. **Speakers:** • Barbara Webster, Executive VP, GoCrisis • Harry Conibear-Griffiths, MD of Operations, GoCrisis • Adrian Rodgers, VP Response Readiness, GoCrisis
11:00 – 11:30	**Networking break**	
11:30 – 12:30	**Session 9: Rail accidents: Response case study & lessons learned** *Presentation and Q&A*	A cross-sector review of a recent rail accident, exploring how organisations coordinated, shared information, supported passengers and families, managed casualty accounting and communications, and transitioned to recovery. **Speakers:** TBC
12:30 – 13:30	**Networking lunch**	
13:30 – 14:15	**Session 10: Mental Health support to staff and families after a disaster** *Presentation and Q&A*	An applied session on supporting staff and families after a disaster, including the principles of psychological first aid and how guidance has developed. It will cover supportive communication, what to say and avoid, recognising distress, practical support and referral to specialist care. **Speaker:** TBC
14:15 – 15:00	**Session 11: 2022 St Helier explosion: Personal Effects & Government Response case study & lessons learned** *Presentation and Q&A*	A case study on recovering and returning personal effects, covering coordination with police and government, how items are located, documented and safeguarded, and how evidential requirements are balanced with family expectations. **Speakers:** • Barbara Webster, Executive VP, GoCrisis • Detective Chief Inspector Chris Beechey (Retd), States of Jersey Police
15:00 – 15:30	**Networking break**	
15:30 – 16:15	**Session 12: Surviving an aircraft accident: A personal account** *Presentation and Q&A*	A first-hand account of surviving an aircraft accident and the experience of the response that followed. The discussion will offer delegates a survivor's perspective on communication, practical assistance, recovery and the lasting effects of an accident, with time for questions. **Speaker:** • David Rimmer, GoCrisis Senior Associate
16:15 – 17:30	**Session 13: Personal Effects Processing Demonstration** *Display of processes, equipment and manual*	A practical demonstration of the personal effects process, from activation and workspace set-up through recording, cleaning, photography and return. The session will show how AI tools and the operating manual support the work, with examples from recent activations. **Speakers:** • Charlotte Hurley, GoCrisis Associate • Adrian Rodgers, VP Response Readiness, GoCrisis

Day 3 Agenda: 22 April 2027

Timing	Session Detail	Detail
08:30 – 09:00	**Registration and welcome coffee**	
09:00 – 10:00	**Session 14: Air India Flight 171: Lessons Learned** *Presentation and Q&A*	A structured review of the response to Air India Flight 171, covering the known timeline, coordination among the airline and responding organisations, support for affected people and families, and the challenges of managing information during a complex accident response. The presentation will draw out practical lessons for planning and response. **Speaker:** Captain Nitin Anand, Air India
10:00 – 11:00	**Session 15: Cyber Crisis: Incident readiness and crisis response** *Presentation and Q&A*	An overview of the cyber threat landscape for organisations and the implications for crisis management. The session will explore how a cyber incident can disrupt operations, customer and colleague services, communications and decision-making, and what organisations should have ready before an incident: clear escalation routes, trusted technical advice, continuity arrangements, approved communications and tested coordination between cyber, legal, operational and leadership teams. **Speaker:** TBC
11:00 – 11:30	**Networking break**	
11:30 – 12:45	**Session 16: Cyber exercise** *Group exercise*	Delegates will work through a developing cyber-attack scenario, making decisions as the situation unfolds. The exercise will explore crisis leadership, coordination between technical and business teams, communications, operational impacts and recovery. **Speaker:** Harry Conibear-Griffiths, MD of Operations, GoCrisis
12:45 – 13:45	**Networking lunch**	
13:45 – 14:30	**Session 17: AI for Crisis Management** *Panel and Q&A*	A discussion of where AI can support crisis management today and where careful controls are needed. The panel will consider practical uses such as organising information, drafting and translating communications, identifying patterns and supporting exercises, alongside risks involving inaccurate outputs, privacy, bias, security and over-reliance. It will focus on human oversight, suitable data, verification and how specialist disciplines such as victim identification may use or assess AI-enabled tools. **Speakers:** • Elmarie Marais, CEO, GoCrisis • TBC
14:30 – 15:30	**Session 18: Crisis Communications** *Presentation and Q&A*	Consider how crisis communications have changed in a fast-moving media and digital environment. The session will examine the speed and reach of social platforms, the challenge of communicating while facts remain uncertain, the needs of affected people and families, and how organisations can maintain credibility through clear, compassionate and coordinated updates. **Speaker:** Ben McCarthy, GoCrisis Senior Associate
15:30 – 15:30	**Networking break**	
15:30 – 16:45	**Session 19: Media training** *Demo workshop*	A practical demonstration of spokesperson preparation for different media settings, including a recorded or live interview, a doorstep encounter and an online broadcast. Participants will see how to prepare key messages, answer difficult questions, avoid speculation, show empathy and stay within verified information, followed by feedback on delivery and opportunities to practise. **Speakers:** • Ben McCarthy, GoCrisis Senior Associate • TBC
16:45 – 17:00	**Conference close**	**Speaker:** Elmarie Marais (GoCrisis)