

Alex Hoogteijling  
BCM Specialist

our reference .220218.14805B  
handled by Paul Hoekman  
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subject Reference

Goes, 22 February 2018

Dear Mr Hoogteijling,

Below is our (Enduris) reference regarding your effort.

*In 2018, we asked Alex Hoogteijling to help us updating our business continuity plan and writing a cyber security incident response procedure. We also wanted him to test both deliverables in two separate crisis exercises with our business continuity team and our computer emergency response team (CERT).*

*During the assignment, Alex turned out to be very helpful for us. In a very short timeframe he managed to convert our existing BCP in a complete new document with a totally different structure, which is far more user friendly and to the point than our original document. All procedures are now documented in the form of well clustered, continuously numbered actions which are appointed to responsible roles/disciplines in our business continuity team.*

*Besides the thorough adjustment of the BCP structure, he also implemented several substantive improvements in this BCP and added new business continuity and crisis management elements to it, such as useful checklists and templates. Alex find his way around in our organisation very quickly and without much effort from us. In one on one interviews and group meetings it was pleasant conversation with Alex. He was able to make complex matters clear in a simple way and convinced everybody with good arguments on choices that were made.*

*During the assignment, Alex demonstrated his extensive knowledge of business continuity, crisis management and supporting tools that are available in the market. It turned out that he also knew a lot about information/cyber security and how to react on security incidents. In his meetings with our staff he was always well prepared and used his time and that of our staff in a very efficient way. The crisis management simulations he prepared were real eye openers, realistic and have strengthened everyone's business continuity awareness.*

*We like his pragmatic approach and we will definitely use the services of Alex again in the future.*

With kind regards,

