



## **WILLEM TOP - a brief CV as per 2015**

### **Qualifications**

- BSc Chemical Engineer (HTS Dordrecht -1965)
- BSc Industrial Engineer (HTS Dordrecht -1966)

Post graduate education and training included:

- Fire Protection training (FIA Hartford, CT - 1970)
- Total Loss Control Seminar (INA/ISA Macon GA - 1972)
- Environmental Pollution Control (SBC, Rotterdam - 1972/73)
- Professional Consulting (ILCI, Atlanta, Ga. - 1976)
- Loss Control Management (ILCI, Atlanta - 1977)
- Loss Control Administration (ILCI, Atlanta - 1978)
- MORT course (SSDC, Oakridge, Tenn. 1980)
- Safety and Loss Control Systems study tour in South Africa (1980)
- Occupational Health (HTO, Breda 1983)
- Quality Systems Development (KDI, Rotterdam, 1984)
- Accredited Safety Auditor (ILCI, Birmingham 1987)
- Quality Systems (HTO, Breda, 1990)
- Modern Quality Management (DNV, 1992)
- IQRS Quality Auditors course (DNV, 1993)
- Managing HSE in the Business (Shell 1993)
- Various short courses on Risk Management, Loss Control, Fire Protection and Quality

### **Responsibilities**

From August 1999 till June 2000 I held the position of Director Benelux for Liberty Risk Services Europe. Responsibilities included the further development of the LRS service network on the European continent as well as the provision of loss prevention services to client locations in Benelux and mainland Europe. Unfortunately, the service network never developed as, early 2000, the parent company of LRS (Liberty Mutual Insurance in Boston) decided to terminate all its non-insurance related (HSE) services. My contract then was terminated per June 1, 2000 and the existing LRS organization was sold to third parties or assimilated by the insurance company.

Prior to my position with Liberty, I was a Principal Consultant within the DNV (Det Norske Veritas) Benelux organization with a particular responsibility to further promote DNV as a major supplier of Quality, Safety and Environment related services in the Process Industry (chemical, petro-chemical and the up-and downstream oil and gas industry). Part of that included an assignment working out of the DNV Antwerp office as the head of the advisory services department including 13 consultants. Services of that unit were mainly rendered to the process industry and comprised risk identification (QRA / HAZOP etc.) as well as management system related services.



Before this position, I was the head of the Safety/Loss Control unit of DNV Benelux. This position developed from the acquisition of LCC by DNV in 1991. LCC (Loss Control Centre) was a safety/loss control management consulting firm owned by me and operating mainly in the Benelux area between 1985 and 1991.

Prior to LCC, I was the Director of RISC (Rotterdam International Safety Center) before which I owned my own consultancy (LCC) since 1985. From 1980 till 1985, I managed safety management related advisory activities within an insurance brokerage group and have been working within the insurance environment (as a technical - fire protection - specialist and surveyor) since 1968.

### **Career and Experience**

- 1961 - 1962: CHEMICAL ANALYST. After my military duties – 18 months, light artillery - I worked with Shell Chemicals, Pernis as a Chemical Analyst, mainly involved with resins. I quit this job to go back to study Chemical Engineering and after that Industrial Engineering.
- 1967 - 1968: MARKETING RESEARCH. After finishing my studies I started working with CINDU, Uithoorn, in the Marketing Department preparing market research studies for chemicals and other industrial services.
- 1968 - 1971: TECHNICAL REPRESENTATIVE PSD. INA (Insurance Company of North America; now CIGNA) European Head office, Brussels. Worked as a Technical Representative of the PSD – Policyholders Service Division - involved in the inspection of multi-million dollar industrial plants for the preparation of underwriting reports (including risk estimations from an insurance point of view) and suggestions for (fire) risk improvement.
- 1971 - 1973: MANAGER TECHNICAL DEPARTMENT EUROPE. Manager Technical Department of INA's Policyholders Division Europe. This included the continuation of activities as mentioned above as well as the supervision of the various technical departments of INA in Europe (total about 20 professional persons). Activities also included Highly Protected Risks.
- 1973 - 1977: CONSULTANT. Lowndes Lambert Consulting Services (LLCS) , Brussels, later Düsseldorf Activities mainly included loss control advice to the (insurance) broker network of Lowndes Lambert on the European continent and their clients. Unfortunately the European network never developed and LLCS was terminated by the London management of the Lowndes Lambert Group.
- 1977 - 1980: CONSULTANT. Safeguard Risk Services (Hudig Langeveldt Group, now part of AON), Amsterdam/Rotterdam. Activities included formulating and setting up Risk Management and Loss Control Management activities. Also preparation of preliminary captive insurance studies. After 1978 involved in the setting up of the Hudig Langeveldt subsidiary ILCI Benelux. This company was set up in 1980 to provide safety/loss control management services. These services were based on agreements with ILCI (USA).
- 1980 - 1985: MANAGING DIRECTOR of ILCI Benelux, providing services in the area of safety/loss control management. These services included auditing (using the ISRS) and training as well as advising companies on how to improve their safety and loss control activities.



- 1985 - 1987: DIRECTOR/OWNER of ILCI Benelux activities were taken over by me and continued as a privately owned company with offices in Breda. Work included various activities such as auditing, consulting and training, assisting companies to improve their safety and loss control efforts. Clients included mainly large (international) companies in the process industry.
- 1987 - 1988: DIRECTOR of RISC, Rotterdam (Europort). This followed the sale of all ILCI Benelux shares to the RISC parent companies. RISC was (and is) a fire fighting training school (including off-shore survival training). The work done included the continuation of the ILCI Benelux activities as well as the management of the training school.
- 1988 - 1991: DIRECTOR/OWNER of LCC (Loss Control Center), Breda. This company was privately owned by me and included the (re)purchase of the previous ILCI Benelux activities from the RISC organization. LCC activities included all consulting, training and auditing activities to assist companies to improve their safety/loss control management efforts.
- 1991 - 1999: DIRECTOR CLIENT SERVICES of DNV Benelux. This followed the sales of all shares in LCC to DNV after which the LCC activities became part of DNV Benelux as their safety/loss control management unit. Activities remained the same as before assisting companies to improve their safety/loss control efforts. Clients remained major process industry companies. Sales of LCC shares to DNV followed sales of ILCI (USA) to DNV by its owner Mr. Frank E. Bird, Jr.
- 1999 - 2000: DIRECTOR BENELUX of Liberty Risk Services Europe. Responsibilities included the further development of the Liberty service network in Europe as well as the delivery of loss prevention services in Benelux and European mainland.
- 2001 – 2015 CONSULTANT working on a retainer basis for SSVV - the organization in The Netherlands that supervises the safety certification system for contractors. The certification system is being used in The Netherlands, Belgium, Germany, Austria and Switzerland and called VCA in Dutch and SCC in English and German. In 1989, I initiated the process working with others and leading, in 1994, to the accredited safety certification system.
- 2001 – pres. Owner of website [www.topves.nl](http://www.topves.nl). I started making this website mainly because I wanted to share some ideas with others as I believe my ideas should be valuable to both internal as well as external consultants assisting their clients to improve through to development and implementation of a management system.
- 2003 – 2012 Within this period, I initiated and worked with others to develop and market software to “learn from unwanted events”. I did this in two different setups. Unfortunately both setups did not work the way I saw it; in both cases my partners and I did not share the same vision regarding product concept and marketing. In both cases I took the initiative to end the cooperation.



## **Professional activities:**

Between 1978 and 1996 I wrote a number of articles on risk management, safety and loss control for Dutch, Belgian and US magazines. Contributed as author to several handbooks published in The Netherlands. Author of two (small - 120 page each) Dutch language books on Risk/Loss Control Management (1988) and on Safety Auditing (1989). Author of three English language books: (i) How to Build a management System that works – Guide to Management Success (2013)", (ii) Risk Management, Safety and Control of Loss – Protecting Your Organization (2014)" and (ii) "Making Your Future in Business - and in Other Parts of Life (2015)".

I have been instrumental in bringing safety/loss control management concepts (such as the International Safety Rating System in the late seventies/early eighties) to the Dutch market and Europe (ISRS is owned by DNV since 1991) and initiated (in 1989) the process that led to Accredited Safety Certification of Contractors (VCA – now owned by SSVV; SCC in some other European countries).

## **Affiliations**

Professional affiliations included:

- International Safety Rating Council
- National Safety Management Society
- National Fire protection Association
- Society of Fire protection Engineers
- American Society of Safety Engineers
- International Society of Accredited Safety Auditors
- Hazard Control Management Certification Board
- Professional Engineer – Fire Protection (retired status)
- System Safety Society

## **Some further notes on what I have done in the past:**

- Working for INA (now CIGNA) as a technical representative, later manager Policyholders Service Division Europe.
- Working for UK and Dutch insurance brokers in Holland, Belgium and Germany
- Introducing (US) safety/loss control management concepts (including ISRS) into The Netherlands and Europe. As such I was one of the first to carry out safety management system audits in this part of the world.
- Working with my own company – first as ILCI Benelux, later as LCC - providing safety management services to companies in Holland, Belgium and France.
- Working as the managing director of RISC, at that time (one of) the largest fire fighting and offshore survival training centers in Europe and the world.
- Initiating (in 1989) and contributing to the process that led (in 1994) to accredited safety certification scheme (for contractors), now in The Netherlands, Belgium and Germany and further extending into Europe.
- Developing the "platform model" for safety management improvement which I feel is at least equal to the Deming circle where it concerns communication power. The model forms the basis of the 17 step improvement process; both model and process are further mentioned and detailed in my books mentioned above.
- Developing the "17-step improvement process" (and rating system) to guide clients in the



improvement of safety, quality and environmental management.

- Developing during 1993 (for DNV) the IPSRS, an audit system for the process industry including process safety, employee safety and environment and incorporating such documents as ISRS, OSHA 1910.119, OSHA VPP, ISO 14001 and CMA Responsible Care Codes.
- Developing and introducing the "management improvement loop", incorporated into the IPSRS, as a main issue to build successful management systems.
- Developing (for DNV) an ISO 14001 based OHS standard and related certification system which was later used as input to develop BSI OHSAS 18001.
- Initiating and contributing to the development of a behavior based approach complementing the traditional safety system approach by DNV.

END