



What is Business Continuity Planning vs. Business As Usual?

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BCP - Definition

Business Continuity Planning

- The creation of a strategy through the recognition of threats and risks facing a company, with an eye to ensure that personnel and assets are protected and able to function in the event of a disaster.





**PLANS ARE
NOTHING;
PLANNING IS
EVERYTHING.**

DWIGHT D. EISENHOWER

Why should you have a BCP?

**Personal
Preparedness
Employees &
Families**

**Presidential
Preparedness
Directive 8 (PPD-8)**

**Commitment to
Customers**

**Continuity of
Operations**

**How to keep the
business running**

Economic Recovery

Why Should You Have BCP?



\$108 Billion



\$85 Billion



\$65 Billion



40%

What is a BCP Event?



Oh, you know it's gonna suck
when I come to town!





That exciting moment when

Jim Cantore hears
Thunder snow!!!

Examples of BCP Situations

REMEMBERING THE
JUNE 29, 2012

DERECHO

Morning Low **84°**

Daily High **104°**

Peak Wind
Gust **81 MPH**
at 9:08 P.M.



4 MILLION
WITHOUT
POWER



13 WIND
RELATED
DEATHS



34 HEAT
RELATED
DEATHS



\$2.9
BILLION IN
DAMAGES

January 2016....



Hurricane Matthew - 2016

The Weather Channel

HURRICANE MATTHEW

ADVISORY: 3PM EDT
LOCATION: 55 MI SSE OF FREEPORT BAHAMAS
CAT #: 4
WIND: 140 mph
PRESSURE: 939 mb
MOVING: NW 14 mph

10:50AM EDT

Jacksonville

HURRICANE MATTHEW

STORM UNLIKE WE'VE EVER SEEN

3:23 **MATTHEW** under evacuation orders Find an emergency shelter open near you at FloridaEvacuates.com

The Weather Channel **NORWALK TONIGHT**

Time	10PM	11PM	12AM	1AM	2AM	3AM
Temp	57	56	55	54	53	52

0:37 **lit**

0:31 **lit**

NORWALK TONIGHT

Time	10PM	11PM	12AM	1AM	2AM	3AM
Temp	57	56	55	54	53	52

0:33 **lit**

Hurricane Matthew - 2016



Recent Tragedies



The Human Factor



BCP Cycle

- Living Breathing Process
- All Hazards Approach
- Establish/Create Plans
- Communicate Plans
- Train/Exercise Plans
- Capture Lessons Learned
- Repeat Cycle





Project Initiation



Define BCP Objectives



Identify Potential Threats



Develop Strategies



Identify Teams



Practice, Practice, Practice

Project Initiation

- Identify Your Key Players
 - Organization Charts
 - Team Leads
 - Team Members
 - Special Projects
 - On-site Contractors
- Define Roles & Responsibilities
- Security & Confidentiality Requirements of Your Business
- Records That Must be Protected
- Insurance Partners
- Suppliers/Materials
- Customers
- Utilities

Define BCP Objectives

- Analyze Your Business
- How long could you operate without a critical operation, supplies or process before you lose customers?
- Identify time sensitive activities
- Payroll Continuity
- Evacuation Plans
- Shelter In Place Plans
- Employee Health – During and After
- Review Insurance Plans/Coverage

Identify Potential Threats

- Environmental Scan
- Regional Weather
- Industry Specific – Meet with leaders to understand what makes your industry susceptible. (Don't forget to look at suppliers)
- Facility Walk
- How can you prevent, mitigate or lessen the impact of your threats

Develop Strategies

- Location
 - Where will leaders physically operate
 - Remote or in Person
- Connectivity
 - Internet, phone, computers, etc.
- Operations during BCP
 - Telework for employees
 - How to replenish supplies



Develop Strategies

Communications

Poor communications often turns an emergency into a catastrophe

- How will you communicate with employees?
- How will you account for them?
- How would you communicate if land lines were dead?



Develop Strategies

Suggested Strategies

- Web – based utility for notifying employees of a crisis, emergency, or business impacting event
- Dedicated VM that employees can call to obtain operational status
- Leader responsibilities



Identify Teams

- Assign Roles
 - Leadership Team
 - BCP Coordinator
 - Teams
- Define Tasks
 - Pre Event: Employees Keeping Contact Info Current, BCP Updates
 - During: Org Chart for BCP Roles
 - Post: Recovery Roles, After Action Review/Lessons Learned

Practice, Practice, Practice

“Practice is everything. The key is to engage in the process of planning and exercising so company stakeholders know their roles and responsibilities.”

Forbes, “Why Companies Need a Business Continuity Plan”

Practice, Practice, Practice

- Conduct Regular Training
 - Critical Investment
 - Conduct Annual Table Top Exercise
 - Update Plan
 - Include in Budget



Resources

- Fairfax Joint Local Emergency Planning Committee
<http://www.lepcfairfax.org/publications.htm>
- FEMA: Emergency Management Guide for Business and Industry
<https://www.fema.gov/media-library/assets/documents/89550>
- FEMA: Online BCP Generator
<https://www.ready.gov/business-continuity-planning-suite>



BCP Generator



Business Continuity Plan Test

Exercise Planner Instructions

Facilitator & Evaluator Handbook

Situation Manual

Presentation

Participant Feedback Form

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Scenario Module 2: Ice Storm

Saturday, 7:00 p.m.

- A powerful upper-level system begins to move into the State. The National Weather Service (NWS) Forecast Office is predicting one to two inches of freezing rain and issues a winter weather advisory.



Figure 3. Downed Trees (FEMA photo)

Scenario Module 2: Ice Storm (cont.)

Sunday, 1:00 a.m.

- The ice storm has downed tree limbs and power lines, and local utility reports indicate that approximately [68,400] people are without service. Many areas are reporting severe black ice conditions.
- The hardest-hit area is the DMV, which has received more than two inches of ice.
- Telephone offices are running on generator power, but telephone and cell service are still available for most customers. Travel is discouraged in the DMV, as well as the local metropolitan area.



Scenario Module 2: Ice Storm (cont.)

Sunday, 4:00 a.m.

- The State's department of transportation has more than 200 vehicles clearing State roads, though progress is very slow. In addition to plowing many of the State-maintained roadways, the trucks are applying sand, salt, and magnesium chloride to the most impacted roads in the **DMV** part of the State.



Figure 4. Ice Storm (FEMA photo)

Scenario Module 2: Ice Storm (cont.)

Sunday, 4:00 a.m. (cont.)

- Meanwhile, police, fire, and EMS crews are being overwhelmed with weather-related calls; most first responders are handling nearly double their normal number of calls.
- Requests are being made for drivers with 4-wheel drive vehicles and snow mobiles to report to local hospitals to assist in providing transportation for nurses and other critical staff.
- Weather forecasts predict more freezing rain.

Scenario Module 2: Ice Storm (cont.)

Monday, 5:30 a.m.

- Most people awaken on Monday morning to find that numerous schools and businesses across the State have closed because of the inclement weather conditions, power outages, and treacherous roads. This includes your facility.
- The NWS predicts another inch of freezing rain that day. Efforts to clear the roads are ongoing; however, travel will be extremely limited for several days, and efforts to restore partial power to the region could take several days.



Pre-Storm Discussion Questions

Note: Not all questions may be relevant to your organization.

1. In this case, what would your organization do first to prepare for a possible ice storm?
2. What means of communication will be used to allow the facility and operational elements, components, and/or divisions to remain in contact with one another?
 - a) Are alternate and resilient means of communication available?
3. How much downtime is acceptable without significantly affecting business operations? Can anything be done to extend this period of time?



Wrap Up

**Must have Top
Down Leadership
Support**

**Plan & Budget for
Table Top Exercise**

**Utilize Local
Resources**

**Communicate Plan
to all Employees**

**Train all Managers,
Even if not Involved
in BCP**



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