

Business Continuity

Associated Builders and Contractors, Inc. Webinar

April 23, 2015

Pam Walaski, CSP, CHMM

Consider This.....

ISHN Survey:

- ✓ **25% of businesses do not reopen after a natural disaster**
- ✓ **\$1 billion in losses from weather-related business closings in 2014**
- ✓ **Half of employees surveyed thought their employer was not prepared for an emergency**

Consider This.....

The cascading impact of regional, national or international events:

- ✓ **Earthquake and tsunami of 2011**
- ✓ **Terrorist attacks of September 2001**

FEMA now recommends that you be prepared to be without assistance for 7 days (not 72 hours)

Consider This.....

It is becoming more common for vendors to have a Continuity Plan as part of the vetting process.

Business Continuity

**The lack of a
Business Continuity
Plan should be
keeping you up at
night....
but it doesn't have to.**



Critical Definitions

- ✓ **Emergency Action Plan (EAP)**

Document that focuses solely on response to expected emergencies

- ✓ **Business Continuity Planning (BCP)**

Advance planning and preparations to ensure continuity of critical business functions

- ✓ **Disaster Recovery Planning (DRP)**

Advance planning and preparations to minimize loss and facilitate recovery of core company assets

Critical Definitions

- ✓ **Business Impact Analysis (BIA)**

Quantifies and qualifies impacts from interruptions or disruptions of an entity's resources

- ✓ **Risk Assessment**

Identifying and analyzing probabilities, vulnerabilities and impacts

- ✓ **Prevention**

Avoiding or stopping the hazard

- ✓ **Mitigation**

Reducing the impact of the hazard

Business Continuity for Construction Entities

Most BCPs/DRPs are for standing facilities, not construction sites, but.....

- ✓ Home office is the hub of all operations
- ✓ What affects the home office affects the site
- ✓ What affects the site affects the home office
- ✓ Both should be interoperable

Primary Areas of Interruption

- ✓ **Loss of Information**
- ✓ **Loss of Access**
- ✓ **Loss of People**
- ✓ **Loss of Customers**



BCP – Continuous Improvement Process



Don't Reinvent the Wheel

Templates available:

- ✓ NFPA 1600
- ✓ Ready.gov

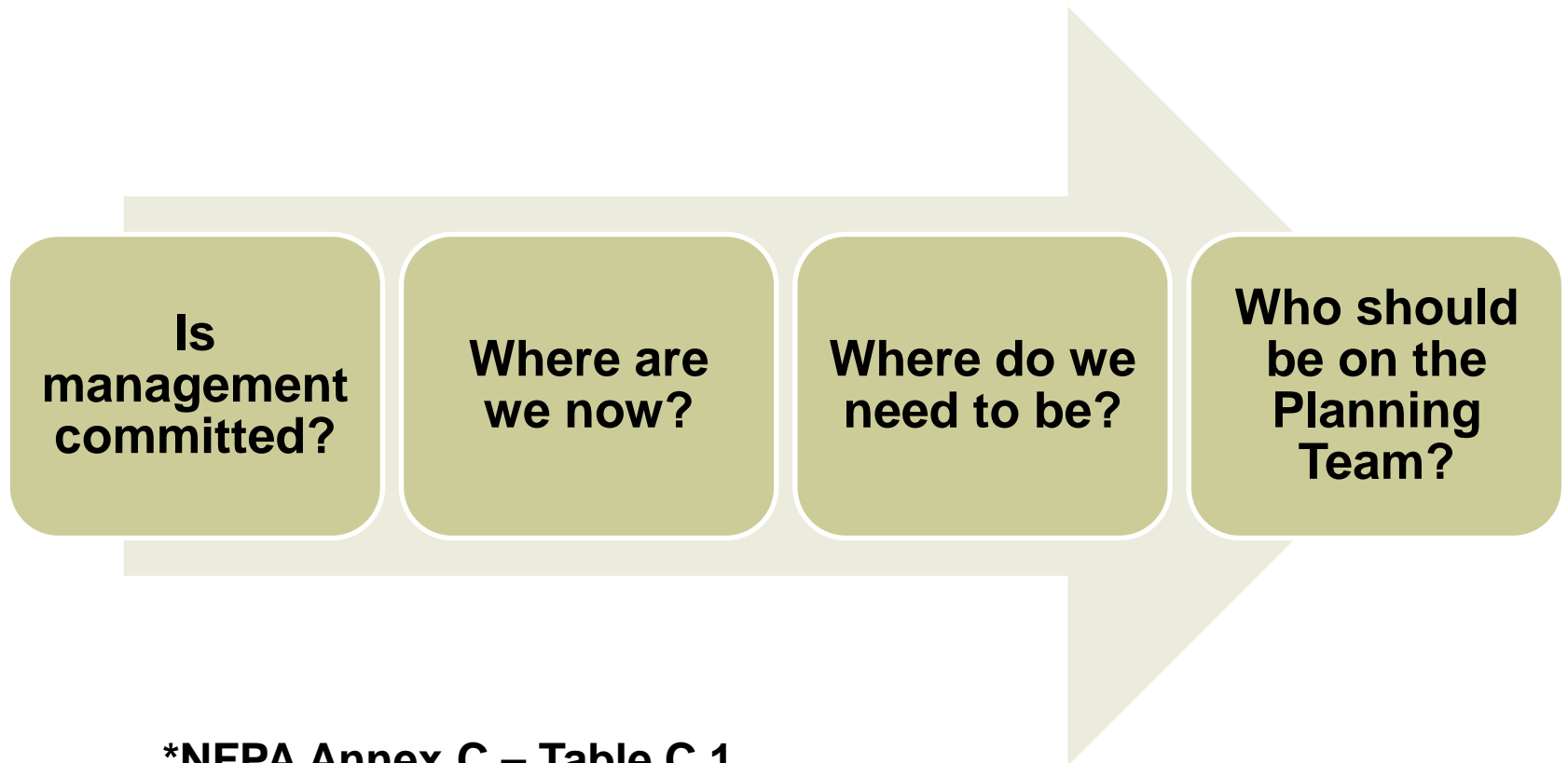


Free Download of NFPA 1600

[http://www.nfpa.org/assets/
files/AboutTheCodes/1600/
1600-13-PDF.pdf](http://www.nfpa.org/assets/files/AboutTheCodes/1600/1600-13-PDF.pdf)



Before you start.....



***NFPA Annex C – Table C.1**

NFPA – Continuous Improvement Process



NFPA Annex D

Step 1: Risk Assessment/Analysis*

- ✓ **What disasters could affect you?***
 - Natural (geologic, metrological, biological)
 - Human-caused (accidental, intentional)
 - Technology-caused (accidental, intentional)

- ✓ **What would be the impact of each one?**
 - Operations/service
 - Customers
 - Employees (their families)

***NFPA Annex A.5.2.2.1**

Step 2: Business Impact Analysis*

Critical Issues:

- ✓ Functions, processes, infrastructure, systems critical to operations
- ✓ Point in time when the disruption becomes unacceptable
- ✓ Dependencies and interdependencies with potential for compounding impact
- ✓ Potential gap between the last backup of information and the time of the interruption or disruption

***NFPA 5.3**

Step 3: Resource Needs Assessment*

What do we need to survive each of the potential interruptions?

- ✓ Human resources, equipment, training, facilities, funding,
- ✓ Expert knowledge, materials, technology, information, intelligence,
- ✓ Time frames within which they will be needed
- ✓ Quantity, response time, capability, limitations, cost, and liabilities

***NFPA 5.4**

Step 4: Set Performance Objectives

What are the 30,000 foot goals?

- ✓ Continuing Operations - staying open or re-opening as soon as possible
- ✓ Communication – internal and external
- ✓ Protect Investments – buildings, equipment, infrastructure
- ✓ Reduce losses - clients, employees and revenue
- ✓ Disaster Recovery – getting back to business as usual as quickly as possible

Step 4: Set Performance Objectives

How will we check the effectiveness of our implementation?

- ✓ What's our recovery time objective? (RTO)
- ✓ What's our recovery point objective? (RPO)
- ✓ Short and long term goals for each of the following major Plan elements
 1. Implementation Planning (NFPA 6)
 2. Training and Education (NFPA 7)
 3. Exercises and Tests (NFPA 8)
 4. Program Maintenance and Improvement (NFPA 9)

Step 4: Set Performance Objectives

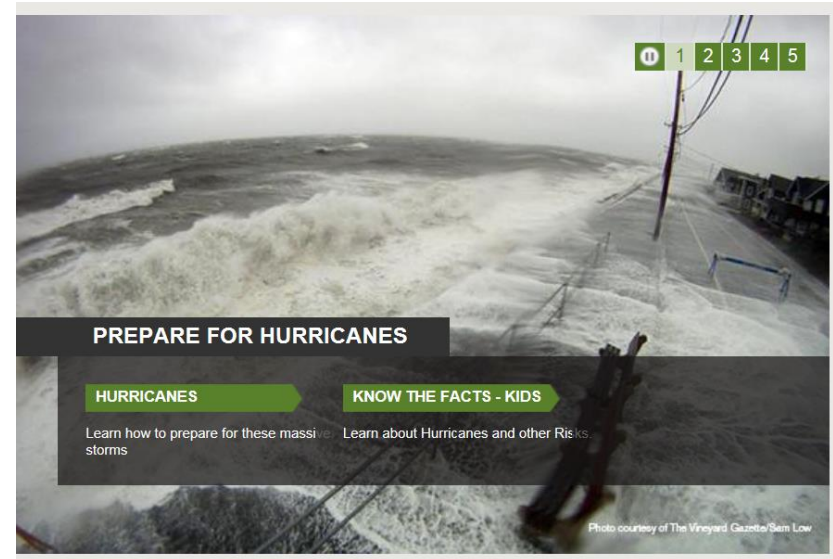
Implementation Planning – Critical Elements

- ✓ Prevention strategies
- ✓ Mitigation strategies
- ✓ Crisis Communications – internal and external
- ✓ Warning and notification requirements
- ✓ Incident management
- ✓ EAPs – embed into BCP
- ✓ Employee assistance/support

Step 4: Set Performance Objectives

Training and Communication

- ✓ Prepare your Workforce
 - Make sure they understand what will happen
 - They can't help you if they can't get to you
 - They won't come to you if they are worried about their families



Step 4: Set Performance Objectives

When was the last time you practiced your Plan?



rs

Step 4: Set Performance Objectives



The screenshot shows the Pennsylvania Alert System website. At the top is a dark blue header with the 'PA pennsylvania' logo. Below the header, the page is divided into a left sidebar and a main content area. The sidebar contains links for 'USER LOGIN', 'Home', 'New User', 'Latest Alerts', 'Send Username', 'Send Password', 'Learn More', and 'FAQ'. The main content area has a 'LATEST ALERTS' section with a welcome message, a list of notification methods (Email, Cell phone, Pager, Smartphone/PDA), a link to alert definitions, and a paragraph explaining the system's purpose. At the bottom of the main content area are 'Login' and 'New User' buttons.

PA pennsylvania

USER LOGIN

email address

password

[Lost password?](#)

Home

New User

Latest Alerts

Send Username

Send Password

Learn More

FAQ

LATEST ALERTS

Welcome to the Commonwealth of Pennsylvania Alert System

The Alert System is Administered by Pennsylvania Officials

Pennsylvania uses AlertPA to provide our citizens and partners with timely information to assist them in making informed decisions. AlertPA delivers emergency and weather alerts, health notifications, tax notifications, building alerts and updates to steer, guide and warn you on all your devices:

- Email account (work, home, other)
- Cell phone (via SMS)
- Pager
- Smartphone/PDA

[Link to current alert & notification offering definitions.](#)

When an incident or emergency occurs, authorized senders will instantly notify you using AlertPA. AlertPA is your personal connection to real-time updates, instructions on where to go, what to do, or what not to do, who to report to and other important information.

Please click below to log in to manage your existing account, or to register a new account.

PA pennsylvania
STATE OF INDEPENDENCE

Training and Communication

- ✓ Sign Up for Emergency Alerts – external
- ✓ State or county-based

Step 4: Set Performance Objectives



Training and Communication

- ✓ Establish internal emergency alert and communication system
- ✓ Proprietary/SMS group/phone tree

Don't Forget.....

Delegation of Authority

- ✓ Who decides?
- ✓ Who takes over?
- ✓ When do they take over?
- ✓ Any limits on their authority?
- ✓ When does it end?
- ✓ Do they know what to do?
- ✓ How do you tell people?



Don't Forget....

Employees with Special Needs

- ✓ Include Them in Planning Discussions
- ✓ Discuss Potential Barriers
- ✓ Identify Staff to Assist Special Needs Co-workers



Don't Forget....

Alternate Locations

Hot Site

Systems and records necessary to begin operations

Warm Site

Some systems and records available, but requires additional resources

Cold Site

No pre-installed systems or records from which to begin operations and is least expensive option

Consider a mutual aid agreement with another company.

Don't Forget....

Alternate locations - consider the following:

- ✓ Location, Distance, Methods of Transportation
- ✓ Building Type Available
- ✓ Available Space
- ✓ Communication Options
- ✓ Security
- ✓ Access for Employees/Visitors with Disabilities

Don't Forget....

Access to Important Records

- ✓ What are they? Where are they?
- ✓ Are there processes in place to protect them?
- ✓ Examples:
 - Building Plans
 - Insurance Policies
 - Employee contact & ID information
 - Bank Account Records
 - Tax records

Don't Forget

The sooner you can return to normal routines, the better.

- ✓ Return to work
- ✓ Personal health
- ✓ Opportunities to debrief and discuss
- ✓ Opportunities for family support
- ✓ Appoint someone to be the POC



Six Goals for BCP Planning

1. **Ensure Continuation of Essential Functions**
2. **Protect Assets**
3. **Reduce or Mitigate Operational Disruptions**
4. **Facilitate Recovery and Reconstitution**
5. **Minimize Losses**
6. **Family Support Planning**

Questions? Need Help?

Pam Walaski, CSP, CHMM
Compliance Management International
5940 Baum Boulevard - Suite 2
Pittsburgh, PA 15206
412.414.4769
pwalaski@CompliancePlace.com
www.CompliancePlace.com