

Business Recovery Plans

Developed from a Grant with



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Effects of My Disaster

- ✓ Extremely difficult experience – no precedence in my life – no plan
 - ✓ Still not 100% recovered
- ✓ Financial, physical, emotional toll was heavy
- ✓ Even though my income did not stop
 - ✓ I was on salary with UT
 - ✓ This is NEVER true of a business
 - ✓ No production = no sales = no income

What is a Business Recovery Plan?

- ✓ A plan to “quickly”, restore the viability of a business
 - ✓ By “Quickly” we mean within days
- ✓ Employees and supervisors devise real actions to address all types of interference with commerce

Business Recovery Video



Businesses Disaster Can Be Anything that Stops Commerce

- ✓ Fire
- ✓ Tornado
- ✓ Flood
- ✓ Earthquake
- ✓ Terror Attacks
- ✓ Cyber Attack (Hacking)

Statistics for Businesses Survival After Disaster

- ✓ 40% do not reopen
- ✓ Another 25% that do reopen fail within 1 year
- ✓ 90% of all will fail within 2 years

Source:

http://www.chamber101.com/2programs_committee/natural_disasters/disaster_preparedness/Forty.htm

Where Do We Start

- ✓ Good news:
 - Resources are available
 - Templates and forms that each business can customize to formulate their plan
 - Local EMS people want to help
- ✓ Here is a brief overview

Meeting of Key Personnel

- ✓ 1st meeting of Bus Recovery Team, held by key corporate officer. Report out to all employees
- ✓ Communicate to team that plan is for them as much as the company. Why?
- ✓ There are costs in employee time & materials
- ✓ Management commitment

Steps in the Process

- ✓ It is a big task and must be divided among key personnel
- ✓ Management support essential
- ✓ Operational procedures mapped, segmented
- ✓ Assignment of duties to specific people
- ✓ Report deadlines set
- ✓ Overall completion date set
- ✓ Testing of the plan is mandatory

Who are Key Personnel

- ✓ Picking the right team is important
 - ✓ Report team to all employees
- ✓ Self starters
- ✓ Knowledgeable in some part of process
- ✓ Likes a challenge
- ✓ Good communicator
- ✓ Committed to business in good times and bad
- ✓ Trust worthy

The Plan

- ✓ Different approaches. Decide what will work for your company.
 - ✓ “What if...” scenarios
 - ✓ “Bottom up” analysis
 - ✓ Connect the planning to the Process Safety Management
- ✓ Trade Associations may have information
- ✓ Involve local emergency planning committees (LEPCs)
- ✓ Info available in public domain - internet



The Plan (continued)

- ✓ What you get out = what you put in
- ✓ Management leadership is essential
 - ✓ Must communicate why the Plan is needed
 - ✓ Job security (Paycheck security)
 - ✓ Company survival
- ✓ Have each team member write up the “best way to do this”
 - ✓ This creates “buy-in”

The "CAR" Model

- ✓ Developed to focus on the end product
- ✓ "C" = Collaborate
- ✓ "A" = Allocate
- ✓ "R" = Ruminare

Collaborate

- ✓ Employees and Suppliers
- ✓ Employees may surface existing problems when analyzing the process. Do it any way.
- ✓ Discussing your process with suppliers may require a non-disclosure agreement

Allocate

- ✓ Allocate the resources to the tasks
- ✓ Assign your human resources (people)
 - ✓ To do the research
 - ✓ To do the work needed
- ✓ Assign financial resources
 - ✓ Time is money and there will be other expenses
- ✓ Assign the report writer
 - ✓ Must be able to write a clear and consise report

Ruminate

- ✓ Thinking through the various parts is essential
 - ✓ Lack of continuity is a common problem
- ✓ Sample questions to ponder
 - ✓ How will The Plan impact the company?
 - ✓ How will customers connect to the company?
 - ✓ How will we deliver our process?
 - ✓ How will we provide “everything we need, an nothing that we don’t”

Testing the Plan

- ✓ Test the process without notification
 - ✓ If you cannot test it, it is just a “paper plan”
- ✓ Designing a good test is disruptive to production
- ✓ One method is to walk up to any machine and designate that machine “inoperable”
- ✓ If your Plan is sufficient, production will resume in a short time



Resources

- ✓ Disaster Resistant Business Toolkit
 - ✓ <http://www.drbrtoolkit.org/>
 - ✓ Promotes public/private partnerships
- ✓ A forum for the exchange of risk assessment and risk reduction info
- ✓ Templates for a Business Recovery Plan
 - ✓ [Templates](#)

Resources

- ✓ Use technology to let everyone understand the Plan
- ✓ Mitigation Education
 - ✓ Promotes prevention
 - ✓ Assists with hazard recognition
 - ✓ Emphasizes mitigation planning

Resources

- ✓ Standard Emergency Management System
- ✓ Incident Command System
 - ✓ Includes info on terrorist events
- ✓ Recovery Committee
 - ✓ Informational tools to promote recovery
- ✓ SBA provides info on state and fed recovery programs

Resources

- ✓ ICS process - Federal Law mandates all incidents that might cause harm to people, property, and the environment, must be managed by an Incident Command System
- ✓ ICS training free from FEMA's web site, Computer based with certifications

Bus Recovery Video #2



FEMA and SBA

- ✓ Loans and Grants are available post disaster
- ✓ Complicated process
- ✓ Keep good records



People and Agencies Involved

✓ Within a business

- ✓ Executive Mgmt.
- ✓ Finance
- ✓ Legal Counsel
- ✓ Emergency Manager
 - ✓ (Planning Coordinator)

✓ Local Agencies

- ✓ Law Enforcement
- ✓ Fire
- ✓ Public Works
- ✓ County Health
- ✓ County Welfare
- ✓ Parks and Recreation

Getting Help - Others

- ✓ Community Development
- ✓ Schools
- ✓ Animal Control
- ✓ Hospitals/Ambulances
- ✓ Red Cross/Salvation Army, etc
- ✓ State and Fed agencies present in area
- ✓ Adjoining jurisdictions

Overview of Tasks

- Business Management
 - Set Goals
 - Establish Priorities
 - Assign Personnel
- Planning Group
 - Establish format
 - Develop The Plan
 - Determine additional players needed
 - Set update schedules
 - Set test schedules

Useful Links for Business Continuity Planning

- <http://www.ready.gov/business/implementation/continuity>
- <http://www.cio.com/article/2381021/best-practices/how-to-create-an-effective-business-continuity-plan.html>
- <https://www.fema.gov/media-library/assets/documents/89510>
- <http://www.finra.org/industry/small-firm-business-continuity-plan-template>
- <http://web.mit.edu/security/www/pubplan.htm>
- http://www.binomial.com/phoenix/example_business_continuity_plan.php
- <http://www.disasterrecovery.org/>
- <http://www.drj.com/resources/sample-plans.html>

Questions?

