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](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” = Ruminate
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 concise 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
  - 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

Our Disaster Recovery Plan Goes Something Like This...

HELP!
HELP!

DILBERT
By Scott Adams
FEMA and SBA

- Loans and Grants are available post disaster
- Complicated process
- Keep good records
1. Identify
   - Risk Assessment
2. Analyze
   - Business Impact Analysis
3. Design
   - Strategy Selection
4. Execute
   - Plan Development & Execution
5. Measure
   - Plan Test & Maintenance

ENS-INC
BCP Process
People and Agencies Involved

v Within a business
   v Executive Mgmt.
   v Finance
   v Legal Counsel
   v Emergency Manager
      v (Planning Coordinator)

v Local Agencies
   v Law Enforcement
   v Fire
   v Public Works
   v County Health
   v County Welfare
   v 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

- [https://www.fema.gov/media-library/assets/documents/89510](https://www.fema.gov/media-library/assets/documents/89510)
Questions?