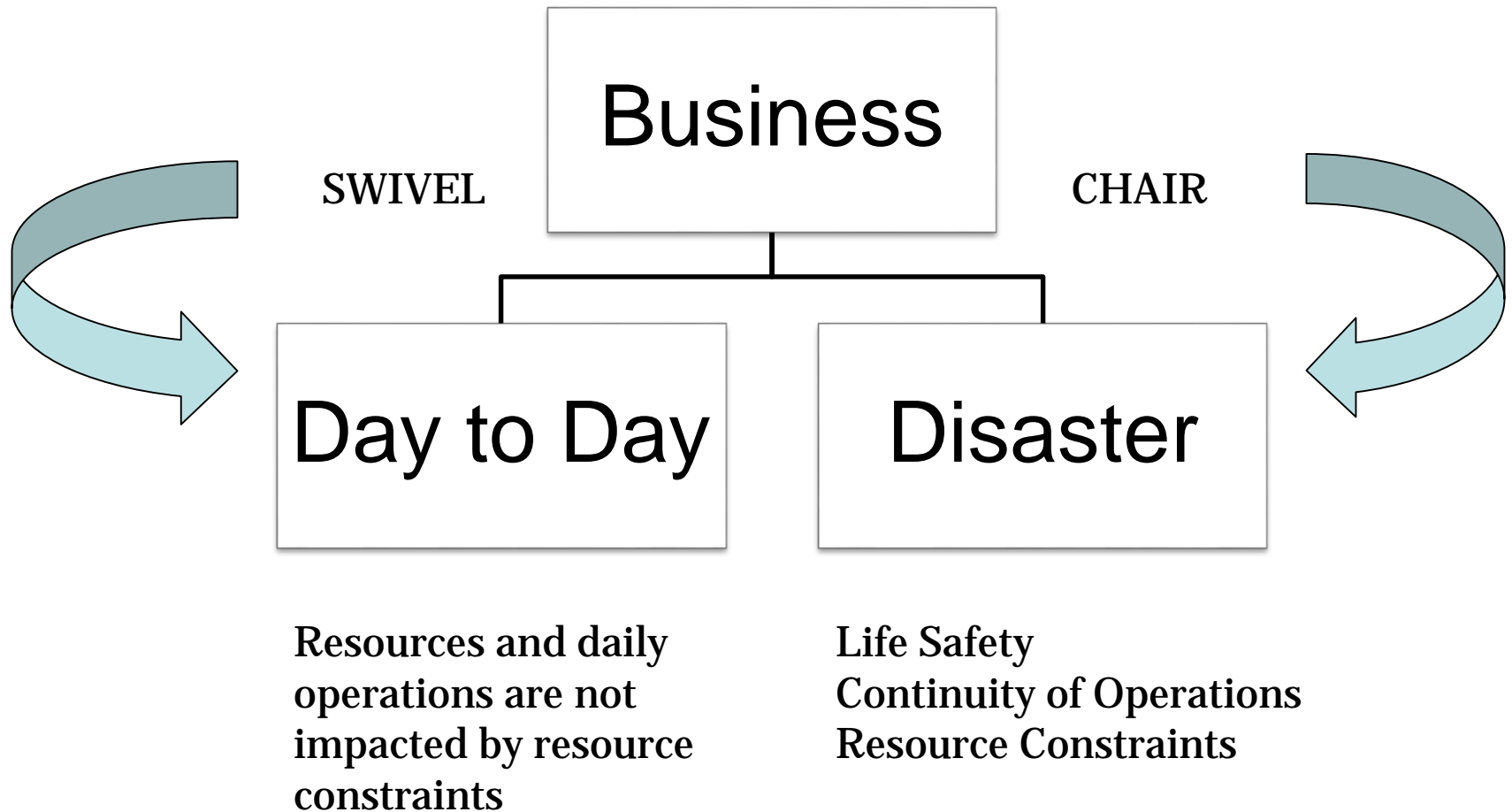


Emergency Planning for the Business Community

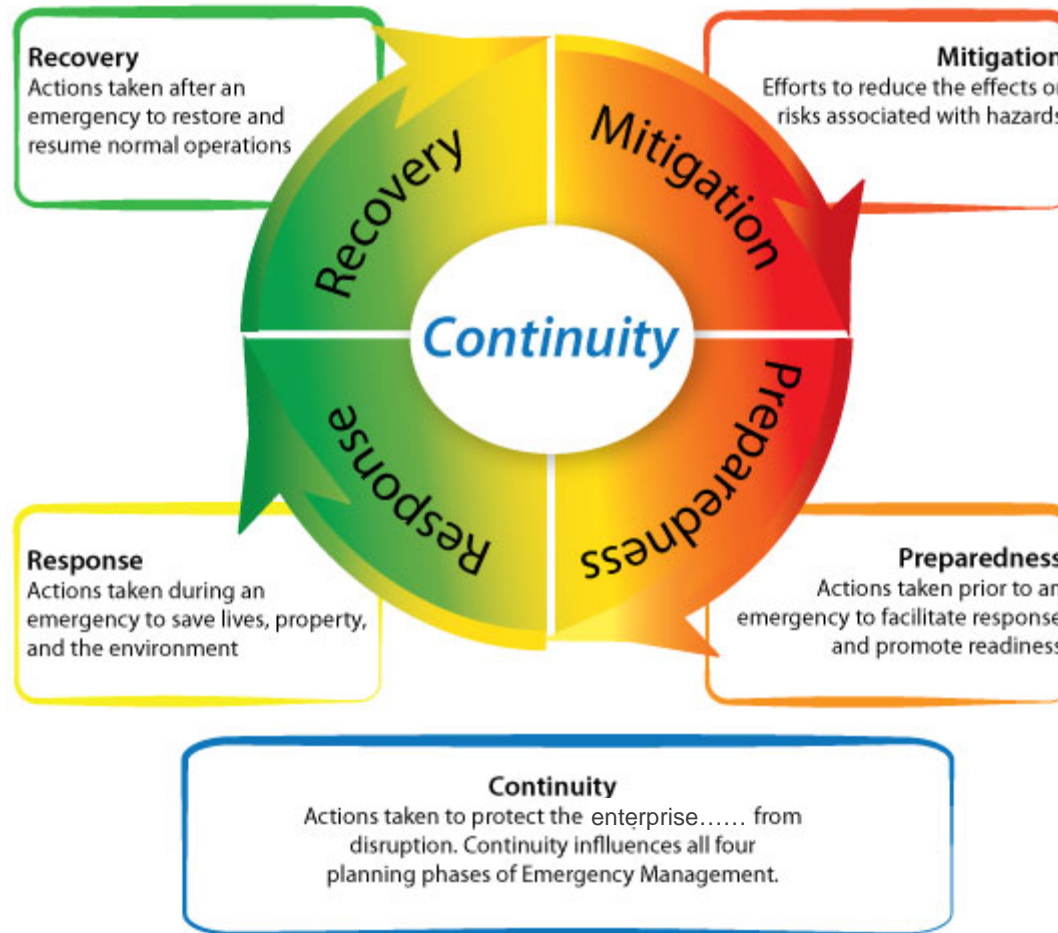
Creating a Seamless Business Continuity Process

*Presented by Herbert Cole, CEM
City of Livermore Emergency Manager*

Business Emergency Management



The Emergency Management Cycle



Step 1: Risk Management Planning

Identify the risks and hazards your business faces:

- ☐ What could cause an impact?
- ☐ How serious would that impact be?
- ☐ What is the likelihood of this occurring?
- ☐ Can the risk be reduced or eliminated?

Risk Management Plan

Prepared by:.....Date:

Reviewed by: Date:

Key:

VH = Very High

H = High

M = Medium

L = Low

Risk Description:	Likelihood	Impact	Priority	Preventative Action	Contingency Plans
Interruption to production processes -breakdown of key plant and equipment -damage to plant and equipment (e.g. fire)	L	VH	H	<ul style="list-style-type: none"> ensure adequate insurance coverage in place including business interruption and general property set up agreement with suitable supplier for 24 hour repairs and replacement for key plant and equipment source alternative production site (if location and equipment have been damaged) 	<ul style="list-style-type: none"> immediate access to personal resources while waiting for insurance payments
Burglary	H	H	H	<ul style="list-style-type: none"> ensure adequate insurance coverage in place including business interruption and general property including theft install alarm and video surveillance camera 	<ul style="list-style-type: none"> keep a list of sources for replacement property/equipment .
				•	
				•	
				•	

Some Risks and Hazards that Threaten My Business?

Natural Hazards

Human Influenced Hazards

Technological Hazards

Supply Chain Disruption (inputs)

Transportation Disruption

Human Resource Constraints

What about Insurance?

As part of your risk management plan you need to determine what type of insurance is available to meet the mitigation needs of your business.

Insurance type	Policy coverage	Policy exclusions	Insurance company and contact	Last review date	Payments due
Business Interruption	Business interruption due to: <ul style="list-style-type: none">• fire• flood• theft	<ul style="list-style-type: none">• terrorism• tsunami• landslide	XYZ Insurance, Sarah Smiles Phone: 555-123-4567	00/00/00	Amount you pay and frequency. e.g. Monthly, yearly

Data Backup and Security

*How have you **protected your data and network** (e.g. virus protection, secure networks and firewalls, secure passwords and data backup procedures)?*

Data for backup	Frequency of backup	Backup media/ service	Person responsible	Backup procedure steps
Customer database	Weekly	External hard drive	A Person	<ul style="list-style-type: none">• Remove external drive from fire safe• Copy data from Customer database• Return external drive to fire safe

Step 2: Business Impact Analysis

You need to identify:

- ☐ your critical business activities
- ☐ what the impact to your business would be in the event of a disruption
- ☐ how long could your business survive without performing this activity.

Step 2: Business Impact Analysis

Critical Business Activity	Description	Priority	Impact of loss (describe losses in terms of financial, staffing, loss of reputation, etc)	Recovery Time Objectives (critical period before business losses occur)
Widget Production	Production of customized widgets for individual customer orders.	High	<ul style="list-style-type: none"> • reduced \$7,500 revenue per week • build up of stock and inventory related to slow down in orders for design and production services • customers will source alternate suppliers • unable to meet business overhead e.g rent, staff wages • potential job losses (after 2 weeks). 	2 weeks

Step 3: Emergency Action Plan (EAP)

An emergency action plan (EAP) is a written document required by particular OSHA standards [29 CFR 1910.38(a)].

The purpose of an EAP is to facilitate and organize employer and employee actions during workplace emergencies.

Step 3: Emergency Action Plan (EAP)

At a minimum, the plan must include:

- ☐ Means of reporting fires and other emergencies
- ☐ Evacuation procedures and emergency escape route assignments
- ☐ Procedures for employees who remain to operate critical plant operations before they evacuate
- ☐ Accounting for all employees after an emergency evacuation has been completed
- ☐ Rescue and Medical Duties for Employees Performing Them
- ☐ Names or job titles of persons who can be contacted

Step 4: Disaster Recovery Plan (DRP)

Recovery is the return to your pre-emergency condition. Performing your critical activities as soon as possible after a critical incident is your primary focus.

The recovery process includes:

- ☐ developing strategies to recover your business activities in the quickest possible time
- ☐ identifying resources required to recover your operations
- ☐ documenting your previously identified RTO's
- ☐ listing the person/s who have responsibility for each task and the expected completion date.

Step 4: Disaster Recovery Plan (DRP)

Recovery Plan

Critical Business Activities	Preventative/Recovery Actions	Resource Requirements/ Outcomes	Recovery Time Objective	Responsibility	Completed
Production Services - halted	<ul style="list-style-type: none"> re-assess financial position of business including cash flows due to loss of revenue to meet minimal overhead minimize overhead – review expenses and develop plan of action to reduce fixed and variable overhead include reduction of casual and permanent staff hours negotiate with suppliers to prevent build-up of materials and reduce costs source alternative production site diversify product range and services offered e.g. repairs and restoration. 	<ul style="list-style-type: none"> put aside cash reserves to cover costs reduce costs where able research new products and services identify alternative production site. 	2 weeks	Business owner/operator	0/0/0

Step 4: Disaster Recovery Plan (DRP)

Recovery Checklist

INCIDENT RESPONSE		ACTIONS
Now that the crisis is over have you:	<input type="checkbox"/>	
• refocused efforts towards recovery?	<input type="checkbox"/>	
• deactivated staff members and resources as necessary?	<input type="checkbox"/>	
• continued to gather information about the situation as it effects you?	<input type="checkbox"/>	
• assessed your current financial position?	<input type="checkbox"/>	
• reviewed cash requirements to restore operations?	<input type="checkbox"/>	
• contacted your insurance company?	<input type="checkbox"/>	
• developed financial goals and timeframes for recovery?	<input type="checkbox"/>	
• kept staff informed?	<input type="checkbox"/>	
• kept key stakeholders informed?	<input type="checkbox"/>	
• identified information requirements and sourced the information?	<input type="checkbox"/>	
• set priorities and recovery options?	<input type="checkbox"/>	
• updated the Recovery Plan?	<input type="checkbox"/>	
• captured lessons learned from your individual, team and business recovery?	<input type="checkbox"/>	

Step 4: Disaster Recovery Plan (DRP)

Recovery Contacts

Contact Type	Organisation Name	Contact	Title	Phone/Mobile number
Insurance	XYZ Insurance	D Smith	Claims Advisor	555-123-4567
Telephone/internet services provider				
Bank				
Supplier (Main)				
Supplier (Backup)				
Accountant				
Lawyer				

Step 4: Disaster Recovery Plan (DRP)

Insurance Claims Outstanding

Insurance company	Date	Details of claim	Follow-up actions
ABC Insurance	00/00/00	Enter details of claim and contact person.	Actions required by the insurer to process claim, e.g photos, damage estimates

Step 4: Disaster Recovery Plan (DRP)

Market Re-evaluation

Market changes	Impact to business	Business options
What has changed in the market?	What impact will the market changes have on your business?	How can your business adapt to suit these new market conditions?

Step 5: Training & Review Schedule

Training schedule

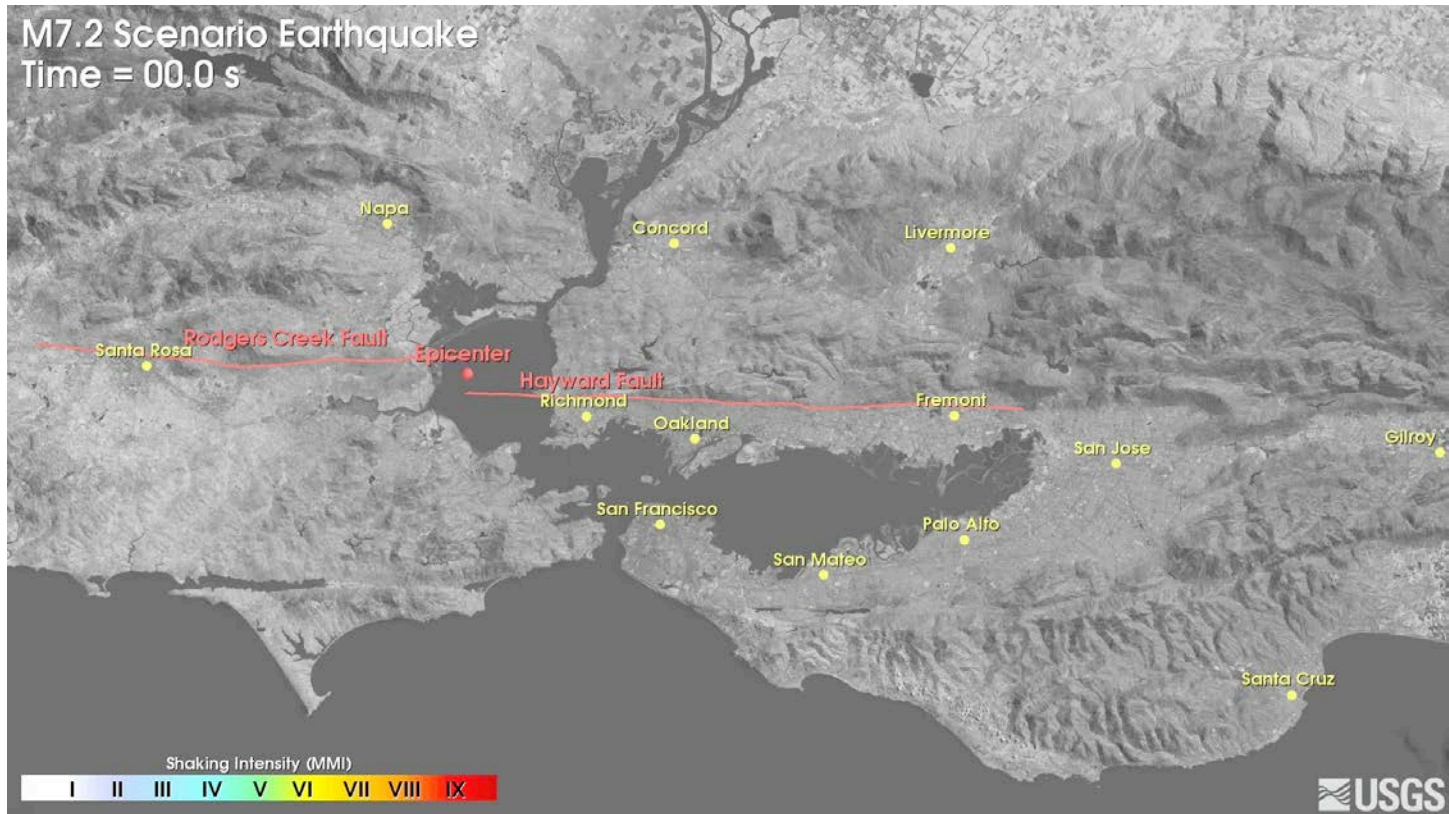
Training Date	Training type	Comments
0/0/0	Evacuation drill	All personnel evacuated and accounted for within acceptable timeframe.

Review schedule

Review date	Reason for review	Changes made
0/0/0	New personnel in new roles	Plan updated to reflect changes to roles and responsibilities

Hayward Scenario

I. Instrumental
II. Weak
III. Slight
IV. Moderate
V. Rather Strong
VI. Strong
VII. Very Strong
VIII. Destructive
IX. Violent
X. Intense
XI. Extreme
XII. Catastrophic





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