If You Do Nothing Else This Year...

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For copies of the slides presented during today’s session, please visit:
http://agil.me/2015npm4
1. Establish Your Power Needs
2. Reinforce Your Supply Chain Resilience
3. Enhance Your Evacuation / Shelter-In-Place Plan
4. Better Prepare Your Employees
5. Double-Check Insurance Coverage
6. TEST your strategy, whatever it may be
#1 – Establishing Your Power Needs
Establishing Your Power Needs

Power: The most common Mistake made during a Crisis

- Have an electrician determine your power needs
- List all items that would need to be powered by an alternate source
  - Consider needs for cooling equipment in server rooms and other sensitive equipment areas
  - If exterior lighting or HVAC Systems are part of the recovery plan, how are those needs different and how are they part of the plan?
- Establish procedure for restoring electrical service on an item-by-item basis
- Consult with electrician on the wiring of your panel(s)
• Questions for electrician:
  • Know how you plan to connect back-up generators: Transfer switch or hardwire?
  • Know the Size/Type of Generator you need.
  • Do you have/need Building owner permission?
  • Where do you plan to Locate the generator?
  • Length of Cabling required?

Power & Generator Checklist Available Here:

http://agil.me/powerchecklist
Lessons Learned:

- If you are tenant and not property owner, and occupy multi-tenant facility, you may not be LET back in during power outage.
- Never assume you can connect a generator, or run cabling through your building without permission.
- Be sure to speak with facility managers or other “key” individuals that may control access.
- Find a way to “work with less.” Powering an entire building is expensive. Powering only a few areas or departments may be more cost effective.
#2 – Reinforce Your Supply Chain Resilience
Supply Chain (Typical Definition)

A network of suppliers, manufacturers, wholesalers, distributors, and retailers, who turn raw materials into finished goods and services and deliver them to consumers.
Supply Chain (More Applicable Definition)

ALL of the external vendors and suppliers you rely on to deliver your everyday services and products to clients.

Examples:

- Power Company
- Water/Sewer Authority
- Internet Service Provider
- Telephone (Landline and Wireless) Company
- Data Back-Up Provider (e-mail, etc.)

- Trusted Advisors
  - CPA
  - Insurance Agent
  - Financial Advisor
  - Attorney
Assessing Suppliers’ Vulnerabilities & Mitigating Risk

- Conduct assessments of suppliers’ business continuity plans (or request self-assessments)
- Work with suppliers to make improvements if weaknesses are discovered
- Develop a strategy to recover from identified threats
- Ensure access to critical resources & assets for recovery
- Consider ways to shorten the duration, therefore minimizing the impact
- Ensure redundancy in your network of suppliers
Supplier Survey Sample Questions

- Does your organization have documented recover plan? (Ask to see it)
- Has a formal risk assessment and business impact analysis been completed?
- Are you comfortable with your preparedness to handle an interruption?
- Does your recovery plan include options for alternative facilities?
- When was the last time you tested your recovery plan?
#3 – Enhance Your Evacuation / Shelter-In-Place Plan
• **First and Foremost:** Conduct an Evacuation Drill

• **Employee Safety is paramount:**
  - Establish responsibility for the plan
  - Discuss with Property Manager, but don’t rely solely on them
  - Drill quarterly & before predictable events
  - Applies regardless of geography
  - Practice what to take (laptops & power cords, key documents)
  - Don’t dismiss employees without a plan to reconvene
• Establish a “Grab and Go” List or policy
  
  What to Take When You Evacuate:
  http://agil.me/evaclist

• Build a Workplace Recovery Kit:
  • CASH
  • Recovery plan
  • Flashlights
  • Backup Batteries, Hand Crank, Solar Cellphone Chargers
  • Important records (Insurance policies, Fixed asset inventory, Contracts)
  • Operating system install disks, Licensing keys, Passwords
  • Letterhead and key paper forms
  • Office Supplies:
    • Stamps, Writing Utensils, Stapler/Staples, Tape
    • Printer Paper, Calculators
A few Great tools:

- Car Power Inverter
- Rechargeable booster battery
- Combination solar-battery-crank emergency radio w/ USB Charger

Enhance your Evac/Shelter Plan
#4 – Better Prepare Your Employees
Employees’ Plan Knowledge

1. Do they know the plan exists?
2. Do they know where to find the plan?
3. Do they know their primary role?
4. Have you shared the plan with new hires?
Complications of “Work from Home” Strategies

- Productivity suffers
- Inability to login to networks
  - Phone/Internet Outages
  - Power Outages
- Unwillingness to report to duty
  - Family or Property in peril
- Distractions
- Child Care Issues

Better Prepare Your Employees
Cross-Training Employees

1. Critical Functions must continue
2. Certain areas/departments may experience greater demand
3. Longer/Odd Hours may require additional staffing
4. Employee Absenteeism will spike

For this checklist and others, please visit: http://www.PrepareMyBusiness.org

Better Prepare Your Employees
Transportation Issues

1. Mass Public Transportation Shut Down
   a) Car Pooling
   b) Overnight accommodations nearby

2. Fuel Shortages
   a) Storage of Fuel for Critical vehicles/staff
   b) Fuel vendor for deliveries

3. Restricted Access to non-Residents

4. Damaged/Destroyed Vehicles

Better Prepare Your Employees
Family Preparedness

1. Do they have a plan?
   a) Evacuation/Shelter plan
   b) Critical Document Storage
   c) Emergency Alert System
   d) Emergency/Go Kit

2. How can your organization help?
   a) Workshops
   b) Checklists
   c) Emergency Kits
   d) Flu Shot Clinics
   e) Family Involvement Days

Better Prepare Your Employees
#5 – Double Check Insurance Coverage
• Ensure you are insured for all potential risks.

• Consider business interruption insurance and added expense insurance.

• Keep photos of your building, equipment lists and policy information stored in a safe and secure offsite location.

• Implement an asset management program.
Check Coverage Limits/Exclusions
1. Power Loss (on or off premise)
2. Type of Interruption
3. Type / Cause of Damage

Establish your Operational Downtime Cost
- Do the Exercise, establish a cost estimate

Insure Against Lost Revenue
- Do you have enough coverage?

Be sure to cover “Added Expenses”
1. Recovery Costs
2. Temporary accommodations
3. Travel Expenses
#6 – TEST Your Strategy... Whatever it is.
Test Data Restoration
- Can you restore with the information at hand?
- How long will it take?
- Can you recover to new/different hardware?
- Do you have access to the necessary software?

Test Alert Notification
- Can you activate the system remotely?
- Can more than one person access the system?
- If you utilize a phone tree, is it updated?
Test Employees’ Knowledge of the Plan
- What happens if YOU aren’t there?
- If the office burns tonight, what is their first step?
- Can they access email/text messages/voicemail remotely?

Test Vendors’ Resilience
- Involve vendors/partners/suppliers in your exercises
- Know their recovery plan and be able to integrate it into your own plan

Know Your Power Needs
- No other takeaway MORE IMPORTANT from the aftermath of Superstorm Sandy
- Caused multiple, complicated, costly delays
- A SIMPLE test would have shown this shortcoming and allowed for an easy fix
Additional Resources
• More tools and information available at:
    • Crisis Communications Checklist
    • Emergency Communications Plan

Other Tools
National PrepareAthon! Day:
September 30th, 2015

Challenge YOU to take one action from today’s webinar.

www.ready.gov/prepare

“Take Action to Prepare”
America’s PrepareAthon! Website

www.ready.gov/prepare

★ Online registration*
★ Events calendar*
★ Preparedness resources
★ Branding resources
★ Promotional resources
★ National research
★ Dedicated state pages
★ Online discussion boards*

*Shared with national preparedness community
Today’s session has been recorded. Links to the archived recording will be emailed to all registrants automatically tomorrow.

For copies of the slides presented today, please visit http://agil.me/2015npm3