

Business Continuity Management Workshop

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Committee Member

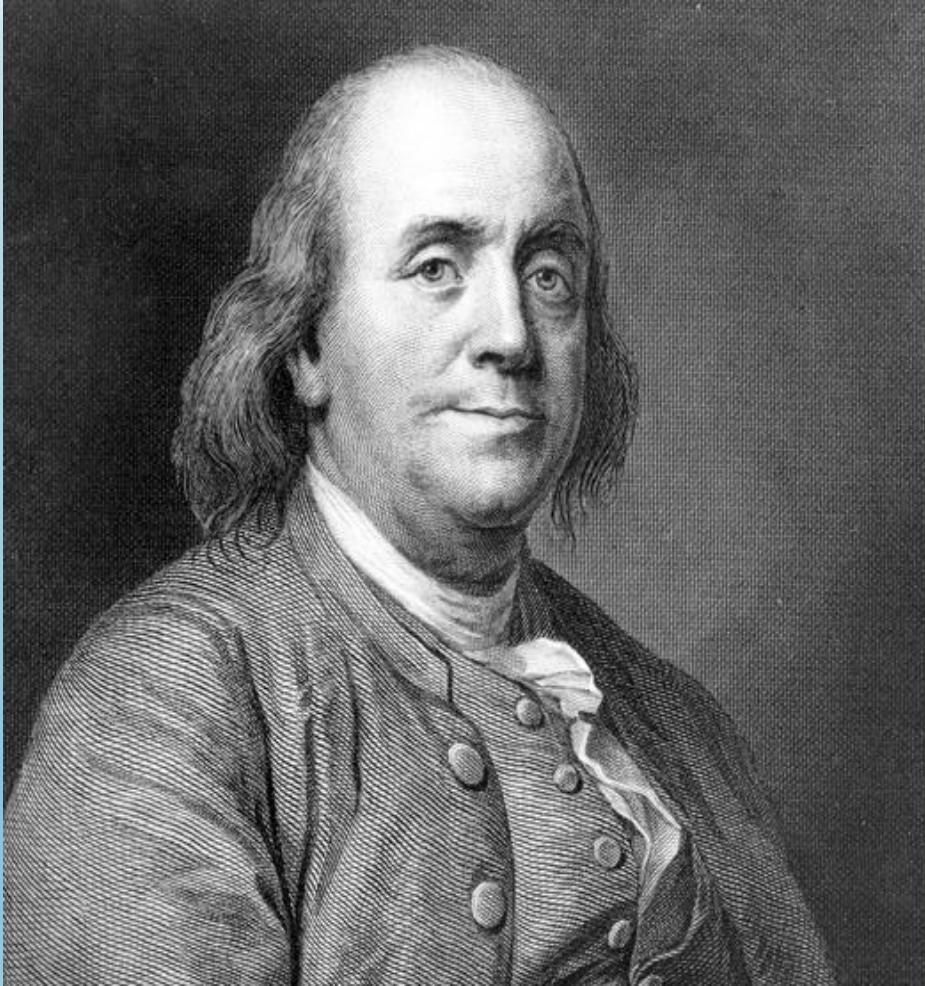


PURPOSE OF WORKSHOP

To develop a comprehensive Business Continuity Plan, fostering an awareness culture within Organizations, while gaining buy-in from the Executives and Management teams.

To highlight recovery strategies to mitigate any destruction caused by any unforeseen occurrence, thereby minimizing business disruption to a tolerable level.





**By failing to
prepare, you are
preparing to fail.**

Benjamin Franklin



Business Continuity Planning



Creating a BCP also makes it easier to embrace business continuity as a core principle of the organization, making everyone better equipped to handle a crisis when it strikes.

Business Continuity Management Standard – ISO 22301



ISO 22301 is the international standard for Business Continuity Management Systems (BCMS).

It provides a framework for organizations to plan, establish, implement, operate, monitor, review, maintain, and continually improve a documented BCMS.

This framework helps organizations ensure they can continue operating during and after disruptive incidents, such as natural disasters, cyberattacks, or pandemics.

What is BCP

Business Continuity Planning (BCP) is a framework consisting of procedures that are instituted to assist an organization to ensure continuity of its operations despite a significant interruption

It creates policies that respond to various situations to ensure the business recover quickly after a crisis.

The main goal of a BCP is to protect people, property and assets.



Survival Tactic

In order to survive, the organization must assure that critical operations can resume/continue normal processing.

Throughout the recovery effort, the plan should establish clear lines of authority and prioritizes work efforts.



Why BCP

Protection of its people

Regulatory Requirement

Continued service to
stakeholders

Manage stakeholders
expectations

Maintenance of its
reputation



Business Continuity Phases

REDUCE



Mitigate & Plan before disaster

RESPOND



Implement Response
Procedures during the
disaster

RECOVER & RESUME



Critical Operations &
Processes after the
disaster

RESTORE & RETURN



To Normal operations
and/or alternate site

Business Continuity key components

Emergency Response

Assist staff and BC teams during a crisis, with a focus first on health and safety

Crisis Communication

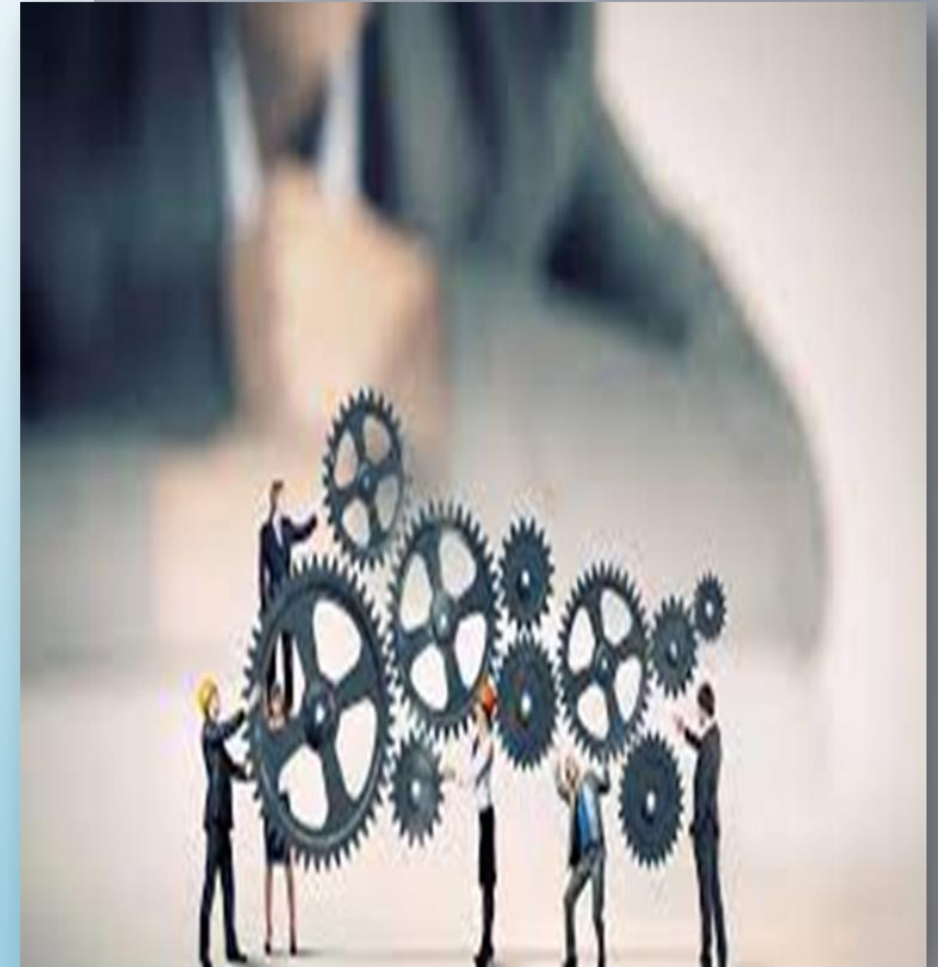
Develop, coordinate, and release internal and external crisis communications

IT DR Management

Manage the recovery of IT services and data following an incident.

Business Unit Operational Procedures

Coordinate incident response at the business unit level.



Emergency Response Plan Evacuation Plan



- Notification of Emergency Agencies
fire/police/ambulance
- Building evacuation procedures
- Accounting for all staff & visitors
- First Aid
- Arrangements to have the injured parties
(employee/s or customer/s) transported to
the nearest medical facility
- Reentry procedures
- Incident Reporting

Emergency Evacuation Plan

Earthquake – Drop..Cover..Hold

DO NOT RUN OUTSIDE



- Trying to run in an earthquake is dangerous, as the ground is moving, and you can easily fall or be injured by debris or glass.
- Running outside is especially dangerous, as glass, bricks, or other building components may be falling.
- You are much safer to stay inside and get under a table
- Move away from windows and outside walls. Move quickly away from hanging objects, bookcases or other large furniture that could fall.
- Do not use the elevators. The electricity may go out and the sprinkler systems may come on.

Emergency Evacuation Plan

Hurricane Preparedness



A graphic titled "2025 ATLANTIC STORM NAMES" showing a list of names in three columns. The background is a dark, stormy ocean. The names are: ANDREA, BARRY, CHANTAL, DEXTER, ERIN, FERNAND, GABRIELLE, HUMBERTO, IMELDA, JERRY, KAREN, LORENZO, MELISSA, NESTOR, OLGA, PABLO, REBEKAH, SEBASTIEN, TANYA, VAN, and WENDY. The AccuWeather logo is at the bottom.

ANDREA	HUMBERTO	OLGA
BARRY	IMELDA	PABLO
CHANTAL	JERRY	REBEKAH
DEXTER	KAREN	SEBASTIEN
ERIN	LORENZO	TANYA
FERNAND	MELISSA	VAN
GABRIELLE	NESTOR	WENDY

AccuWeather

- The best time to prepare for hurricanes is BEFORE hurricane season begins. Avoid having to rush through potentially life-saving preparations by waiting until it's too late.
- Develop an evacuation plan
 - Assemble disaster supplies, food, water, canned foods, batteries, radio cash
 - Get an Insurance check up – Property/Motor
 - Document your possessions
 - Create a communication plan with a list of contacts
 - Strengthen your home

Building Evacuation Procedure



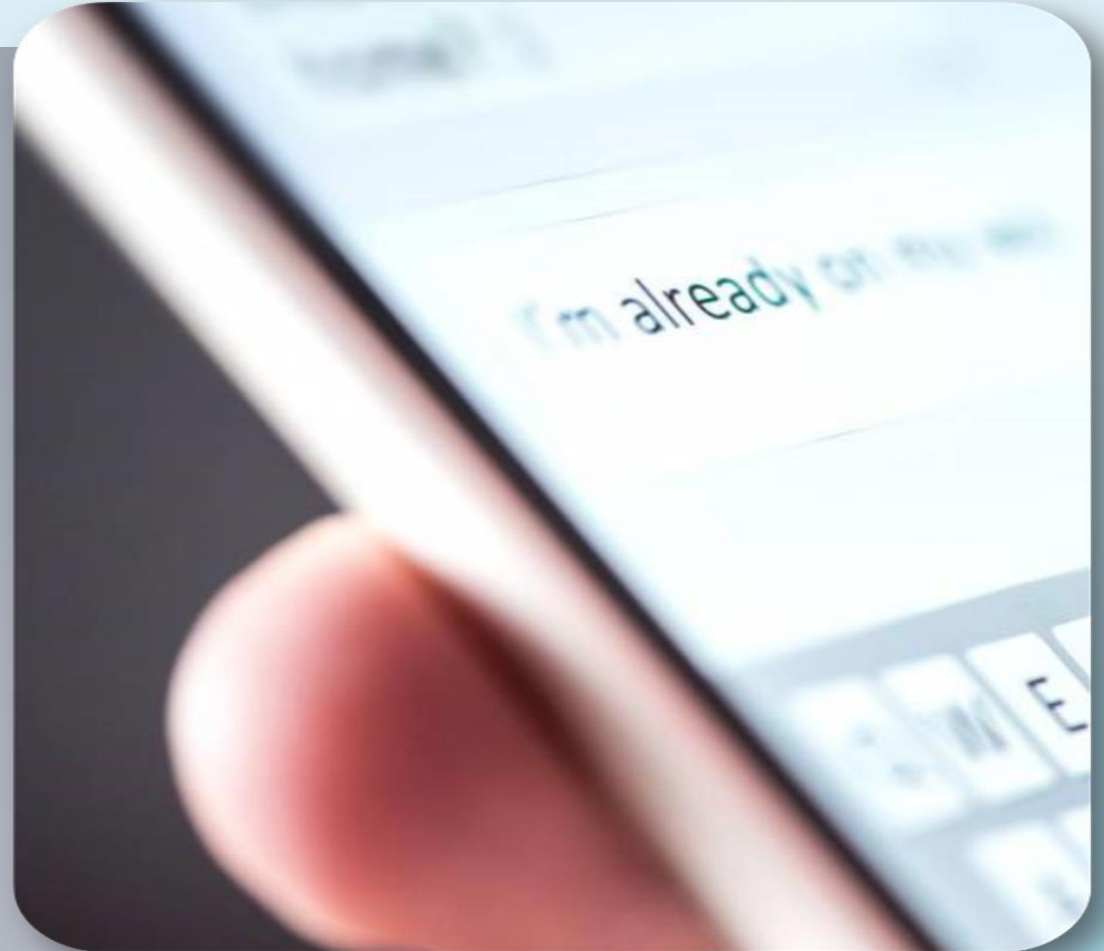
Emergency drills **must** be treated seriously. The purpose of a drill is to:

- Stress the importance of emergency awareness.
- Test alertness and response to alarms.
- Evaluate the responsiveness of Staff and Fire Wardens to emergencies.
- Gain familiarity with emergency evacuation.
- Identify weaknesses in the emergency plan.

Emergency drills should be held at least **twice annually**.

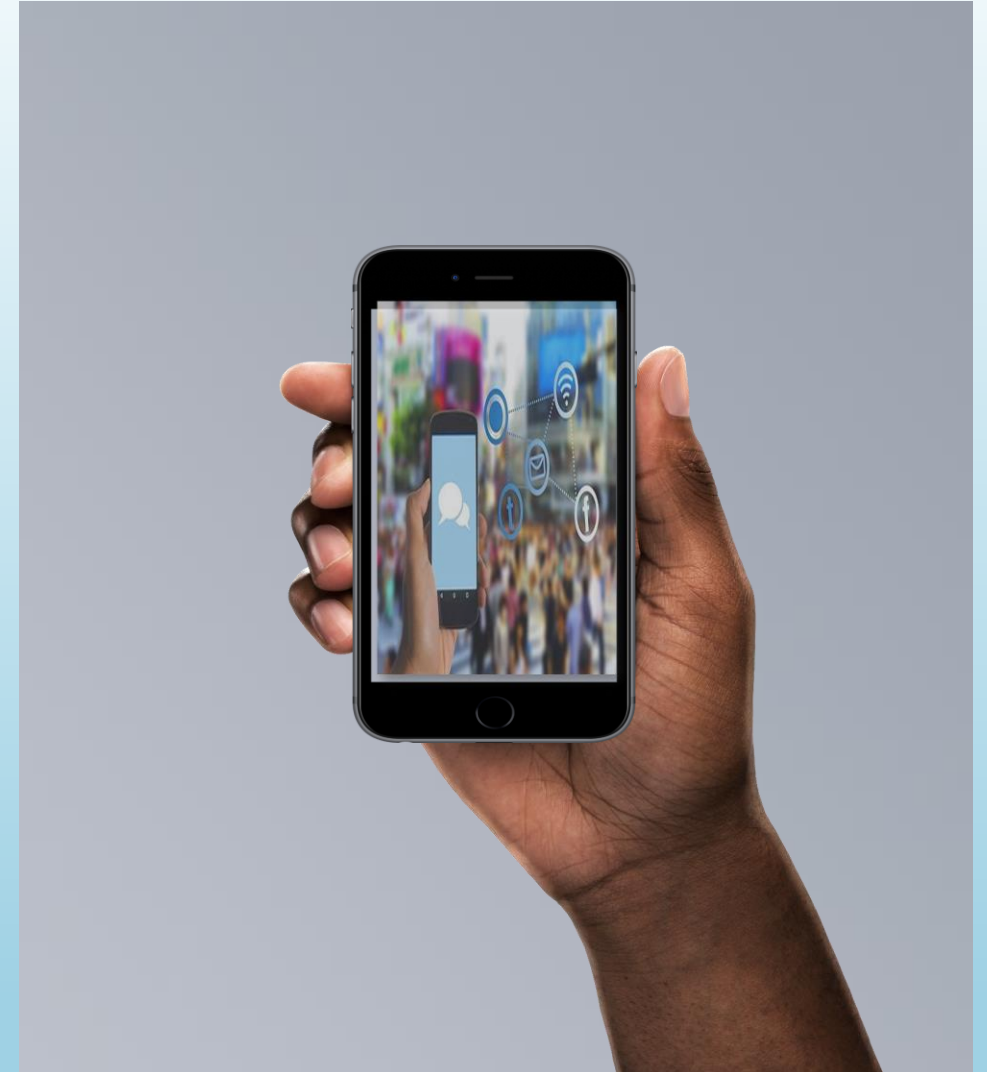
Crisis Communication Plan

- Reduces misinformation and chaos
- Steps to communicate with the internal/external customers
- Focus on the company's response
- Guarantees quick release of 'accurate' information



Social Media

- Any credible organization should have a tried and tested crisis communication plan and social media strategy to respond to new and emerging risks
- There is a need for a working social media component which should be added to the existing plan
- Harness the power of social media to hear and be heard
- Think of each crisis as an opportunity



Disaster Recovery Plan



IT disaster recovery is a portfolio of policies, tools, and processes used to recover or continue operations of critical IT infrastructure, software, and systems after a natural or human-made disaster.

Disaster recovery is predominantly concerned with IT functions only, after an emergency renders them damaged for both hardware and software issues.

Business Unit Plans



A set of plans to resume business processes for each business unit. This includes:

- Identifying business processes and dependencies.
- Defining an appropriate (desired) recovery timeline based on a business impact analysis. (BIA)
- Creating a step-by-step incident response plan.

SCENARIOS



Very few business interruptions are actually major disasters. It's usually a power outage or hardware failure, so I ensure my plans address "minor" incidents as well as major disasters.

– BCP Consultant

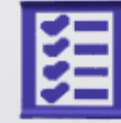
Testing the BC Plans



TEST AND VALIDATE



**INTERVIEW EMPLOYEES TO
ASSESS THEIR
AWARENESS REGARDING
THE PLAN.**



**CONDUCT REGULAR
DRILLS TO TEST THE
PLAN.**



**REVIEW DRILL
RESULTS.**



**MONITOR AND
RECORD LESSONS
LEARNED.**



**UPDATE THE PLAN
ACCORDINGLY.**

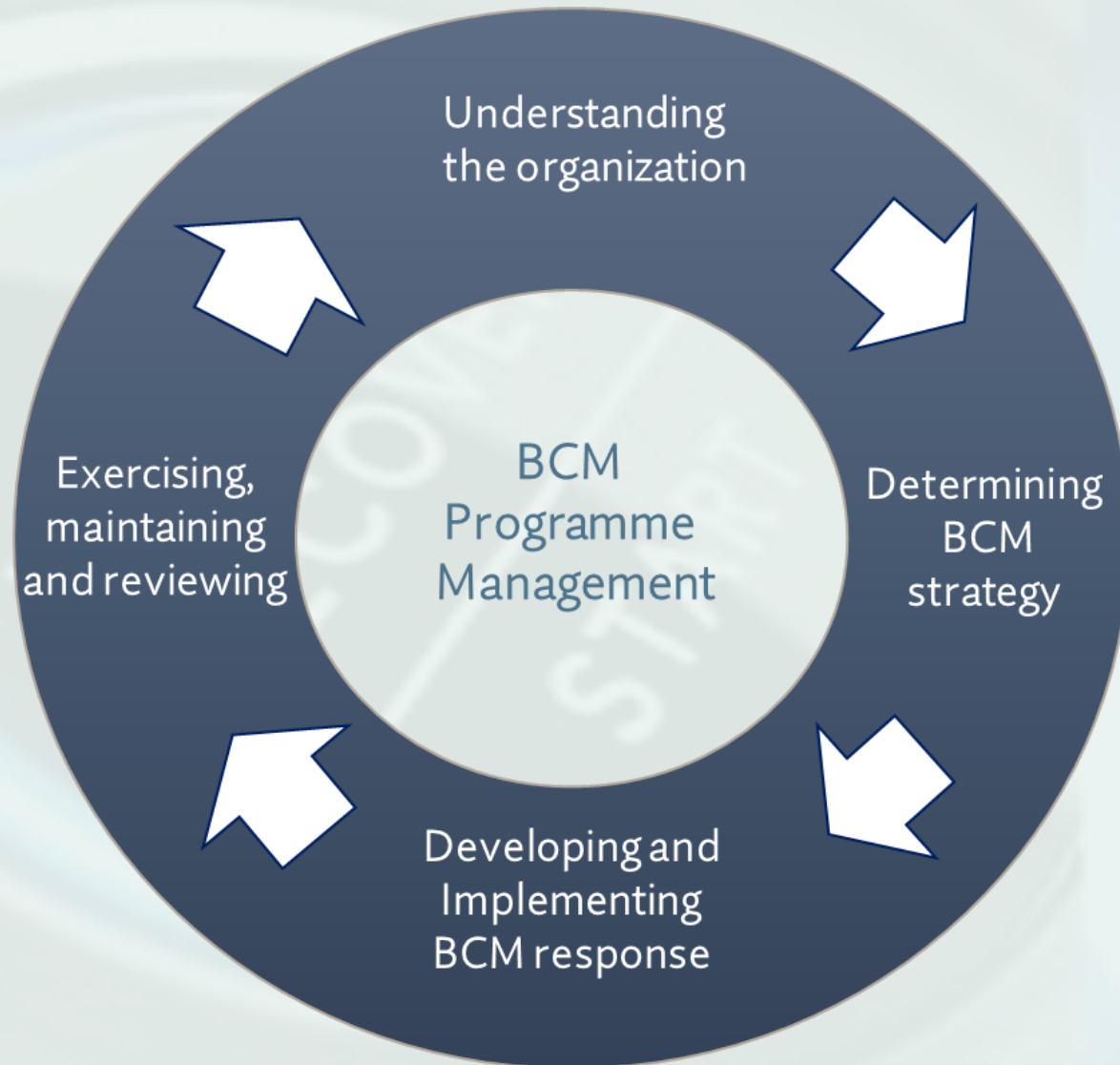
Table-Top Exercises

What is the advantage of hosting a compelling tabletop exercise?



A tabletop exercise is a great way to get your team involved in testing the written Business Continuity Plan.

Tabletop exercises are discussion-based sessions where team members meet in an informal setting to discuss their responses to a particular emergency situation.



Cycle of Preparedness

Planning, organizing, equipping, training, exercising, evaluating and improving is a continuous process that ensures the regular examination of everchanging threats, hazards, and risks

Summary

There are two primary factors to consider when creating and rolling out a BCP.

- **People:** Any threat to the organization will almost always affect staff the most. It needs to understand how staff work, what resources they need to perform their duties, and how they can be kept safe during times of crisis.
- **Process:** For best results, the organization should engage in business process mapping to identify, list, and determine who is responsible for tasks in the respective units. This step makes it easier to make them BCP-ready.



OUR GOAL

The aim of the plan is to set out the roles and responsibilities and actions to be taken by the organization to reinstate the business' product or service following a major disruption.

Promote and embed business continuity management through :

- Workforce engagement and involvement led by top management, supported by line management across the organization
- Commit to exercising and testing response arrangements
- Ensure efficient and effective communication

Contact us



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