Emergency Preparedness and Recovery

International Facility Managers Association

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July 12, 2017
Topics

- Disaster Statistics
- Business Continuity Management
  - Threats
  - Definition
  - Program
- Steps to Reach Recovery
- Expectations
- Risks
- Communication
- Vendor Management
- Training & Exercises
- How Long Can Recovery Take?
94% of small business owners believe a disaster could seriously disrupt their business within the next 24 months.

65% of businesses are in regions susceptible to major natural disaster.

Only 60% of employers think if a disaster came to their place of employment, their employees would know the steps to take to protect themselves.

82% of Americans agree “If someone could make it easy for me to be prepared, I’d do it.”

40% of businesses never reopen following a disaster.

...of the remaining companies, at least 25% will close within 2 years.

60% of Americans are wholly unprepared for a disaster of any kind.

Reference: Agility, FEMA, 2017
Top 10 Business Continuity Management Threats*

1st Cyber attack
2nd Data Breach
3rd Unplanned IT & telecom outages
4th - Act of terrorism
5th Security incident
6th Interruption to utility supply
7th Supply Chain disruption
8th Adverse weather
9th Availability of talents/key skills
10th Health & safety incident

*Business Continuity Institute’s Horizon Scan Report, 2016, page 5.
Business Continuity*

The capability of the organization to continue delivery of products or services uninterrupted.

*BCP includes emergency preparedness, response, and recovery plans. The Business Continuity components address the continuity of mission essential functions and the resources that support those functions.

Reference: Monika Stoeffl, 2017
Business Continuity Management Program

- Restoration & Return to Normalcy
- Crisis Management Team
- Business Recovery Plan Activation Governance
- Emergency Response Activation (Life Safety, Damage Assessment)
- Incident!
- Preparedness
- Drills & Exercises
- Mitigation
- Gap Analysis and Risk Assessment
- Business Impact Analyses
- Formation of Incident Response & Recovery Teams
- Education/Training/Resource Supply

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“Plans are worthless, but planning is everything.” Dwight D. Eisenhower

Earthquake Occurs and USGS* and Nixle** Alerts Received

Decide on Launching Damage Assessments

Stabilize Life Safety and Assess Impact

Communicate Findings

Next Steps

Situational Understanding

Situational Awareness

Triage & Remediation

*http://earthquake.usgs.gov/earthquakes/feed/v1.0/

**www.nixle.com/and Alert San Diego

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It’s not about how quickly you can get back up and running, it’s about not going down or getting breached in the first place.

Reference: Monika Stoeffl, 2017
Expectations & Tolerance

Expectations

Alternative Options
(Competitors/start-ups)
(New technologies)

Tolerance

Reference: Monika Stoeffl, 2017
Three Areas of Risk Concentration

Business Continuity Framework

Risk Assessment

Physical Security Survey

Business Impact analysis
Risk Assessment

• Risk Assessment is a phase within the Business Continuity Management planning process. It is the overall process of risk identification, risk analysis and risk evaluation.

• The primary objective of Risk Assessment is to lessen vulnerability and decrease risk.
Physical Security Survey

The Survey is a thorough physical examination of a facility and its operations with respect to personnel and company assets.

• It examines the risks these assets are exposed to, and reviews the measures that are in place to protect them and to mitigate liability.

• The survey identifies vulnerabilities and makes recommendations on how these can be improved.
Business Impact Analysis (BIA)

The Business Impact Analysis:

• Identifies the operational dependencies and financial impacts resulting from significant disruption(s) of business functions and processes.

• Gives you recovery timing, including Recovery Time Objectives and how much information you can afford to lose through the Recovery Point Objectives.
## Communicating Severity

### Impact Levels

<table>
<thead>
<tr>
<th>Level</th>
<th>Event Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td><strong>Major Regional Disaster</strong>&lt;br&gt;• Earthquake or Flood&lt;br&gt;• Long-term loss of access&lt;br&gt;• No outside assistance</td>
</tr>
<tr>
<td>2</td>
<td><strong>Major Local Disaster</strong>&lt;br&gt;• Building Fire&lt;br&gt;• Complete loss of a critical building</td>
</tr>
<tr>
<td>3</td>
<td><strong>Minor Event</strong>&lt;br&gt;• Building Flood&lt;br&gt;• Partial loss of a building</td>
</tr>
<tr>
<td>4</td>
<td><strong>Incident</strong>&lt;br&gt;• Loss of one or more critical process systems</td>
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</table>
Vendor Management

Company

Suppliers

Other Suppliers
(3\textsuperscript{rd} or 4\textsuperscript{th} Party)

Reference: Monika Stoeffl, 2017
Training and Exercises

1. Department Procedure/Work Instruction
2. Notification System Test
3. Discussion Based Tabletop Exercises
4. Advanced Tabletop

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How Long Can Recovery Take?

1. Planning

“Prevent/Mitigate”

Incident Examples:
- Medical Emergency
- Human Error
- Fire, Explosion, Earthquake, Tornado, Flood, and Other Natural Disasters
- Civil Unrest
- Hazardous Material Spill
- Theft, Vandalism

2. Emergency Responders

“Life Safety Stabilize”
(0 - 4 hr.)

3. Recovery Team(s)

“Damage Assessment & Communications”
(4 hr. - 6 days)

4. Crisis Management Team

“Recovery Governance”
(2 days - months)

5. Claims Management

“Restoration”
(3 days - ?)
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