Delta Lunch & Learn

Business Continuity and Emergency Preparedness

AGENDA

1. Introductions
2. What is Business Continuity? Why do it?
3. Potential hazards
4. What is involved?
5. How do you go about it?
6. Challenges
7. Emergency Preparedness
   - Business
   - Personal - Staff
Delta Lunch & Learn

Business Continuity and Emergency Preparedness

What is Business Continuity?

It is:

A risk management tool addressing a wide variety of potential business disruptions, in all phases of emergency management:

- Mitigation
- Preparedness
- Response
- Recovery

It is not:

- A simple fix for all possible problems
- Succession planning
- A retirement plan
- A one event plan (e.g. a power outage response plan) to deal with the after effects of a disruption
What is Business Continuity?

Informal Definition (mine):

A planning process followed by on-going activities that address threats to the continuing viability of a business, in order to provide an acceptable (to stakeholders) level of assurance that the business successfully continue (even at a reduced capacity?) after a disruptive event.
Why should my company consider Business Continuity?

- Stakeholder protection
- Peace of mind
- Business advantage
- Addresses issues not covered by commercial insurance
Delta Lunch & Learn

Business Continuity and Emergency Preparedness

What are the Threats and Potential Disruptions?

- Floods
- Wildland / Interface fires
- Vehicle accident
- Wind storm
- Earthquake
- Structural fire
- Explosion
- Power outage
- Supplier failure
- Design failure
- Industrial accident
- Hazardous material exposure
- Employee / ex-employee sabotage
- etc.
Kobe, Japan Earthquake, 1995 – 6.8 on Richter Scale
Japan 2011 – 8.9 Richter Scale
How do Business Continuity activities protect you?

- Identifies the most critical aspects of your business that need to keep operating for the business to succeed
- Identifies the most likely ways you could be affected
- Reduces the potential for loss by mitigating potential impacts
- Prepares you to respond effectively to the most likely impacts when a hazard occurs
Side benefits of Business Continuity:

• Better understand your business

• Helps to focus normal business planning activities
  ➢ longer term strategic planning
  ➢ prioritize allocation of scarce resources (budgets)
  ➢ define and prioritize training activities
Business Continuity and Emergency Preparedness

Business Continuity effort depends on the business

e.g. BC Hydro vs a Local Cafe
Business Continuity and Emergency Preparedness

How do you go about it (i.e. reducing the potential for losing your business)?

• Acknowledge that it is worthwhile to keep the business going
• Make someone accountable/responsible
• Identify aspects of the business that are essential
• Identify the more risky disruptive events
<table>
<thead>
<tr>
<th>Risk Matrix</th>
<th>Unlikely, but possible, within 25 years</th>
<th>Several times in 25 years</th>
<th>Once in 10 years</th>
<th>Several times in 10 years</th>
<th>Annually</th>
</tr>
</thead>
<tbody>
<tr>
<td>$1 Million (Bankruptcy?)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>100's of $1,000's</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>~ $100,000</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10's of $1,000's</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>&lt; $10,000</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Business Continuity and Emergency Preparedness

How do you go about it (i.e. reducing the potential for losing your business)?

• Acknowledge that it is worthwhile to keep the business going
• Make someone accountable/responsible
• Identify aspects of the business that are essential
• Identify the more risky disruptive events
• Identify potential risk-reducing solutions
• Select solutions that are most cost effective
• Some risks cannot be substantially reduced – prepare for an effective response and recovery
• Train staff so they can implement the plan
• Review planning activities, effectiveness of actions
• Implement improvements
Challenges to effective implementation:

• Recognizing the potential for business disruptions and their effects related to business survival
• Getting management commitment to do something
• Understanding what to do
• Using the appropriate tools for your business
• Participation from all departments
• Maintaining the activities in the long term
Personal Preparedness
“BC Hydro says 710,000 — half of its customers — lost power due to the storm, which it is calling "the single largest outage event" in the utility’s history.”

- CBC News BC
Why Be Prepared?

If you are prepared for an earthquake, you are prepared for any type of disaster.
Specifics: New Zealand

- Magnitude 6.1
- 6 kms South of City
- 6 kms deep
- 181 Fatalities
- 100,000 buildings destroyed
Earthquakes in BC

The biggest earthquakes in BC:

- **1700**: W of Van. Island (M9)
- **1872**: S. of Hope (M7.4)
- **1918**: West of Vancouver Island (M7.0)
- **1946**: West of Courtenay (M7.3)
- **1949**: Queen Charlottes (M8.1)
- **2012**: Haida Gwaii (M7.8)
- **2015**: S. of Van. Island (M4.7)
BEFORE: Planning

- Pre-plan with your co-workers and family members
- How many bridges do you cross to get to work?
- Natural instinct: flee and return to your family
- Roads impassable, bridges closed
- How long would it take to walk home?
- Essential service...you may need to stay at work
What You Should Consider

- Walking shoes
- Warm jacket
- Medical conditions
- Dietary requirements

Public transit will be unavailable, roads may be impassable; walking may be your only option. The average person walks 4 km per hour...how long will it take you to walk home?
Steps to Prepare Your Family

- Family Emergency Plan
- Meeting Place/Out of Area Contact
- 72 Hour Grab & Go emergency kit
DURING: Drop, Cover & Hold On
Prepare for Shelter-in-Place or Evacuation

**SHELTER-IN-PLACE** *(hazardous materials plume, radioactive release etc.)*
- Go indoors immediately and stay there.
- Close all windows and doors.
- Turn off the furnace, air conditioners and exhaust systems.
- Stay tuned to local media for instructions from emergency officials.

**EVACUATION** if an area is unsafe, officials may order residents to evacuate *(threat of interface fire, landslides, tsunamis, severe weather, flooding)*
- Have a ‘grab and go’ emergency kit ready for family and pets.
- Prepare to register at designated reception centre if evacuated.
- Stay tuned to local media and follow instructions of emergency officials.
What are the community priorities?

- Hospitals
- Community Centres & Shelters
- Schools
- Nursing Homes
- Fire Halls & Police Stations
- Ambulance
- E-Comm
- Public Works
- City Hall

- BC Hydro & FortisBC
- BC Centre for Disease Control
- Provincial & Federal Government (buildings that provide support functions)
- Court Systems
What are the community priorities? ...cont’d

Your City/Municipality will have immediate priorities:

- Damage assessment of infrastructure (i.e. roads, bridges, power, sewer/water)
- Activation of the Emergency Operation Centre: to assess damage to the city, prioritize response
- Every municipality has their emergency plan posted on their website

“What About Us??”

DID YOU KNOW???

We are 4 mountain passes from any viable military/government assistance
Basic Home Safety

- Make sure that you have adequate home insurance coverage (fire, earthquake)
- Repair defective electrical wiring and leaky connections.
- Fasten shelves securely and place heavy objects on lower shelves.
- Hang pictures and mirrors away from beds.
- Secure water heaters.
- Consider securing structure to foundation in earthquake-prone areas.
- Store flammable products away from heat sources.
- Clean and repair chimneys, flue pipes and vents.
- Check smoke detectors and fire extinguishers regularly.
- Know where utilities shut-off valves are located.
Get Everyone Involved

- Post emergency numbers and know when to call 911.
- Show family members how to turn off main utility switches.
- Learn about fire safety and how to use the fire extinguisher.
- Take a first aid and CPR class.
- Everyone should know where emergency kits are stored.
- Determine the best escape routes from your home and conduct earthquake drills (drop, cover, hold)
- Find the safe places in your home for each type of disaster.
Consider packing a "pet survival" kit. Include food, water and medications. Also include copies of medical records along with a photo of your pet. You will need a leash, harness and collar and make sure identification tags are up-to-date and securely fastened to your pet’s collar.

Know that emergency housing or hotels may not accept pets, and special arrangements may have to be made with friends or relatives.
How will you contact your family & friends?

Expect the telephone (land line/cell phone) & power are not working
Put phones back into cradle
Text messaging/BBM/iMessage
Twitter/FaceBook
Leave Notes

HELP/OK window signs
Out of Area Contact/ICE 1, 2, 3 (In Case of Emergency)
  - Local calling may be down
  - Long distance will be the first up and running
Components of an Emergency Kit

- Rescue
- First Aid
- Food/Water & Survival Support
In Case of Evacuation

- Take your emergency kit
- Identification, wallet, purse
- Cell phone, charger/batteries
- Take your pets
- Lock your doors
- Leave a note telling others where you are going
Additional Websites

Emergency Management BC
https://www.emergencyinfo.bc.gov.bc.ca/

ShakeOut BC
www.shakeoutbc.com

Natural Resources Canada – Earthquakes Canada
www.earthquakescanada.nrcan.gc.ca

Federal Emergency Management Agency (FEMA)
www.fema.org

Emergency Preparedness for Industry and Commerce Council (EPICC)
www.epiccc.org
Resources – Earthquake Planning Guide

Your local community website