

Continuity of Operations Planning for Businesses

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Purpose

This workshop is intended to provide introductory knowledge and skills on emergency preparedness and continuity planning. The desired outcome of this training is to give business owners in Calvert County the tools needed to make their businesses more resilient to disasters that may impact business operations.

Continuity Planning- planning process to identify hazards, determine their impact on operations, and develop pre- and post-disaster action items to reduce disruption

Hazards in Calvert County

Natural	Human-caused/ Technological
<ul style="list-style-type: none">• Infectious Disease• Extreme Temperatures• Winter Storms• Coastal Erosion• Hurricanes• Drought• Flooding• Tornadoes/High Winds• Earthquake• Wildfire	<ul style="list-style-type: none">• Emergency Services• Cyberterrorism• Environmental Hazards• Utility Interruptions• Transportation Accidents• Nuclear Incidents• Civil Disturbance

Impacts to Businesses

Regardless of the hazard, disasters can cause disruptions that significantly impact business operations.

Disruption

- Physical damage to a building
- Damage to or breakdown of machinery, systems, or equipment
- Restricted access to a site or building
- Supply chain interruption
- Utility outage
- Damage to, loss, or corruption of information technology



Impact

- Lost sales and income
- Delayed sales or income
- Increased expenses (e.g., overtime labor, outsourcing, expediting costs, etc.)
- Regulatory fines
- Contractual penalties or loss of contractual bonuses
- Customer dissatisfaction or defection
- Delay of new business plans

How to Prepare

1. Prepare yourself and your family

- ✓ Develop a family communication plan
- ✓ Build an emergency kit
- ✓ Build emergency car kits
- ✓ Practice your plan and maintain your kit(s)

2. Develop a Continuity of Operations Plan (COOP) for your business

- ✓ Evaluate the hazards that threaten your business- natural, technological, and human-caused
- ✓ Evaluate business operations, including employees and equipment
- ✓ Identify methods for reducing disruptions
- ✓ Document key contacts
- ✓ Test your plan and make changes as necessary

Calvert County

Emergency Management



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Calvert Prepare

Business Continuity Plan Outline



Organization Structure & Functions

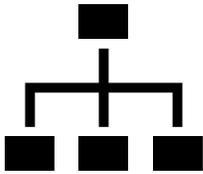
Threat/Hazard Identification & Risk Analysis (THIRA)

Continuity & Mitigation Strategies

Plan Testing & Maintenance

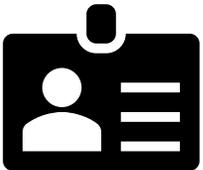
References & Resources

Organization Structure & Functions



Organization Structure Chart

- Positions, hierarchy, and personnel names



Contact list of personnel

- Name, number(s), email
- Emergency contact information
- Important contacts (such as vendor numbers may be listed here or in an annex at the end of the plan)



Documentation of key business functions

- Description of function
- Responsible positions/personnel
- Equipment/skills required to perform

THIRA

- Identify and define threats and hazards that pose a risk to your business
 - The Calvert County Hazard Mitigation Plan is an excellent resource for local businesses to identify this information
- Conduct a risk analysis to identify the threats/hazards that pose the greatest risk
- Conduct a Business Impact Analysis to assess the potential impacts that threats/hazards could have on business operations

THREATS	PROBABILITY (0-5)	SEVERITY (0-5)	TOTAL (0-25)
Determine which threats could affect your business functions and processes. Add additional threats not listed in the bottom rows under "Other."	Assign each threat with a number 0 to 5 to indicate the likelihood it will occur.	Assign each threat with a number 0 to 5 to indicate the amount of damage it could cause your business. (Consider duration, magnitude, and extent of reach—e.g., one floor, the entire building, a neighborhood, the entire region, etc.)	Multiply Probability with Severity and enter the Total. Plan for the highest-ranking threats (17–25) as soon as possible. Assume these threats will strike your business and determine what controls you have in place or could implement to minimize your risk.

THREATS	PROBABILITY (0-5)	SEVERITY (0-5)	TOTAL
Natural			
Earthquake			
High Wind / Convective Storms / Hail			
Hurricane			
Severe Winter Weather			
Tornado			
Wildfire			
Loss Of			
Communications			
Critical Equipment			
Power (electricity, gas, steam)			
Premises			

Continuity & Mitigation Strategies

For each threat/hazard identified in the THIRA, capture both continuity and mitigation strategies that can be implemented to address them.

Continuity Strategies

After a disaster...

- How will the business respond to disruptions to minimize impact on operations?
- Who is responsible for key tasks?

Mitigation Strategies

Before a disaster...

- What actions can be taken to lessen the risk of hazards?
- What actions can be taken to prevent or lessen disruptions to business operations?

Plan Testing & Maintenance

Testing the plan

- Conduct discussion-based exercises and practice drills to test the plan and identify gaps
- Implement changes, as needed, based on exercise results
- <https://www.ready.gov/business/emergency-plans/continuity-planning>

Maintaining the plan

- Conduct an annual update of the plan
 - Review the THIRA
 - Ensure contact info is up-to-date for all staff, vendors, and other resources
 - Review continuity and mitigation strategies

Additional Planning to Supplement COOP

Emergency Response Plan

- Develop an Emergency Response Plan that outlines how staff should respond to an incident that requires emergency action.
- The ERP should include protective actions for life safety, such as alerts, evacuation, shelter, shelter-in-place, and lockdown.
- <https://www.ready.gov/business/emergency-plans/emergency-response-plan>

Hazard-Specific Checklists

- Hazard-specific checklists can supplement the COOP and ERP by including considerations for specific hazards that are unique or higher-risk (more likely to happen or more likely to cause substantial damage)
- Examples: flooding, cybersecurity, nuclear
- Some toolkits exist to jumpstart: <https://www.ready.gov/business/toolkits>

Resources for Local Businesses

Calvert County Division of Emergency Management:

<https://www.calvertcountymd.gov/101/Emergency-Management>

FEMA Ready Business: <https://www.ready.gov/business>

OFB-EZ Business COOP Toolkit: <https://ibhs.org/BusinessDisasterRecovery/>

IBHS Business Disaster Guides:

<https://ibhs.org/guidance/businessdisasterguides/>

SBA Prepare for Emergencies: <https://www.sba.gov/business-guide/manage-your-business/prepare-emergencies>



QUESTIONS?

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