

BUSINESS CONTINUITY PLANNING

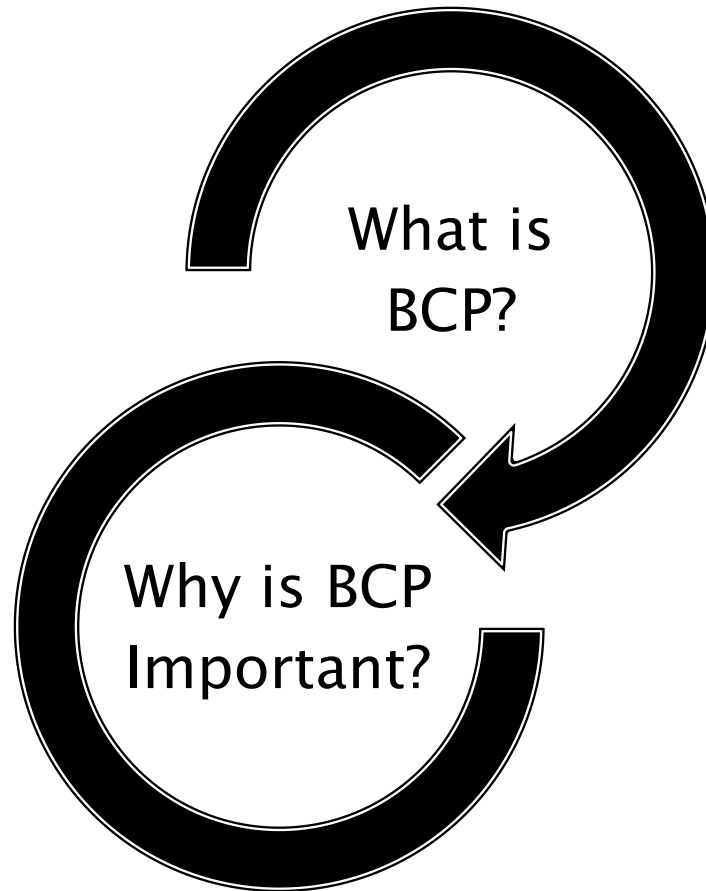
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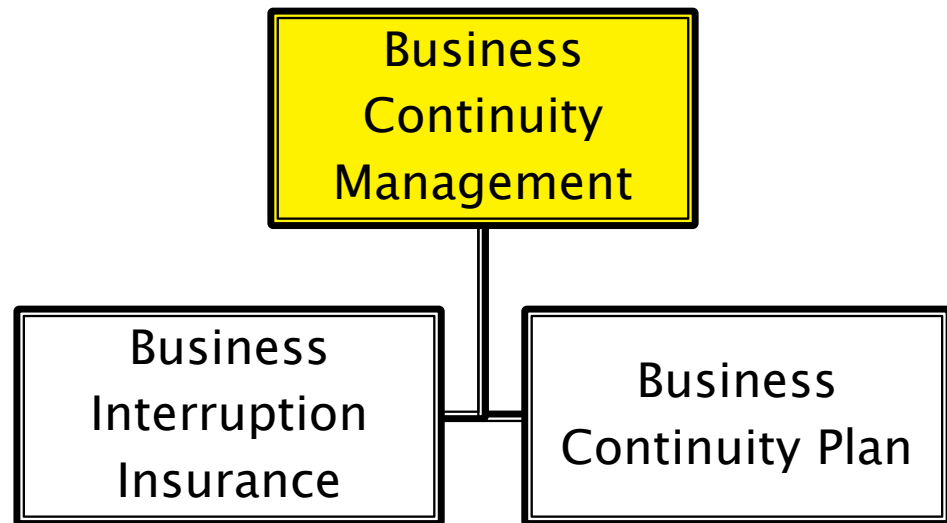
Southern Insurance Agency Business Continuity Management Services

Agenda



BCP is. . .

The process of identifying vulnerabilities that could cause a business interruption, and then creating a plan to mitigate (and respond to) these risks using both insurance and risk management measures.



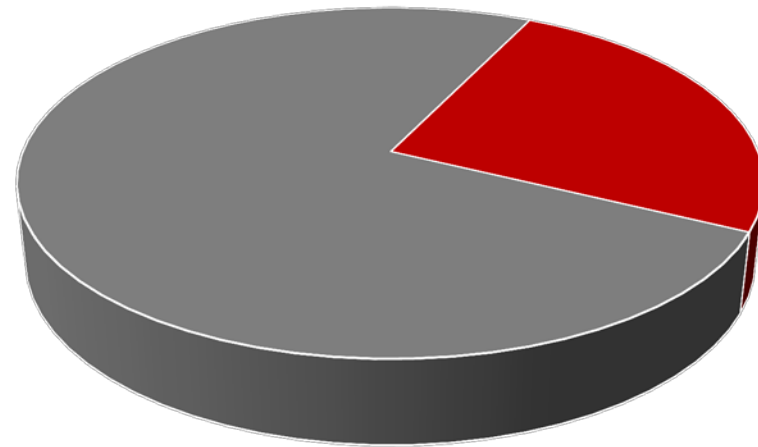
Why is it so Important?

Business interruptions can have serious consequences.

Preparation is essential. Having documentation of individual and corporate roles and clearly defined responsibilities in response to a catastrophic event is the key to recovering your business.

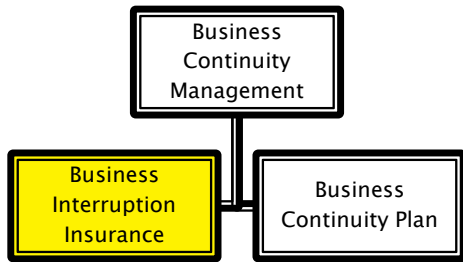
Nearly a **quarter** of businesses forced to close as a result of a disaster never reopen.

Column02



Business interruption insurance is...

Financial assistance to help get a company back on its feet quickly following a business interruption.

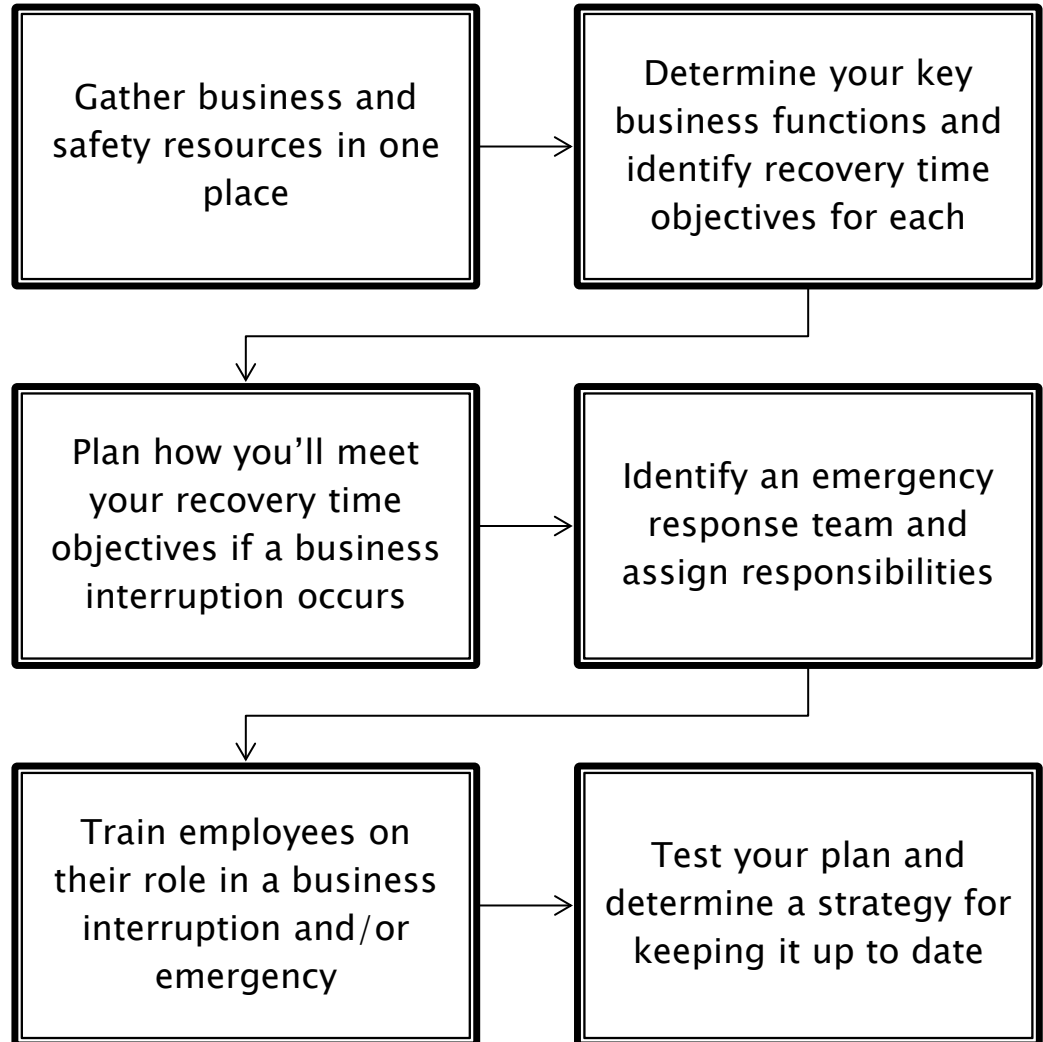
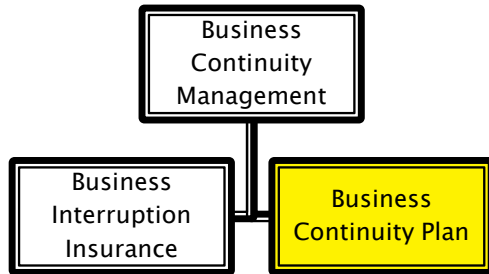


“The business interruption insurance paid for the 23 days we were down. Just by getting that money, it wasn’t so hard for us to make our payroll.”

Joy Hoda

2010 Interview with the Insurance Information Institute

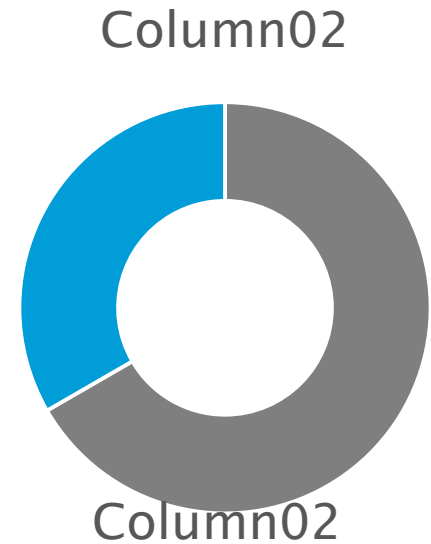
Business Continuity Plan



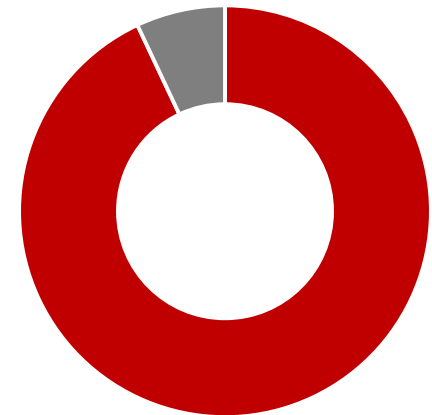


Corporate data breaches are on the rise.

30 percent of businesses that back up their data do so because of prior data losses.



93 percent of companies that experience a major data loss are out of business within 5 years.



Steps to Take

Conduct a Vulnerability Analysis of Your Risks

Natural?

Political?

Human caused?

Technological?

Accidents?

Loss of ____?

Newer threats?

	Emergency Situation	Probability		Human Impact	Property Impact	Business Impact	Internal Resources	External Resources	Preparedness Score
		High 5 ←	Low 1 →	High Impact 5 ←	1 Low Impact →	Weak Resources 5 ←	Strong Resources 1 →		
Natural Emergencies	Earthquake		0	0	0	0	0	0	0
	Tornado/Wind		0	0	0	0	0	0	0
	Hurricane		0	0	0	0	0	0	0
	Flood		0	0	0	0	0	0	0
	Volcanic Eruption		0	0	0	0	0	0	0
	Severe Weather		0	0	0	0	0	0	0
	Wildfire		0	0	0	0	0	0	0
Political Emergencies	Strike		0	0	0	0	0	0	0
	Riot		0	0	0	0	0	0	0
	Civil Disturbance		0	0	0	0	0	0	0
	Bomb Threat		0	0	0	0	0	0	0
	Biological Threat		0	0	0	0	0	0	0
	Nuclear Threat		0	0	0	0	0	0	0
	Acts of War		0	0	0	0	0	0	0

Segment Your Planning Into Sections

Direction and
Control

Communication

Life Safety

Property
Protection

Community
Outreach

Recovery and
Restoration

Implementation and Maintenance

Business Impact Analysis

Identify and prioritize your business functions



Look for interdependencies



Define restoration objectives and time frames



Determine function specific plans

FORM

Business Impact Analysis

Definitions:

- Business Impact Analysis (BIA): examines the potential result of disruption to key business functions and collects the information necessary to determine short-term and long-term recovery objectives. A BIA includes analysis of both operational and financial impacts that could stem from the loss of key business functions. The following impacts should be considered as part of a BIA:
 - Personnel impacted (potential for outsourcing, overtime labor)
 - Lost or delayed sales
 - Regulatory fines
 - Financial and relationship penalties for not fulfilling contractual obligations
 - Customer dissatisfaction
 - Customer loss
 - Delay of new business plans
- Business Function: an operation or process that is necessary to the ongoing success of an organization. Examples of business functions include:
 - Customer service call centers
 - Print and web advertising plans
 - Maintenance of relationships with suppliers
 - Employee recruitment
- Recovery Time Objective: the time within which a business function must be restored after a business interruption in order to prevent irreversible damage.

How to use this document:

Every business has distinct business functions in place in order for the company to operate and thrive. Some businesses will identify just a few key functions, while others will identify many. Copy and paste the table on page 2 onto subsequent pages as needed. When complete, reorder the pages by priority, with the highest priority business functions listed first. Delete this initial direction page prior to saving.

How to save this document:

It is recommended that this document be added to your Business Continuity Plan as a PDF to discourage readers from modifying the content. To do this, go to File>Save As... In the "Save as Type" menu, select "PDF". Save an editable version to a safe location as well.

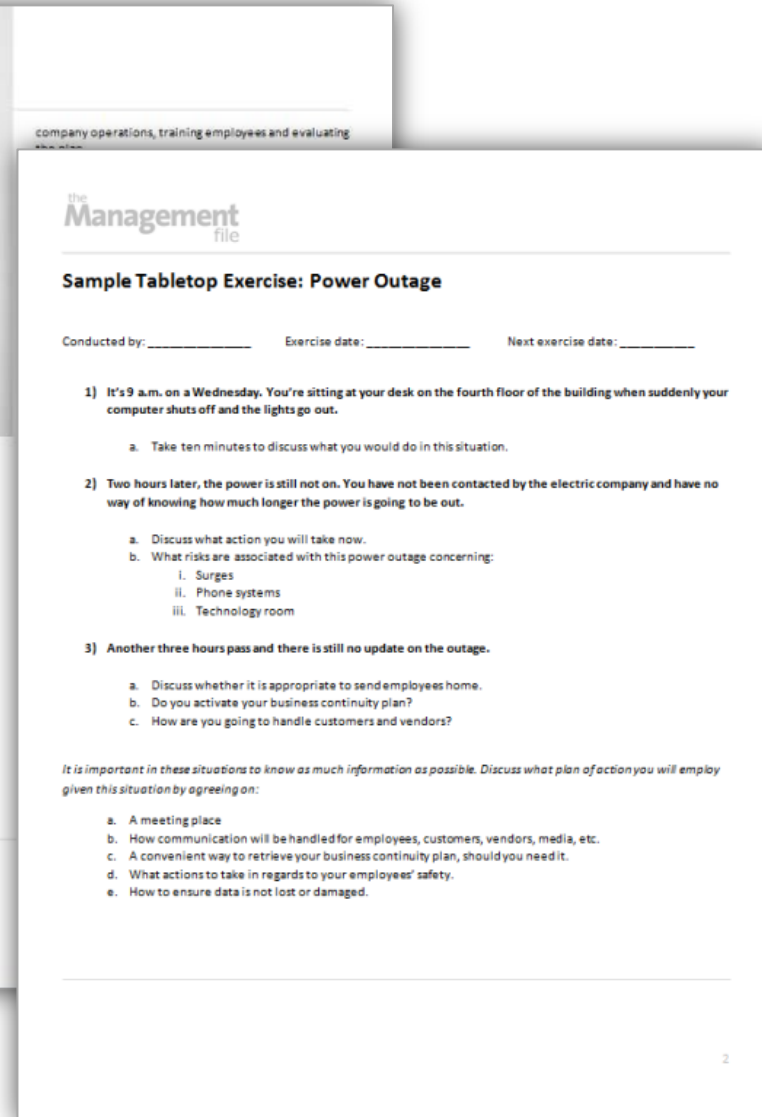
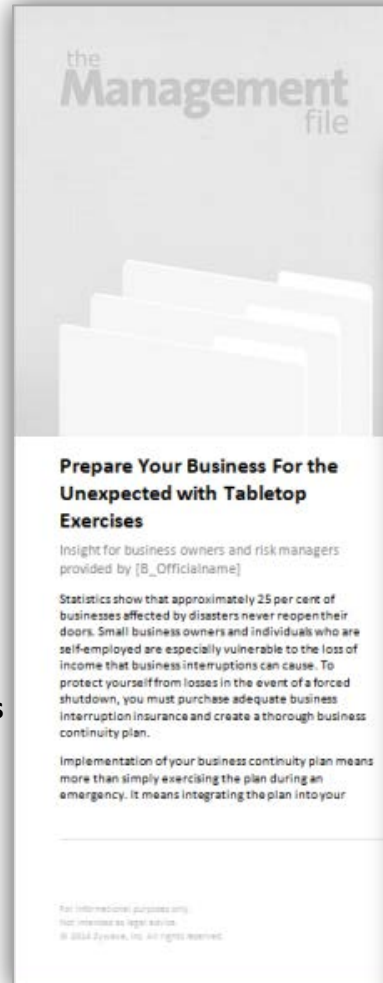
Prepared by [B_Officialname]

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Tabletop Exercises

Tabletop exercises provide a means of practicing your company's business continuity plan and evaluating the result—without waiting until an actual emergency occurs. A tabletop exercise asks the emergency management group (EMG) to address a simulated problem—focusing on the efficiency and effectiveness of the business continuity plan.

Following a tabletop exercise, many companies find there are weak points in their business continuity plans that need to be addressed.



Vendor Communication Resources

Vendor preparedness impacts **your** preparedness. Can you operate your business without your vendors? Ask them about their BCP.

Business Continuity Planning - Vendor Questionnaire

As a key supplier of , it is important that we understand your level of readiness in the event of a disaster. To assist us with our business continuity planning, please fill out the information below.

Company name: _____

Company address: _____

City, Province and Post _____

Disaster recovery contact: _____

Contact's work phone: _____

Equipment, supplies, materials: _____

Please answer the following:

1. Do you have a formal Business Continuity Plan?
2. Do you have a recovery plan?
3. Is your recovery plan tested?
4. Have you tested your recovery plan?
5. Do you conduct emergency drills regularly?
6. Do you maintain a disaster recovery site?
7. Do you back up critical data?
8. Do you send your business continuity plan to your vendors?
9. Do you have a formal disaster recovery plan?

Briefly describe your business: _____

Return completed questionnaire to: _____

[Insert Vendor Name]
[Insert Vendor Street Address]
[Insert Vendor City], [Province]
[Insert Vendor Postal Code]

Dear [Insert Vendor Contact Name]:

We are currently developing a formal Business Continuity Plan to provide for the recovery and/or continuation of our business functions following a disaster event. As part of that process, we have identified your company as a critical supplier to our day-to-day operations.

To assist us in our planning, it is important that we understand your ability to respond to a disaster event. Please fill out the attached questionnaire. It will take just a few minutes to complete and your prompt reply will be greatly appreciated.

Return completed questionnaire to:

Upon review of your reply, we reserve the right to contact you to further discuss your business continuity program.

Thank you in advance for your assistance.

Sincerely,

Employee Communication Materials

[C. Officialname]

Employee Emergency Preparedness Survey

[C. Officialname] is conducting an anonymous survey about our emergency preparedness. The intent of this survey is to gather information to evaluate help us determine what additional

Your input is important to us. Please complete this survey by [C. Officialname] (date). Thank you!

Employee Emergency Contact Information

Employee Name _____

Home Phone Number _____ Cell _____

Home Email Address _____

Address _____

In Case of Emergency

Name of Primary Contact _____

Relationship to You _____

Phone Number: Home _____ Cell _____ Work _____

Name of Secondary Contact _____

Relationship to You _____

Phone Number: Home _____ Cell _____ Work _____

Name of Physician or Preferred Hospital _____

Phone Number _____

Address _____

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[C. Officialname] is conducting an anonymous survey about our emergency preparedness. The intent of this survey is to gather information to evaluate help us determine what additional

Your input is important to us. Please complete this survey by [C. Officialname] (date). Thank you!

1. I know where the fire e
 Yes
 No
2. If the building is evacu
 Yes
 No
3. I know where to go in t
 Yes
 No
4. I know how to respond
 Yes
 No
5. I know what to do if the
 Yes
 No
6. I know who to alert if a
 Yes
 No
7. I know the emergency
 Yes
 No
8. I know where emergen
 Yes
 No

I would like to receive train

I would like to receive mor



Questions?

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