

Pandemic planning best practices – Dealer pandemic planning

Business Continuity & Pandemic Planning

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Agenda

- **BCP / BCM best practice**
- **How does a pandemic plan fit in?**
- **Regulations & compliance**
- **Risk evaluation & plan activation**
- **External impacts**
- **How can we be better prepared?**

A comprehensive Business Continuity Program should include:

- **Visible accountability & progress reporting**
- **Process BCPs supported by**
 - **Facilities BCPs**
 - **IT BCPs (process, infrastructure)**
 - **People care**
 - **Facilities & IT cannot recover the business for you**
 - **Human Resources supports people aspect**
 - **Integration of process plans with supporting teams**
 - **Process owner accountability (who is responsible \$\$)**
- **Related teams & escalation procedures aligned**
- **Ongoing integrated tests & drills**



BC Planning vs BC Management

BCP Process

Time

BCP Management

Risk Management →
Business Impact Analysis →
Business Continuity Strategy →
Plan Development →
Plan Testing →

Plan Maintenance →
Regular Testing →

← **BC Planning Begins**
← Create a business continuity policy
← Establish a BCP Steering Committee
← Establish a BC Plan Development Project
← Establish a BCP Training and Awareness Program
← Coordinate BCP with pertinent laws, regulations, and industry standards
← Coordinate with other internal/external BCP related agencies
← Plan Development Project
← **Completed BC Plan Document**
← Maintain disaster readiness
← **Business Disruption Event**
← Execute BC Plan

Components of a BCP Plan

*Pandemic plan
integrated with
BCP
components*

Immediate Response Phase

- Emergency Procedures
- Crisis Communications
- Incident Escalation & Management

BCP Plan Components

- Risk Assessment/Business Impact Analysis
- Prevention & Mitigation Planning
- IT Disaster Recovery Plan

Response, Resumption & Recovery Phase

- BCP Action Plan



Regulations & compliance

- **Rule 17.16**
 - Prompt access to assets
 - Point at which pandemic disruption is significant?
- **How will regulations & standards be enforced?**
- **What controls may be compromised due to lack of workforce or work around procedures?**

Risk evaluation & plan activation

- Level of plan activation should be based on commensurate levels of risk
- What do regulators, clients expect
- Trigger points to be defined based on the severity of internal and external impacts to your organization

External Impacts

- Variations of health support & preparedness geographically
- Travel & border restrictions
- High rates of absenteeism (20-60%)
 - Loss of skills sets / expertise internally
 - Loss / degradation of essential services (airports, health services, transit, police, fire)
- Supply chain disruption
- Social disruption
 - School closures, churches, shopping



Other considerations

- **Market volatility & demand for services**
- **Downstream global economic impact**
- **SMB readiness is poor**

Internal Impacts

- Employee absenteeism
- Surge of use of internal services (HR, IT, health & safety, etc.)
- Reduced levels of service to clients
- Ability to 'work from home'
- Ability to maintain controls and stay in compliance
- Security risks

Pandemic Plan Scope



Includes:

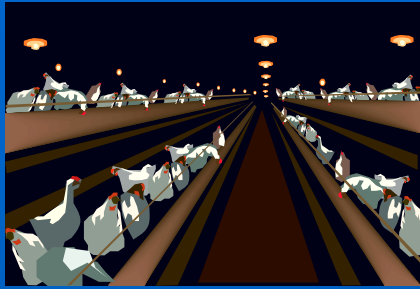
- Health & safety
- Human resources
- Communications
- Finance & Property Services
- Information & Technical Services
- Priority services & processes
- Clients
- Neighbors in shared facilities
- Local authorities
- Suppliers

Pandemic Plan Objectives

- Duty of care to staff/volunteers
- Prevent & mitigate disruption to processes/services
- Minimize spread of the disease
- Continue essential processes/services to support clients and the community

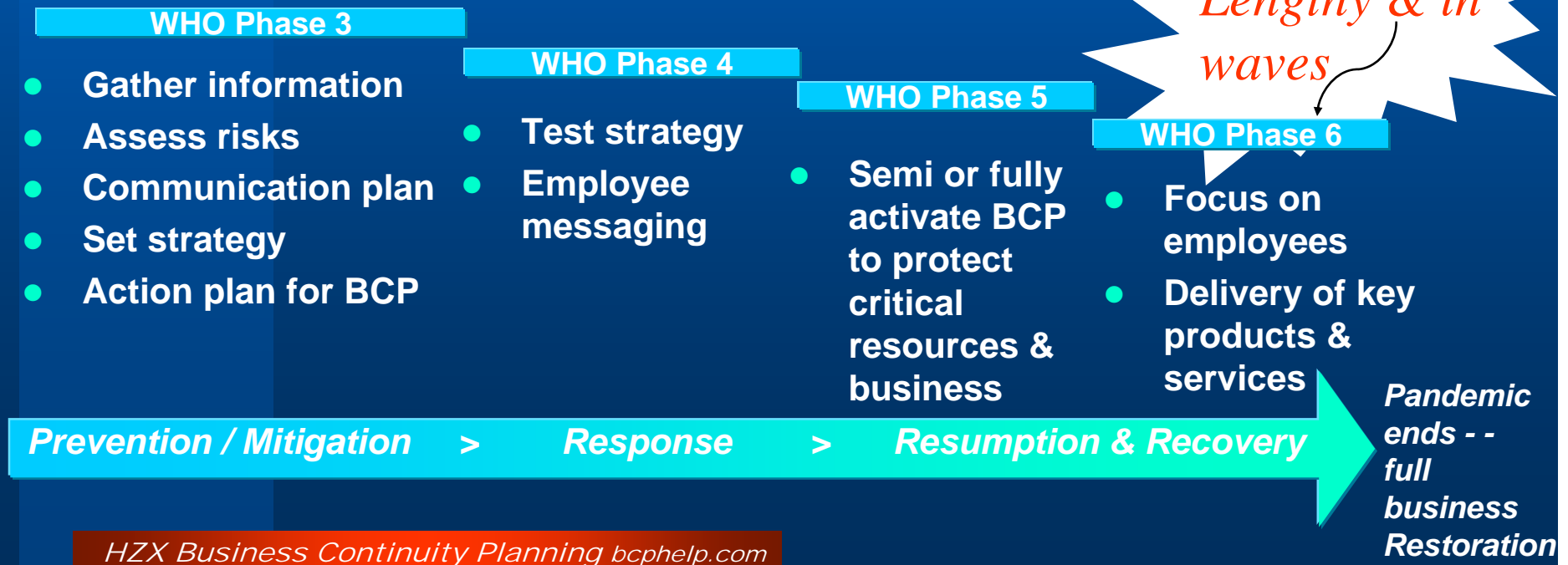


*Mitigate the
fear factor*



BCP Phases

- Pandemic is predicted event
- Exact timing uncertain
- Actions change in each phase



Test your plan!

- **Now is the time, not during the event**
- **Avoid surprises!**
- **Greater Toronto Incident Management Exercise**
 - **October 29th**
 - **Cross functional exercise (business & government focused on Business Continuity)**
 - **See Ann for more details**

Q&A



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