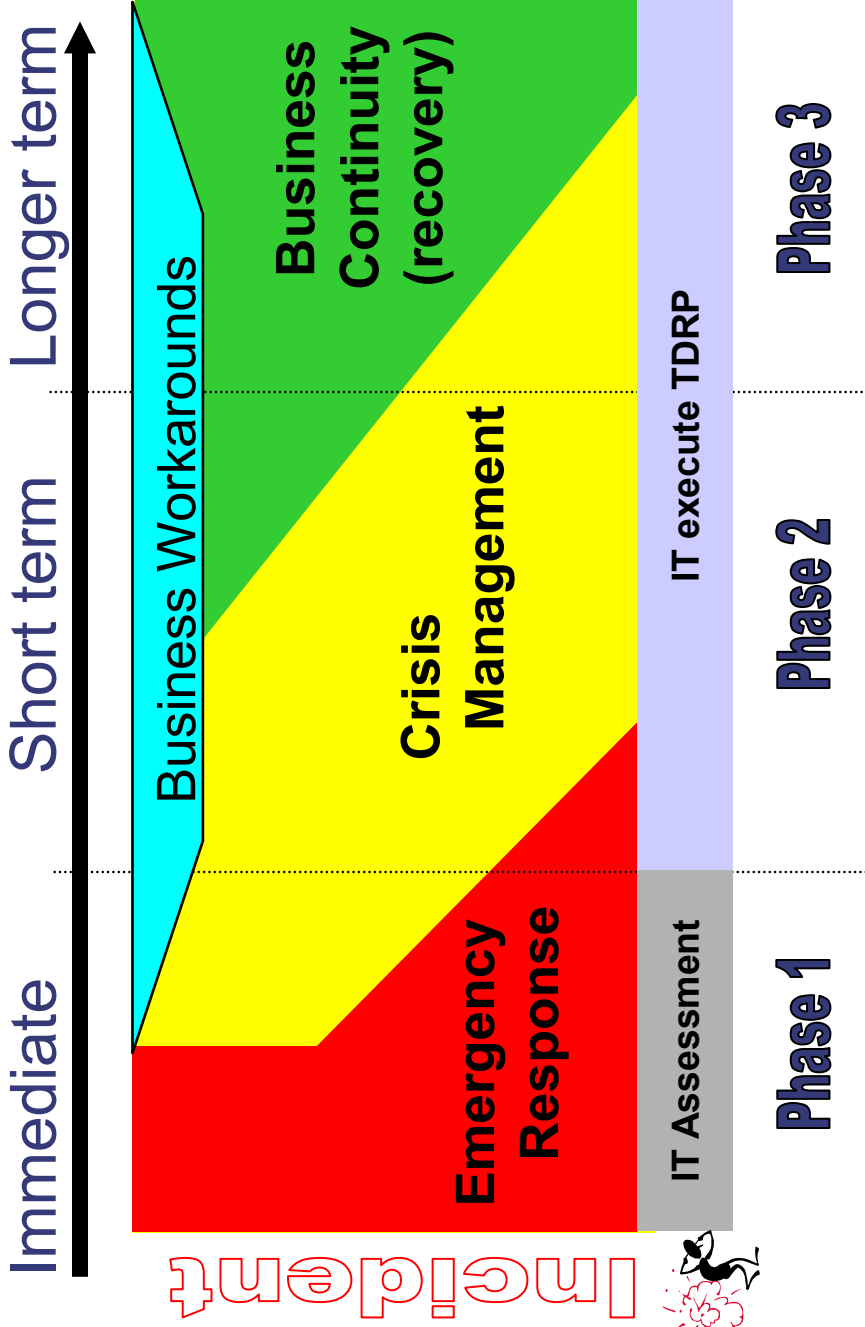


# BCP Operations

## PLANNING



# BCP Phase 1: Emergency Response (Minutes to Hours)

## Objectives

- ◆ Contain the incident
- ◆ Minimize:
  - ◆ injury (life safety)
  - ◆ property damage
  - ◆ overall event impact
- ◆ Coordinate with responding public agencies
- ◆ Communicate with other departments and site leadership

## Elements

- ◆ Formal ER Plan & Team(s)
- ◆ Tested evacuation & response plans
- ◆ Communications plan
- ◆ Adequate emergency supplies
- ◆ Coordinated on-site activities and interaction with responding public agencies
- ◆ Escalation assessment
- ◆ Training, training, training

# BCP Phase 2: Crisis Management (Hours - Days)

## Objectives

- ◆ Provide Leadership/Guidance
- ◆ Assess the damage (how bad was it?):
  - ◆ Department, Line, Site level
  - ◆ Division or Corporate impact
- ◆ Set recovery priorities
- ◆ Allocate resources, i.e., staff, equipment, & services
- ◆ Effective communications
- ◆ **Restart** Operations as quickly as possible

## Elements

- ◆ Crisis Management Leadership Team
- ◆ Critical business processes identified
- ◆ Notification procedures
- ◆ Team meeting space
- ◆ Subject Matter (Process) Teams
- ◆ Team Roles and Responsibilities
- ◆ Resources (Vendors, records, critical equipment, etc.)
- ◆ Training

# BCP Phase 3: Business Continuity/Recovery (Days - Months)

## Objectives

- ◆ Restore operations to **pre-incident** levels as efficiently as possible
- ◆ Provide Leadership/Guidance
- ◆ Align all recovery activities
- ◆ Ensure recovery plans stay on track
- ◆ Coordinate key services
- ◆ Maintain communications with employees, customers, Corp Offices

## Elements

- ◆ Department Business Continuity Teams & Plans
- ◆ Business workarounds for critical business processes
- ◆ Clear assignments / responsibilities by process
- ◆ Critical process resources identified
- ◆ Communications plan
- ◆ Training