

When The Party is Over

By Larry Pearce

How will we fair after the Olympic high abates and what's in the cards for small and medium businesses?

We know that large corporations worked toward creating a comprehensive economic strategy and planned and trained for managing businesses pre-, during and after the Olympics. In fact, most of the big businesses developed comprehensive five year plans and are in a good and stable position to move forward as the economy improves. But let's take a look at the current economic situation: government tells us that things are improving, but despite billions of dollars invested in stimulus packages the economy is really not that great for many companies - albeit that many markets have recovered. How then are our main contributors to the economy making out? That is to say, the small and medium businesses that create nearly 80% of our GNP.

Given that many were unable or did not have the staff to create economic plans, what will they do to regroup and stabilize their bottom line? Many of the well-positioned businesses will do well during the Olympics, but I suggest that many have been sorely impacted by the many and varied restrictions namely everything from early closing hours, redirected traffic routes, modified delivery times, security blocked areas and, in some cases, closures as a result of Olympic sponsorships. Some may say "let the market decide" and "let the chips fall where they may." This may work for the large auto industry that received millions in bailouts, but I am not sure

small business will see the blue skies when the clouds of recession clear and the euphoria of the Olympics disappears. Preliminary data suggests that many of the Vancouver restaurants have done very well during the Olympics, but I have not heard of any stimulus package being offered to the mom and pop operations that may be the ones most impacted by the Olympic restrictions.

For small businesses that can only tolerate so much upheaval; rely on often meagre resources, and in most cases are constrained by forces beyond their control, it's a difficult challenge. Perhaps there needs to be a small business antidote to recover from the Olympic hangover?

Time will tell, but I urge our readers to attend the up-coming EPICC Forum, 26th of May 2010 at the Justice Institute of BC and hear the reports from business and government as to the business impacts of the 2010 Olympic Games.



Mark your Calendars!



EPICC FORUM & Workshop

2010 - Lessons from the Real World
Wednesday, May 26 2010



JUSTICE INSTITUTE
of BRITISH COLUMBIA

Check website for registration
details

www.epicc.org

If you can only attend 1 seminar
this year, this is the one to go to!

* Opening Remarks by **Wes Shoemaker**,
Deputy Minister, Public Safety and Solicitor
General

* Keynote Address: “Making Big Events
Happen”

* “Business Impacts of 2010” - Plenary Panel

- **Fiona Famulak**, Executive Director,
Whistler Chamber of Commerce
- **Gary Mathiesen**, President & CEO,
Quay Property Management Corp.
- **Bernie Mangan**, Assistant
Managing Director and Chief
Economist, Vancouver Board of
Trade

* “People Management During a Pandemic” - Plenary Panel

- **Dr. Eric Young**, Deputy Provincial
Health Officer, BC Ministry of Health
Services
- **Christine Trefanenko**, Terasen Gas,
Manager of Emergency Planning and
Business Continuity
- **Peter Borgmann**, AScT, Coast
Mountain Bus Company, Director,
Safety and Emergency Management
- **Dr. Allan Holmes**, MD, FRCP, Global
Medical Services, President

* “The Lessons of 2010” – **Jim Stanton**,
Stanton & Associates

* Networking Reception & Prize Draw *

AGM & Exhibits

\$195 - Non- Member \$155 - EPICC
Member

**Renew Your EPICC Membership for
2010 on-line to receive your discount to
the Forum.**



What do you mean I need a Business Continuity Plan? A Lesson

(adapted from a PowerPoint Presentation)

By Christine Trefanencko, EPICC Board Member,

The difference between Business Continuity Plans and Emergency Response

Proposing to the executive the need to evaluate the business from the perspective of business continuity has the potential to instigate an emotional reaction. The definition of Business Continuity in the emergency management world compared to Business Continuity in the Board Room is very different.



What is Business Continuity?

Business Continuity - The ability of an organization to provide

service and support for its customers and to maintain its viability before, during and after a business continuity event.

Industry practice:

- “**disaster recovery**” usually refers to the resurrection of technology, often information technology (IT),
- “**business continuity**” usually refers to the resurrection of business processes

What is a Business Continuity Plan?

Business Continuity Plan

- is a response to emergency situations affecting work
- enables critical services to be continually delivered

- the resurrection of business processes

Instead of:

- focusing on resuming a business after operations have ceased,
- or recovering after a disaster,

The business continuity plan endeavors to ensure critical functions continue to be available, in any event.

Usually a company-wide continuity plan, supplemented by departmental continuity plans that contain details of how to resurrect individual processes owned by the departments.

The Business Continuity Plan

Business continuity is strengthened by:

- ensuring critical and essential business processes function within a reasonable recovery time objective (RTO)
- resumption of critical and essential business operations in accordance with pre-established time frames
- restoration of the primary site(s) and the ultimate return to a permanent operating environment

RPO & RTO

- **RPO (Recovery Point Objective)**
 - How much data can you afford to lose?



- **RTO (Recovery Time Objective)**
 - How long can you afford to be without your data available?

Dependency- Why Now?

New Risks

- response strategies center around information and communication technologies

Progress

- more processes are centered around computer applications and systems and internal inter-dependencies



Standards- Why Now?

Here are some established references, where guidelines & best practices are reviewed.

- CSA Z1600 Standard on Emergency Management & Business Continuity
- BS 25999-2 Business Continuity

Management*

- ISO 22399
- ASIS International
- DRI/BCI

***BS 25999-2 British Standard-** provides a basis for understanding, developing & implementing business continuity with an organization and to provide confidence

- Two of the largest American Insurance Companies Aon Corporation & Marsh participated on the drafting committee
- Early indication that the standard and Certification will have strong support by the US insurance industry

Financial Standards

Financial Community: “*High Level Principles for Business Continuity*”

“a whole-of-business approach that includes policy, standards and procedures for ensuring

specified operations can be maintained or recovered in a timely fashion in the event of a disruption”

Why now?

Lessons Learned

- **9/11**
- **Hurricane Katrina**
- **Electrical Outages**
 - California Electricity Crisis of 2000-01
 - Northeast Blackout of 2003
- **Critical Infrastructure Inter-dependencies**

New Member Profile

EPICC would like to welcome
New Supplier Member
Martin Hunter - URGEO

URGEO is a Canadian owned and operated company. Having worked and responded at all three levels of Emergency Management (First Responder, Site support & Crisis Management) in both the private and public sectors, nationally and internationally; we bring the binding knowledge and coordination skills to assist any public or private organisation to effectively prepare for and mitigate impacts on their response priorities. In this fast information sharing world where incident and accidents become international news within seconds; we recognise the growing need for public and private organisations to have strong Safety and Emergency Management Programs. Being a seasoned organisation, URGEO understands the necessity to provide cost effective, fit for purpose, practical and flexible services.

For a detailed list of services and other information, please visit their website at **www.urgeo.com**.

Coming soon!

Disaster Forum Conference 2010

May 10, 2010

Banff Centre

www.disasterforum.ca

June 6-9 2010, Toronto Canada

Celebrating 20 Years



<http://www.wcdm.org/>

Courses

ContinuityLink offers multiple BCM public or in-house training opportunities in North America and Europe. Specifically for Vancouver, we offer in 2010:

BCM-AUD – Auditing a Business Continuity Program (2 days)

19-20 May and 27-28 October 2010

<http://www.continuitylink.com/En/Description-BCM-AUD.htm>

BCM-BIA – Comprehensive BIA Process – Methodology (2 days)

17-18 May and 25-26 October

<http://www.continuitylink.com/En/Description-BCM-BIA.htm>

Both courses are being offered at the **British Columbia Institute of Technology Downtown Campus** situated at 555 Seymour Street, Vancouver, B.C.

EPICC members receive a 10% discount on all ContinuityLink courses. For our

course calendar, please visit <http://www.continuitylink.com/En/training.htm>.

Contact us for more information:

Tel.: 514 572 4517

www.continuitylink.com

Email: questions@continuitylink.com

The Canadian Centre for Emergency Preparedness (CCEP) is now accepting nominations for the 2010 Business Continuity Award

Do you know someone in Canada that:

- exemplifies leadership in the Business Continuity profession
- has made a contribution to the Business Continuity profession above and beyond the performance of their job (e.g., Magazine articles, publications, conference presentations, etc.)
- may have received other awards or citations in relation to the Business Continuity profession
- is involved in Business Continuity community service or volunteer activities (e.g., Associations, public awareness etc.)

If you do, please consider nominating them for the Canadian Centre for Emergency Preparedness 2010 Business Continuity Award. It really is a simple process that may take a few minutes yet ensures deserving colleagues in our profession get the recognition they deserve.

Go to <http://www.ccep.ca/awards.html> to see more information on the Business Continuity Award for 2010 and previous recipients. Nominations close April 30th, 2010. If you have any questions, please contact Adrian Gordon agordon@ccep.ca

Do you have your 72 Hour Family Emergency Kit?

adapted from the PEP website www.pep.bc.ca

Every household should have a bigger 72 hr. Emergency Kit tailored to the family's needs. This kit should be put together considering the possibility of using it to meet your needs for at least 3 days. Emergency services are not always available, as many demands are placed on the responders. It can take the responders extra time to get to you if they are aiding those in critical need. Keep your kit in an easily accessible area in your home.

It can be stored in a garbage can, suitcase or a large plastic bin.

You will need items for an emergency such as a battery powered radio, a knife, water purification tablets, candles and waterproof matches, non-perishable foods, water, blankets, batteries and a flashlight.

A very important item is your Sanitation Kit. Keep a plastic container with a tight fitting lid, toilet paper and personal toiletries, soap, plastic bags and aluminum foil.

Always include a Standard First Aid Kit, with any necessary medications.



Remember to make copies of all legal papers, including your marriage license, mortgage, wills, appraisals, insurance, licences and bank accounts.

Plan how your family is going to keep in contact after a disaster. Pick a couple different locations to meet. One location should be very close, like a neighbors' house or the end of the street. The other location can be out of the block at a friend or family members home. Make sure everyone knows the address and telephone number.

These things all seem very simple and redundant, but you would be surprised at how many families have nothing whatsoever, when it comes to an Emergency Kit.

Provincial Emergency Program

Ministry of
Public Safety and
Solicitor General

On the Provincial Emergency Program Website, there are a large number of resources that can assist you to identify hazards in your area. It shows you how to prepare for many disasters such as floods, storms, earthquakes and fires.

Your cell phone can be used as a lifeline during a disaster. Check out http://www.pep.bc.ca/hazard_preparedness/Personal_Safety.html to learn more about ICE.

Contact your Local Emergency Management Office to find out which disasters are most likely to occur in your community and also how you will be notified in the event of an emergency.

For more information call:

Toll-free Message Line for Family Preparedness Information

1-888-811-6233

**If there is anything you would like to see on next
year's EPICCgrams, please submit comments to
Lesley Carew, Executive Administrator
www.epicc.org**

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