BCAA’s Resiliency Program

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BUSINESS CONTINUITY
What and Where are we?

British Columbia
- Population: 4.77 Million
- Area: 944,735 km²

BCAA
- Founded in 1906
- Serving 1 in 3 Households in BC
- 900,000 Members
- Insurance, Road Side Assistance, Evo Car Share, Auto Repair, Membership
- 39 Locations, 3 Call Centers
- Most trusted organisation in BC famous for ‘Doing the Right Thing’
Aligning Our Culture

Delivering
AMAZING EXPERIENCES
DOWN LIFE'S MANY ROADS

1. I'm unique
   Treat me as an individual, be curious about me and serve me based on who I am. Take the time to get to know me and provide me with personalized service that meets my unique needs.

2. Be a trusted expert
   Be knowledgeable and educate me, give me great advice and make it simple. Provide information and tools so I can make an informed decision.

3. Have my back
   Be true to your words and deliver on your commitment to go the extra mile to help me. Show me you care and that you have my best interests at heart, be there to advise and help when I need you.

4. Turn the ordinary into extraordinary
   Every small, individual action has the power to create meaningful change. Take joy in offering assistance and turn the ordinary into an extraordinary experience.
What we face

- **Virtual World:**
  - External & Internal Attacks
  - Errors & Mistakes
  - New Compliance Requirements
  - Reputational misinformation

- **Physical World:**
  - Earthquake & Tsunami
  - Flooding & Freshet
  - Wildfires
  - Ice & Snow Storms
  - Loss of Utilities
  - Customer Incidents
  - Crime & Civil Unrest
  - Terrorism
  - Black Swans
Key Concept: Adaptive Continuity
Information: BIA and HRVA Results

• 4 hour MAO time for critical operations
• Rapidly available operational space for up to 160 personnel
• Environmental conditions +/- 35C
• Priorities: Claims, Call Centers Communications and Fleet Operations
• Massive deployment area covering BC and Yukon
Train members of the organization with the skills and mindset required for accurate and concise incoming and outgoing data and decisions.

Concurrent intel, actions and communications accelerate team response capabilities to meet business requirements.
Crisis Management Team (CMT)

- Cross functional group with members from across BCAA
- Takes tactical and operational command during an incident. Makes the decision to activate Business Continuity Plans
- Trained in Incident Command System (ICS)
- Regular training and EOC Exercises
- On-call and able to assemble within minutes
Information: Teams

- Pocket Guide to Emergencies
- Incident Response Guide
- Dept Specific Continuity Plans
- Managed Secure USB Sticks
- Simulated Dept Exercises
- Relevant Preparedness Practices
- Training Programs and accessible resources
• Training and awareness at all levels
• Secure, available and accessible system
• Business Continuity Plans
• Department and branch level
• BCAA Alert – Mass Notification
• BCAA Incident Line
• Time
Getting Our People Ready: Annual Disaster Response Training Day

https://www.youtube.com/watch?v=mI_F8qLlntM&feature=youtu.be
Tools: Mobile Response Units (MRU)

- 42 Person Shelter System
- 4 Units Dispersed Throughout BC
- Rapid Deployment capability
- Highly Mobile - Can deploy in the field or hard standing

- Lightweight Mobile System moved by pickup truck providing rapid and agile deployment
- 35 KW Diesel Generator provides shelter power and can be hardwired to shore power from a facility or alternate power source
- Environmental Control Unit facilitating operations
- Ancillary Support Trailer provides communications platform, furniture, lavatories, life safety and Unit support solutions
MRU – 35KW GET Trailer

35KW Generator
>4,800lbs Fully Loaded
Deere Diesel Gen 2.8gph at full load
Operational at -40°C to 51.7°C
Less than 75 dB at 7.62 m
Multi-Fuel Sources and Shore Power

ECU capacity
Cooling - (8 ton) 96,000 BTU/H
Heating - 46,000 BTU/H

Agility
Light Vehicle Towable
Off Road Capability
Certified for C-130 and CH-47 air transit
MRU – Support Trailer

- 18ft Trailer
- SAT Comms Mounted to roof
- Light Vehicle Towable

Contains Furniture, IT Systems, Infrastructure and Life Safety Support for 42 Staff Members

Intuitively Packed – in order of use Systems and high value items all Pelicase Protected
MRU – Shelter System

Modular and Versatile Configuration
741 lbs Weight & 58.6 m² Area
Rated for 55mph wind
High Snow Load Tolerance

Easy to deploy (BCAA Record 18 mins)
Quick to strike (BCAA Record 24 mins)
Can be deployed with as few as 8 Staff
Simple and very easy to train
Goes back in the bag first time!

Pre-installed floor, electrical wiring and HVAC Ducts
42 Person Operational Workspace
20 Person Accommodation
Tools: Communications

Procedural
• ICS
• Rapid Damage Assessments
• Civic and Provincial Emergency Department Alignment
• Self Sufficient Culture

Technical
• Ku VSAT - Satellite Comms
• HyperLink Antenna System
• Iridium Satellite Phones
• UHF and VHF Radios
• Cellular Network Capability
• VDI based System Access
• 3 ways to Connect
Mobile Response Team

- Volunteers from across all departments and geographical locations
- Regularly trained and assessed in the deployment and sustainment of the MRU platform
- Held at high readiness and able to deploy with limited notice
Mobile Response Team Training

https://www.youtube.com/watch?v=53PplpMzt-E&feature=youtu.be
MEMBERSHIP IS REWARDING