

NYC'S CONFERENCE ON HUNGER AND POVERTY

PRESENTED BY FOOD BANK FOR NEW YORK CITY

MAKING
OUR VOICE

FEBRUARY 10, 2016



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#HUNGERCONFERENCE



FOOD BANK
FOR NEW YORK CITY

Overview

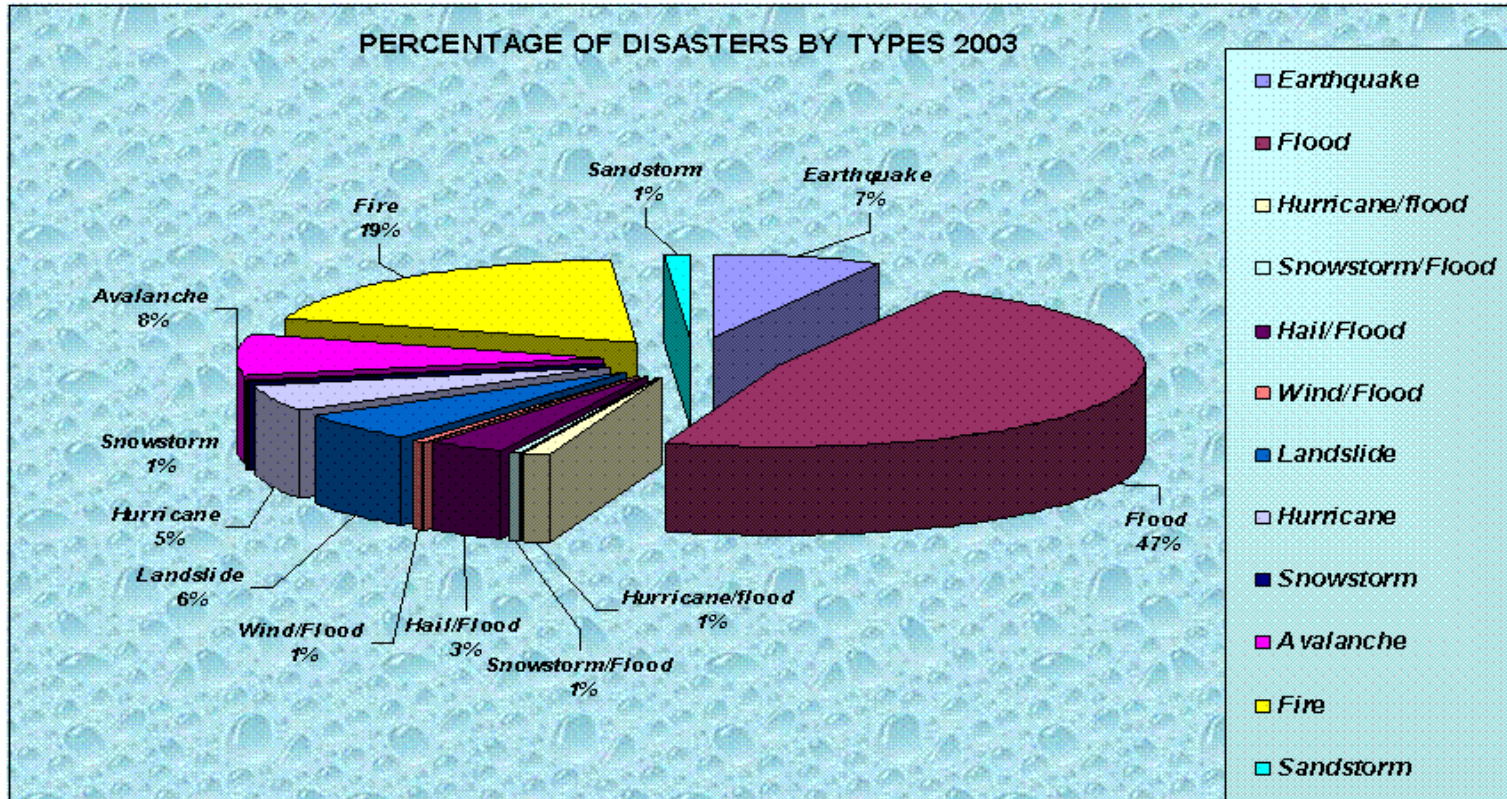
- Introductions
- Goal for this Workshop
- What happens when an organization doesn't have a BCP?
- Why FBNYC encourages our network to have a BCP?
- Business Continuity Plan
 - What is it ?
 - Business Interruption (Incident) vs. Disaster (Major Event)
- Critical stages of a business interruption/disaster
- Business Continuity Plan – Continuous Life Cycle
 - Parts of the Life Cycle
- Main Parts of a Business Continuity Plan
- Breakout Session
- Summary

Goal

By the conclusion of this workshop you will have a better understanding of the following:

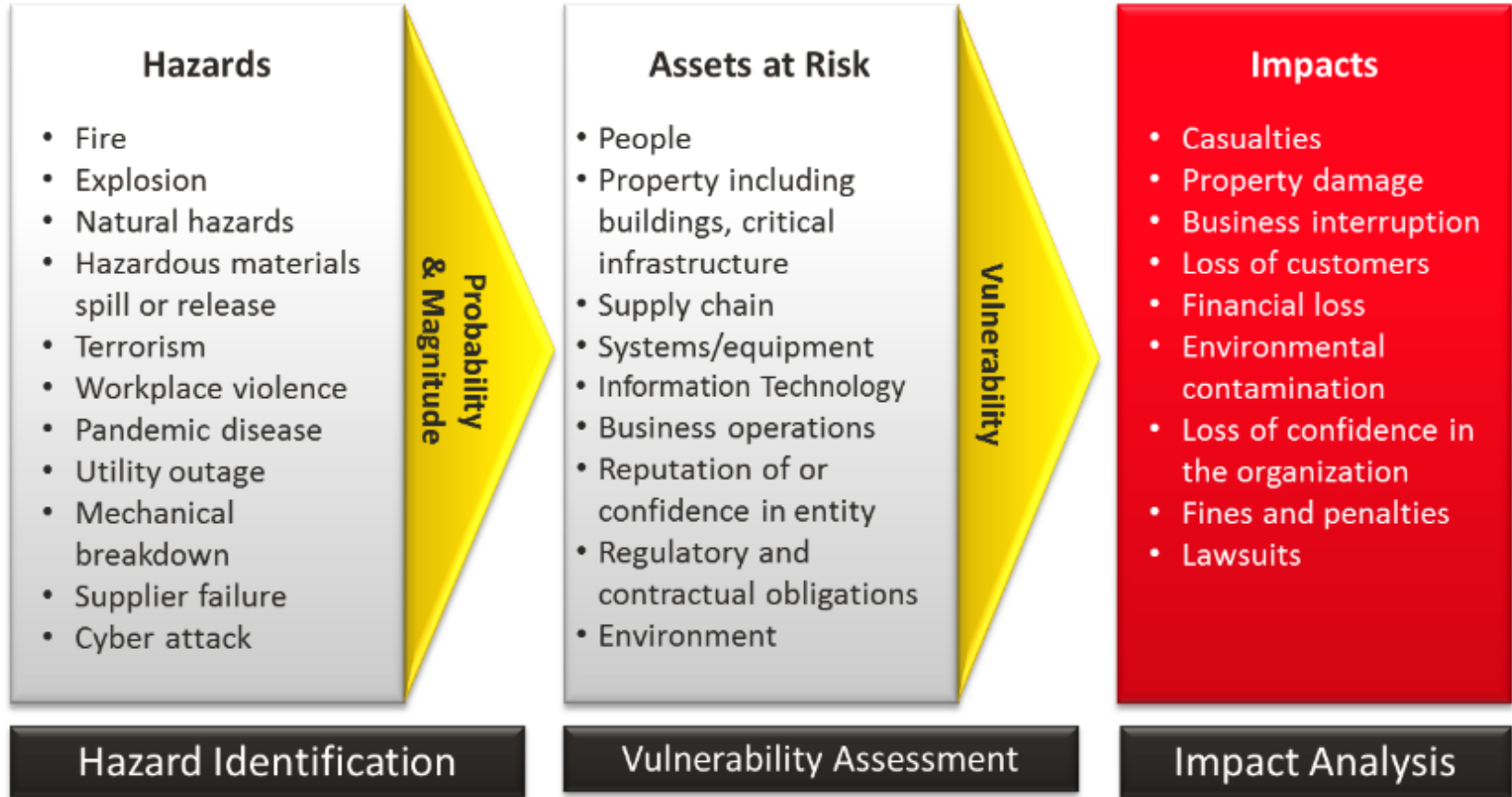
- How will I connect with Food Bank during an emergency
- What is a Business Continuity Plan (BCP)
- How to develop a BCP
- The key components of the BCP
- Life cycle of a Business Continuity Plan
- Emergencies: Natural disaster vs. Man Made

What is a Natural Disaster?



Business Continuity

IDENTIFY: CONDUCT A RISK ASSESSMENT



What is a Business Continuity Plan?

A business continuity plan (BCP) is a plan to continue operations if a place of business is affected by different levels of disaster.



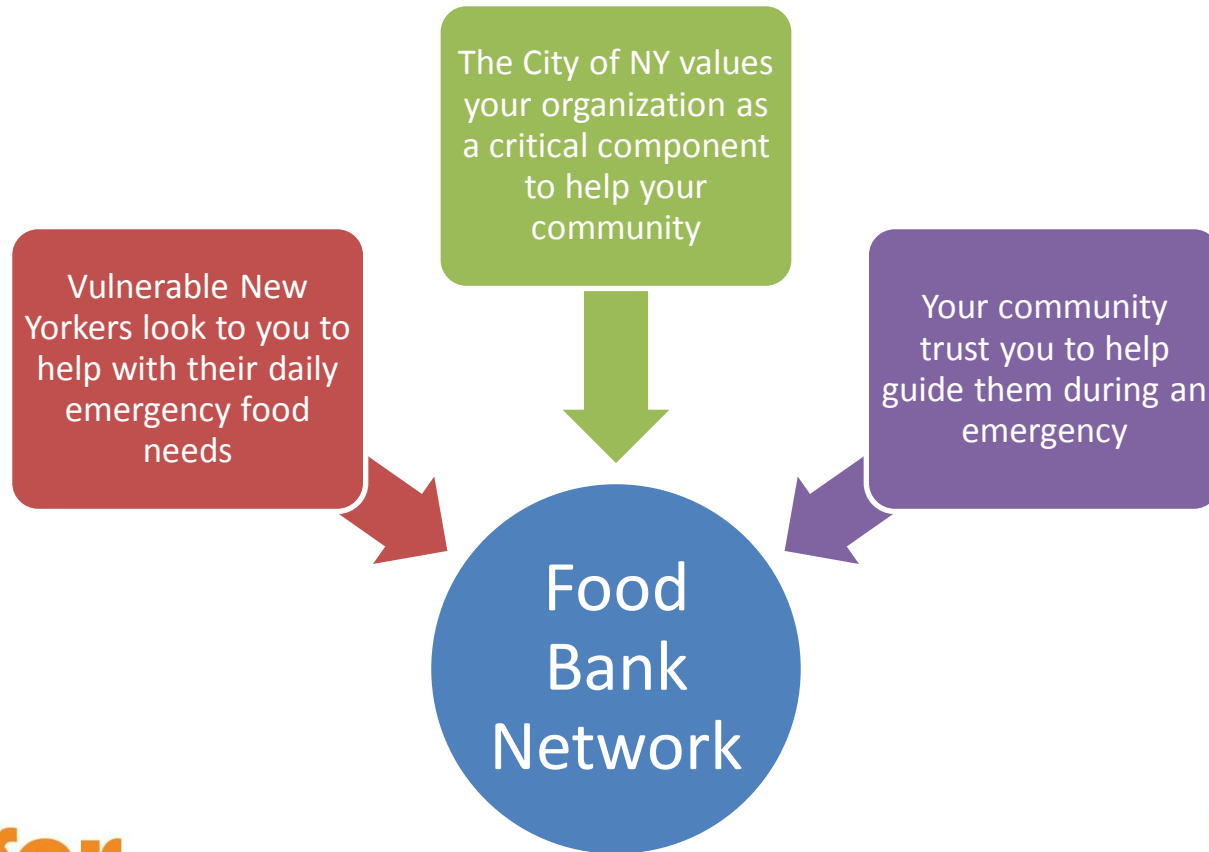
WORKSHOP

Business interruptions can be localized short term disasters, to days long building wide problems, to a permanent loss of a building. Such a plan typically explains how the business would recover its operations or move operations to another location after damage by events like natural disasters, theft, or flooding.



Business Continuity

Why should our Food Bank network make disaster preparedness a priority?



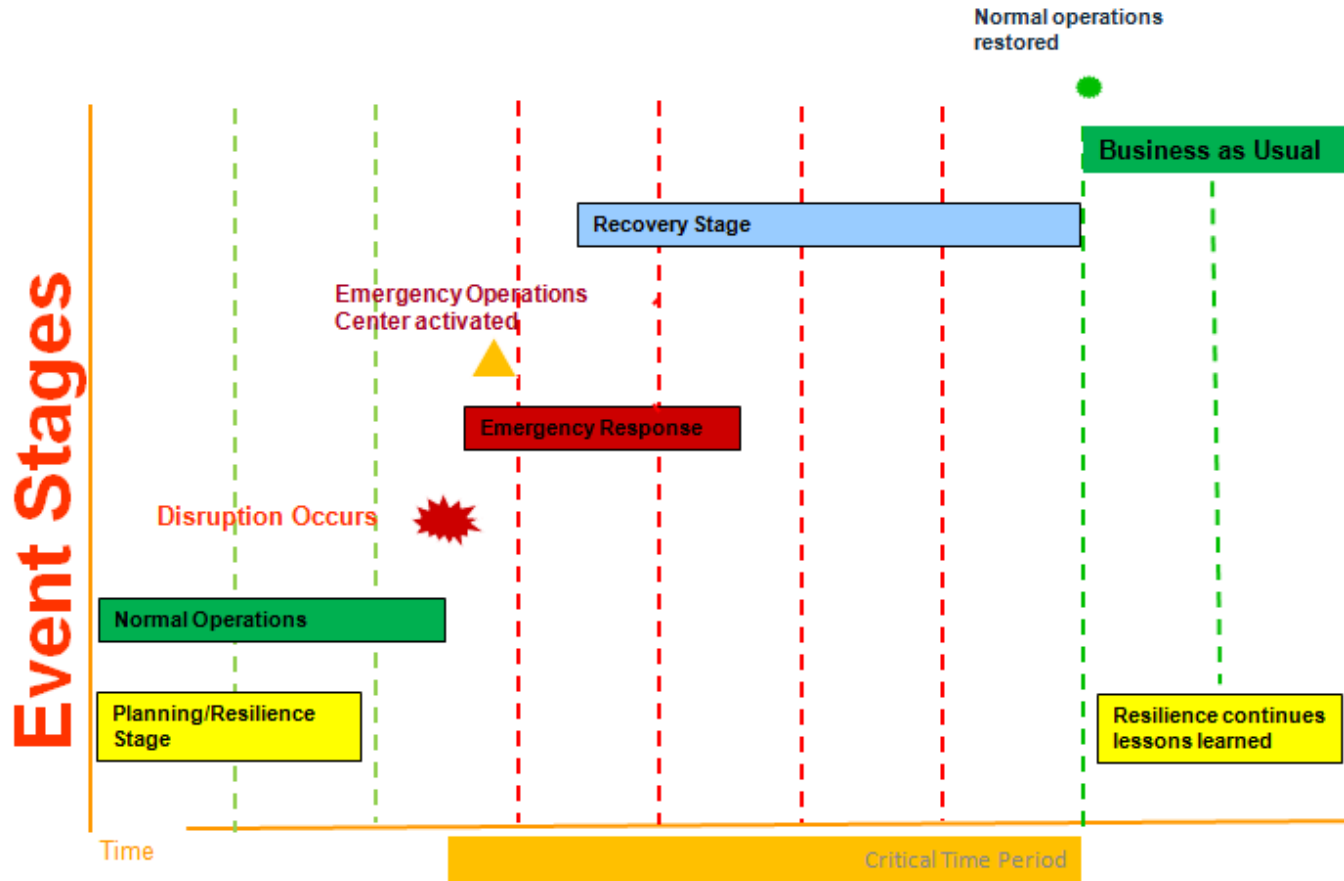
Your BCP should :

- Serves as a guide for your Company's recovery teams.
- References and points to the location of critical data.
- Provides procedures and resources needed to assist in recovery.
- Identifies vendors and customers that must be notified in the event of a disaster.
- Assists in avoiding confusion experienced during a crisis by documenting, testing and reviewing recovery procedures.
- Identifies alternate sources for supplies, resources and locations.
- Documents storage, safeguarding and retrieval procedures for vital records.



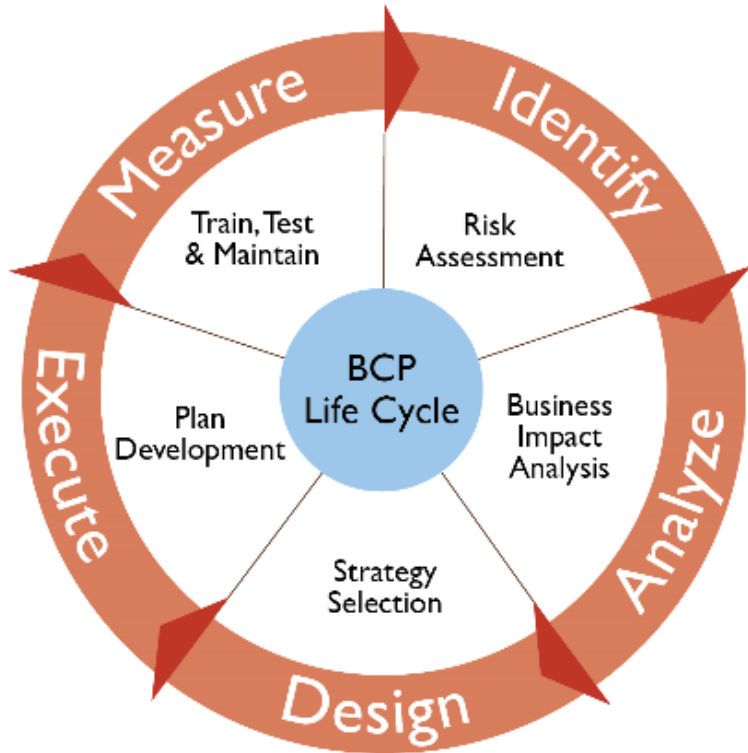
BUSINESS CONTINUITY

STAGES OF BUSINESS INTERRUPTION EVENT



Business Continuity

Business Continuity Plan **CONTINUOUS** Life Cycle



IDENTIFY

Risk Examples: Loss of power, water main break, flooding, inclement weather, gas leak

ANALYZE

Business Impact Analysis for each risk identified

DESIGN

Develop recovery strategy – how will you resume normal business operations

EXECUTE

Developing a plan with your Business Continuity Team

MEASURE

Train, Test, and Maintain – Don't create the manual and leave it on the bookshelf

REVISE AND UPDATE

1. Make a list of key internal personnel

Create a list of internal key personnel and backups

These are the employees people who fill positions without which your business absolutely cannot function

Make the list as large as necessary, but as small as possible.

Only include mandatory information

*Make sure
your list is
updated*



All contact information including Business phone ,home phone, cell phone, business email, personal email, and any other possible way of contacting them in an emergency situation where normal communications might be unavailable

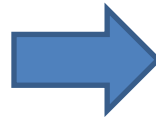
Consider which job functions are critically necessary to continue every day operations.

You should think about who fills those positions when the primary job-holder is on vacation.

Remember that key personnel does not just include high-ranking executives.

2. Make a List of critical equipment and data

*Make a list of
critical
equipment/data*



Business Computers , fax
machines, cell phones, etc.

Don't forget software if it cannot
be replaced. This list should
include passwords, identification
data and the location of key files.



Some businesses cannot function
even for a few hours without a
particular internal machine; think
of alternatives



3. Identify Critical Documents

Identify critical documents.



Think of all documents that you would need to start your business over

Make sure that you have alternative copies of all documents



You should consider what the plan of action would be if there was a total facility loss.

4. Identify alternate workspace/workers

Identify who can work remotely and identify an alternate workspace

Identify an alternate workspace in the event that business operations cannot continue at the regular location

Find out who can and cannot work from an alternate space. Consider internet connectivity limitations or other issues that may hinder productivity

5. Create a “How-to section”

Make a "How-to" section in your BCP

It should include step-by-step instructions and on how to execute the BCP address what to do, who should do it, and how. List each responsibility and write down the name of the person assigned to it.



Also, do the reverse: For each person, list the responsibilities.

6. Keep all information together

Keep all information together

Make plenty of copies and give one to each of your key personnel.

Keep several extra copies at an off-site location, at home and/or in a safety-deposit box.



7. Communicate the BCP to relevant employees.

Make sure all employees who could be potentially affected by a disruption have read and understand the BCP.

Take the time to ensure that employees are aware of their relevant roles in the implementation and execution of the policy.

Don't take chances!

Don't assume that anyone knows anything



Whether the event is short or prolonged, the nonprofit organization that is best prepared will be the organization that survives and thrives.



BUSINESS CONTINUITY

MAIN PARTS OF A BUSINESS CONTINUITY PLAN

INTRODUCTION

- Objective
- Scope
- Assumptions
- Training and Testing plan
- Maintenance plan

STRATEGY

- Relocation strategy
- Recovery phases
- Vital records back up
- Recovery Team Descriptions

RECOVERY TEAMS

- Roles and Responsibilities
- Teams descriptions & assignments

RECOVERY PROCEDURES

- Recovery activities and tasks based on phases

APPENDICES

- Detail lists including personnel contact info
- Vendor lists

WHAT YOU NEED FOR A SUCCESSFUL BUSINESS CONTINUITY PLAN

- Make sure you have the right information. Your business continuity plan doesn't have to be hundreds of pages long. It just needs the right information and that information should be *current and accurate*. A one-page plan *with the right information* can be more valuable than a voluminous document that nobody can use.
- Limit content to actual disaster response actions.
- Make it happen. Once the plan is complete, exercise it semiannually it to ensure that the documented procedures make sense in the sequence indicated.
- Be flexible. A single template may not be universally applicable to all departments and/or locations in your organization.

Breakout Session!!!



Business Continuity

HELPFUL RESOURCES

TEMPLATES AND GUIDES CAN BE FOUND AT:

BUSINESS CONTINUITY TEMPLATES:

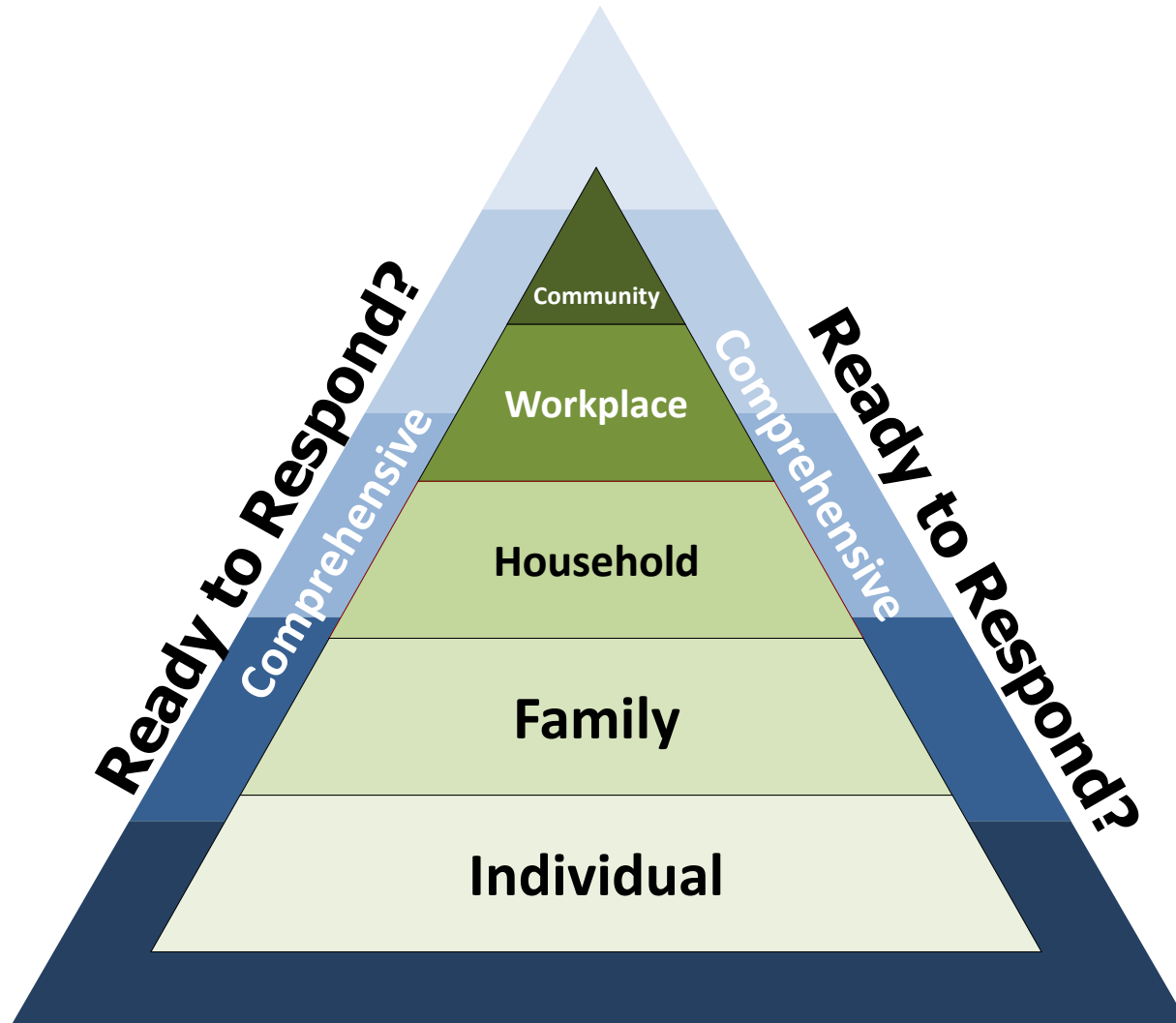
WWW.READY.GOV

WWW.FEMA.GOV

NATIONAL PREPAREDNESS MONTH:

WWW.READY.GOV/SEPTEMBER

Are you ready to Respond?



BUSINESS CONTINUITY

Thank you for participating in the
Business Continuity Workshop

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