



OSMEP



THE JTI FOUNDATION

# Training of Trainers

## Certificate Program on Business Continuity Planning (BCP) for SMEs

### 3.2 Immediate Survival from Disruption

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20 February 2014  
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### **Module 1: BCP Framework**

Part 1.1: Importance of BCP

Part 1.2: BCP Framework

### **Module 2: Risk Identification**

Part 2.1: Prioritized Activities and Recovery Time Objective

Part 2.2: Necessary Resources for Recovery

Part 2.3: Business Risk Assessment

### **Module 3: Business Resumption Strategies**

Part 3.1: Pre-disaster preparedness and mitigation for SMEs

Part 3.2: Immediate Survival from Disruption

Part 3.3: Business Continuity Strategies

### **Module 4: PDCA (Plan-Do-Check-Act) Cycle**

Part 4.1: PDCA Exercise

Part 4.2: BCP Peer Review (Management Review)

# Step 6 : Why Emergency Responses are needed?

Protect  
people, assets &  
business  
operations

Prevent  
secondary loss

Stabilize  
the dangerous  
situation

# Case study / Emergency Response @ 2011 March EQ



**One hour and 10 minutes after the earthquake hit,  
10 meter tsunami arrived the seashore  
and gulped the entire region**

3月11日午後3時55分、宮城県名取市、毎日新聞へりから  
撮影:手塚耕一郎(毎日新聞)

# Waste oil reprocessing co.



# Question Time !

How do you prepare for a situation which you have not assumed ?

(or unexpected incident?)



# Waste oil reprocessing co.

Waste oil reprocessing company : employee 42

Two factories located only 1km away from the sea

Local government Tsunami Risk Map did not include their locations

After hit by earthquake, electricity stopped (not expected)  
turned on radio (run by back-up generator) and knew over 10 meter tsunami was coming.

In one hour, 10 meter tsunami reached factories.

All employees evacuated to a supermarket 3km away and were safe.

They did not prepare for tsunami (not expected)

Building and most of oil tanks were seriously damaged.

Oil reprocessing equipment needed 3 month repair

Half of tracks were damaged.

Two factories were damaged. (not expected)

Their scenario was one factory would be damaged

# Emergency Response : What to do

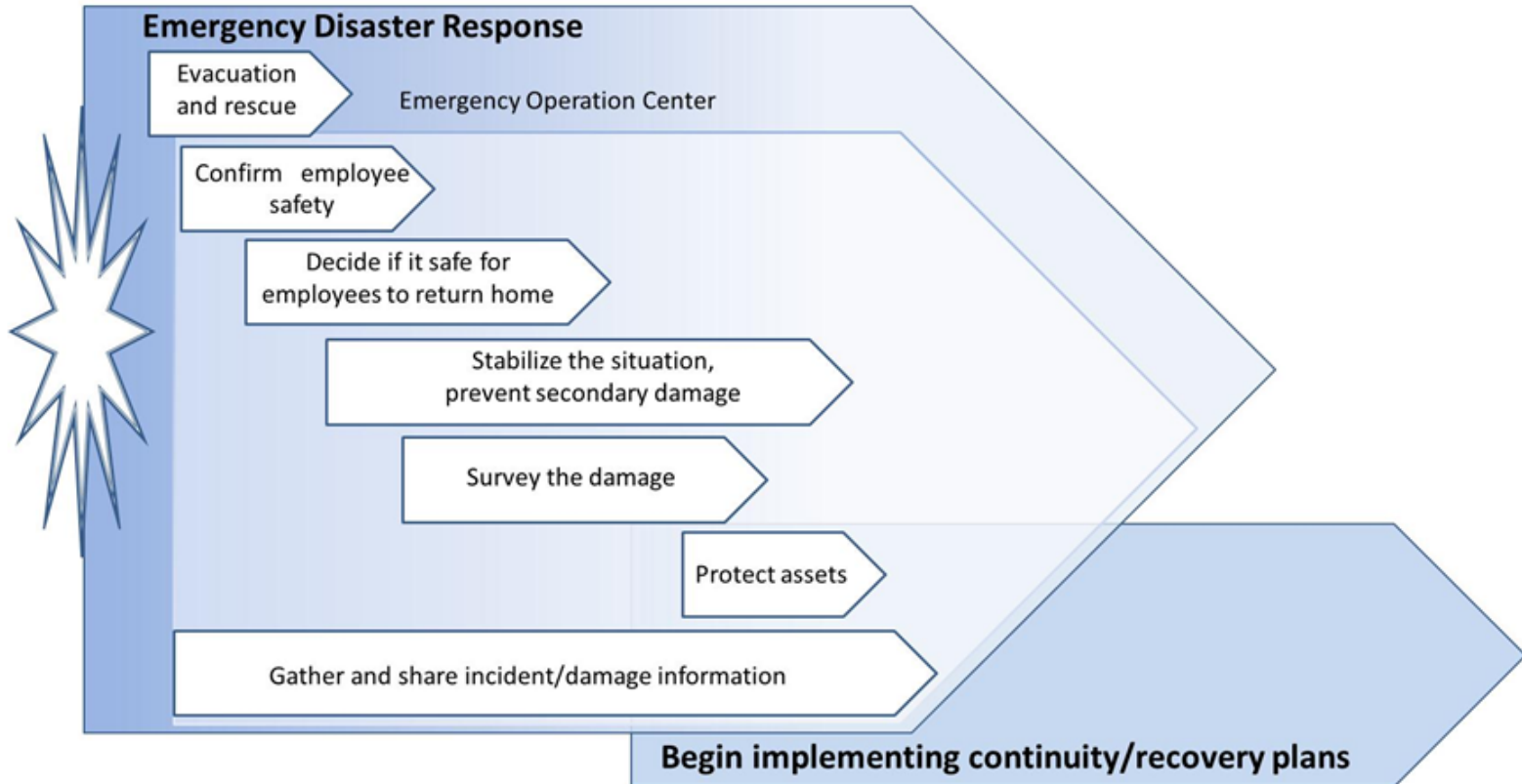
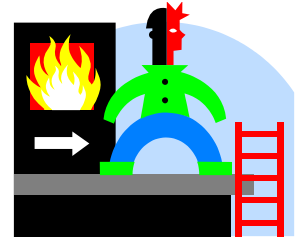


Figure 6-1 Emergency Response Activities



# Emergency Response

- Evacuation and rescue
- Setting up an Emergency Operation Center (EOC)
- Confirmation of employee safety
- Stabilization of the situation and prevention of secondary damage
- Survey of damage
- Asset protection
- Confirmation of safe commuting conditions
- Compilation and sharing of incident/damage information



# Evacuation and rescue

Form 6-1 Evacuation and Rescue Plan (sample)

Office/Factory	Head office
Evacuation site (meeting place)	Parking lot in front of the head office building
Leader	Person in charge: Manager of the general affairs department Assistant: Deputy manager of general affairs department
Person in charge of rescue and medical care	Person in charge: Manager of general affairs department Assistant: Deputy manager of the general affairs department
Hospital	(name, address, telephone number) Name: ○○hospital Address: ○○○ Tel: **-****-****



- Gathering places (incl. alternative place)
- List hospitals to transfer injured
- Written procedure of employee safety confirmation

# Confirmation of employee safety

Form 6-3 Emergency Contact list

Department	Name	Telephone number	E-mail address	Safety status (to be entered in an emergency)
oodept.	oooo	**..****.****	****@****.***.***	
oodept.	oooo	**..****.****	****@****.***.***	
oodept.	oooo	**..****.****	****@****.***.***	

- Do not rely on a communication system such as mobile phone alone
- Let employees to contact and report to the company
- Repeat exercise until all employees are able to respond immediately

# Emergency Operation Center (EOC)

Form6-2 Emergency Operation Center

Members	Roles	department/name	Tel
	Leaders (including deputies)	CEO/ 0000	**-*****
		Director/ 0000	**-*****
		Director/ 0000	**-*****
	Analysis and planning	00dept./ 0000	**-*****
	Information function	00dept./ 0000	**-*****
	Site operation function (stabilization, rescue and medical care, confirmation of employee safety,	00dept./ 0000	**-*****
		00dept./ 0000	**-*****
		00dept./ 0000	**-*****
		00dept./ 0000	**-*****

- EOC leader – strong leadership and experience
- Sub-teams under the leader by functions
- EOC members should be able to come to EOC when normal transportation is disrupted
- Alternative EOC sites
- Exercise if EOC functions as planned

# Stabilize the situation

## Prevent secondary damage

Form 6-6

Damage survey form

Surveyed location		
Employee injuries	Injured employees	Names:
Damage to buildings	Appearance	Large · Medium · Small · None
	Inside	Large · Medium · Small · None
	Safe entry	Yes · No
Damage to assets	Equipment	(Damaged equipment / number of items)
	Communication equipment	(Damaged equipment / number of items)
	IT apparatus	(Damaged equipment / number of items)
	Fixtures and fittings	(Damaged items / number of items)
	Vehicles	(Damaged vehicles / number of items)
Damage to essential services	Electricity	Available · Not Available
	Gas	Available · Not Available
	Water	Available · Not Available
	Landline phone service	Available · Not Available
	Mobile phone service	Available · Not Available
	Internet	Available · Not Available
Neighboring situations	Fire	Available · Not Available
	Other	
Business continuity		Disrupted · Not Disrupted
Visitors		(Injured people)
Others		



# Case study / Communication@ 2011

## March E/Q Cast parts maker

Auto Engine parts maker – 55 employees

Factory building and electric furnace were damaged by earthquake

President was absent on a overseas business trip

Distributed “contact list” and confirmed safety all employees were

Distributed “contact list” and confirmed safety all employees were safe within the same day.

7 staffs called 200 business partners, by a contact list, to advise the company status within a half day on the following day and could secure necessary resources in advance with other companies.

6 days after, production could start, earlier than RTO/10 days.

Mass production parts were selected as top priority which consists 50% of sales.

President says he could save employees and business by BCP.

# Emergency Stocks

Form 6-5 Storage List for Disasters

Categories	Items	Numbers of items to prepare
Food/ Water	Drinking water	3 liters/person for 3 days
	Emergency food	3 day supply/person
Living supplies	Sanitation supplies (tissues, wet tissues, toilet paper, etc.)	3 days
	Utensils	Necessary numbers for people
	Portable toilets	3 days
	Plastic bags, tape	Equal to the number of people
	Blankets, sleeping bags	Equal to the number of people
	Portable gas and stoves	3 days
	Pots and kettles	3 each
	Pocket warmers	3 day supply/person
	Oil heaters, oil	Fuel for 3 days
Medical supplies	First aid kits	Equal to the number of people
	Folding stretcher	3
Tools	Tools (crow bar, pliers, hammer, shovel, cloth tape, stepladder)	3 each
	Helmet and gloves	Equal to the number of people
	Plastic sheets, tarps	3 sheets (10m×10m)
	Garbage cans, buckets	3 each
Support for getting people home	Rainwear	Equal to the number of people
	Maps	Equal to the number of people
Information gathering, communication	Radios, dry batteries	3 each
	Cell phone chargers	3 units per each model
	Loudspeakers	3 units
Other	Generators, generator fuel	2 units of fuel for 3 days



# External Contact List

Form 6-4 External Contact List (sample)

External Partners	Name	Tel.	E-mail address	Status (complete when an incident occurs)
Materials & Parts Suppliers	0000	**.....****	****@***.***.***	
	0000	**.....****	****@***.***.***	
	0000	**.....****	****@***.***.***	
Logistics Service Providers	0000	**.....****	****@***.***.***	
	0000	**.....****	****@***.***.***	
Equipment Maintenance Co.	0000	**.....****	****@***.***.***	
	0000	**.....****	****@***.***.***	
	0000	**.....****	****@***.***.***	
Customers	0000	**.....****	****@***.***.***	
	0000	**.....****	****@***.***.***	
	0000	**.....****	****@***.***.***	
Financial Institutions	0000	**.....****	****@***.***.***	
	0000	**.....****	****@***.***.***	
	0000	**.....****	****@***.***.***	
Offices				
Essential Service Providers	0000	**.....****	****@***.***.***	
	0000	**.....****	****@***.***.***	
	0000	**.....****	****@***.***.***	

- Store at multi-places
- At back-up office or home



ANY  
QUESTIONS  
?

