



Business Continuity Planning Pandemic Planning

ADB TA 54227-001


Strengthening Water, Sanitation and Hygiene Practices and
Hygiene Behavioral Change in the Pacific

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INTRODUCTION



AGENDA

- Welcome
 - Business Continuity Plans
 - Emergency Risk Management
 - Emergency Management Plans
 - Pandemic Response Plans
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- A decorative teal geometric pattern consisting of interconnected lines forming a network of triangles and polygons, located in the bottom right corner of the slide.

Outcomes

- Exchange of ideas
- Discussion of the risks to our businesses
- Responses
- Help to develop or improve plans





**Sendai Framework
for Disaster Risk Reduction
2015 - 2030**


The Sendai Framework

DISASTER RISK REDUCTION



The Goal

Prevent new and reduce existing disaster risk through the implementation of integrated and inclusive economic, structural, legal, social, health, cultural, educational, environmental, technological, political and institutional measures that prevent and reduce hazard exposure and vulnerability to disaster, increase preparedness for response and recovery, and thus strengthen resilience.



How?

- Disaster risk reduction requires a multi-hazard approach and inclusive risk-informed decision-making




Emergency Risk Management **Framework**

July 2017

STATE LEVEL FRAMEWORK



How will the Sendai principles be applied?

- proactively mitigating and effectively responding to risks.
 - identified responsibilities and accountabilities.
 - application is **tailored** to the context.
 - based on the **best available information and common approaches** are used to ensure compatibility.
 - **locally driven** to encompass the required detail, local knowledge, and enable community participation.
 - Emergency risk management is **integrated, coherent, systematic, structured and timely.**
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New South Wales
State Emergency Management Plan

STATE LEVEL PLAN

December 2018

Principles

Comprehensive approach:

- ***Prevention***: to eliminate or reduce the level of the risk or severity of emergencies
- ***Preparation***: to enhance capacity of agencies and communities to cope with the consequences of emergencies
- ***Response***: to ensure the immediate consequences of emergencies to communities are minimised
- ***Recovery***: measures which support individuals and communities affected by emergencies in the reconstruction of physical infrastructure and restoration of physical, emotional, environmental and economic well-being.

BUSINESS RESILIENCE



What makes a business resilient?



Hunter Water Corporation

Individual Business Continuity Plans



BUSINESS CONTINUITY PLANS



Plans and
procedures to be
activated in the
event of disruption
to critical business
functions

Business Continuity Planning

- Major disruptions to business come from dramatic failures or escalation of problems over time
- BCP's can help manage risk and ensure resilience when faced with disruption
 - How will you achieve critical business objectives until full functions are restored?

Business Continuity Plans

- A set of documented and tested plans covering major risks to the business
- You don't have time in a lot of emergencies to develop and implement complex plans
- A documented BCP allows you to get your response underway
- Roles, responsibilities, resources
- What you need to do to keep the business running



BCP Content

- A typical BCP might include:
 - Scope
 - Ownership, review and approval
 - Risks and business impacts
 - Activation procedure
 - Tasks and responsibilities
 - Escalation procedures
 - Restoration procedure
 - Stand down procedure



EMERGENCY MANAGEMENT PLANS

CORPORATE EMERGENCY MANAGEMENT PLAN

VERSION 9

Sept 2020

HUNTER WATER



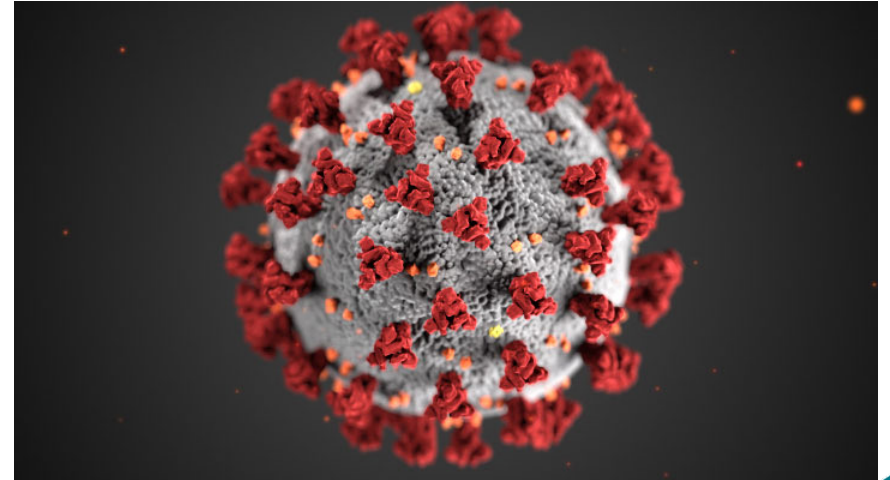
What is an incident?

- Threat to life, health or safety.
- Physical safety incidents such as workplace or customer injury or fatality.
- Water quality issues such as raw water problems, turbidity, parasites, water treatment failure and contamination.
- Interruption of core customer services (water, wastewater, stormwater, recycled water services).
- Threat to brand or reputation.
- Disruption of a critical business process.





PANDEMIC PLANS



Pandemic response plan

- What are the elements of a pandemic response plan?
- Prepare
 - What do we need to do right now?
- Respond
 - What do we need to do if COVID-19 appears?
 - Who's in charge of the response?
 - What are the stages for the response?
 - Who's doing what and when?



PANDEMIC RESPONSE PLAN EXAMPLES



Hunter Water

- High level plan
- Each step has a plan of it's own
- Escalation process
- Responsibilities assigned

Promote heightened hygiene procedures	Phase 1	Manager Property & Services
Provide clear and timely messages to the staff and the public to avoid fear, anxiety and rumours	Phase 1	Group Manager Communications & Engagement
Disseminate information to the staff on the preparedness of the organisation	Phase 1	Group Manager Communications & Engagement
Maintain links with sources of pandemic information and resources for obtaining counter-measures (anti-virals)	Phase 1	Head of People and Culture
Increase cleaning frequency	Phase 1	Manager Property & Services
Provide counselling service	Phase 1	Head of People and Culture
Monitor staff travelling, health and absenteeism	Phase 2	All Managers Head of People & Culture
Restrict business travel to infected areas	Phase 3 (or as appropriate)	Managing Director or Incident Controller
Increase fresh air proportion component in air conditioning	Phase 3	Manager Property & Services
Exclude all actual or suspected influenza cases from the premises	Phase 3	All Managers Head of People & Culture
Instigate all forms of social distancing	Phase 4	Managing Director
Instigate working from home	Phase 4	Managing Director
Restrict and/or monitor entry into HWC facilities	Phase 4	Manager Property & Services
Close all HWC Customer Centres	Phase 4	Executive Manager Customer Strategy & Retail

Maynilad

Maynilad intensifies handwashing campaign; donates hand-wash stations

October 27, 2020

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Niue

- Describes the phases
- The impacts on the health system, economy and society
- The stages of response
- Who does what and when



Government of Niue

**NIUE EMERGENCY RESPONSE PLAN
TO CORONAVIRUS DISEASE 2020
(COVID-19)**

Emergency plan phases:

- (1) READY
- (2) RESPONSE
- (3) RECOVERY

Version 1.0 - 19th March 2020

Majuro



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- Alert levels
- Employee protection
- Facility disinfection
- Spares and supplies
- Communications
- Escalation process
- Splitting team
- Mental health support

Solomon Water

- Our workshop example for today

1



COVID-19 Preparedness and Response Plan

Approved by: Chief Executive Officer- Ian Gooden

Date: 6th October 2020


Signature:



COMMON ELEMENTS



Some common elements of utility plans

- Escalation levels
 - Protection of employees
 - PPE
 - Access to facilities
 - Shared resources – vehicles
 - Split workforce
 - Working during lockdowns
 - External suppliers
- 

Bringing it together

COMPLETING A PANDEMIC PLAN



Conclusion



- Thanks to PWWA, ADB and our utilities who shared their plans today
 - A pandemic plan can be prepared your team working through the key elements
 - A pandemic is only one of the emergencies that we need to plan for in utilities
 - We need good plans, regularly maintained and practised to be successful
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