

# **Lessons Learned in the Development of a Business Continuity Plan At AQUA PA Bryn Mawr Office Complex**



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# Overview

- What is a Business Continuity Plan?
- Why AQUA Prepared a BCP
- Project Overview
- Lessons Learned

# What is a BCP?

- A plan for how a utility will stay continuously in business during and after various forms of disasters
- Moves your organization from protection to resiliency





# All-Hazards – Weather Hazards



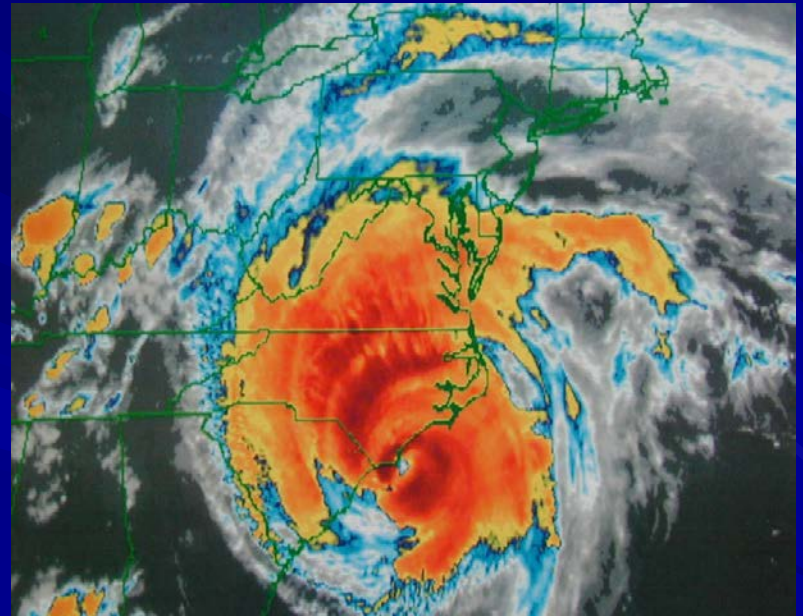


# Other Disasters

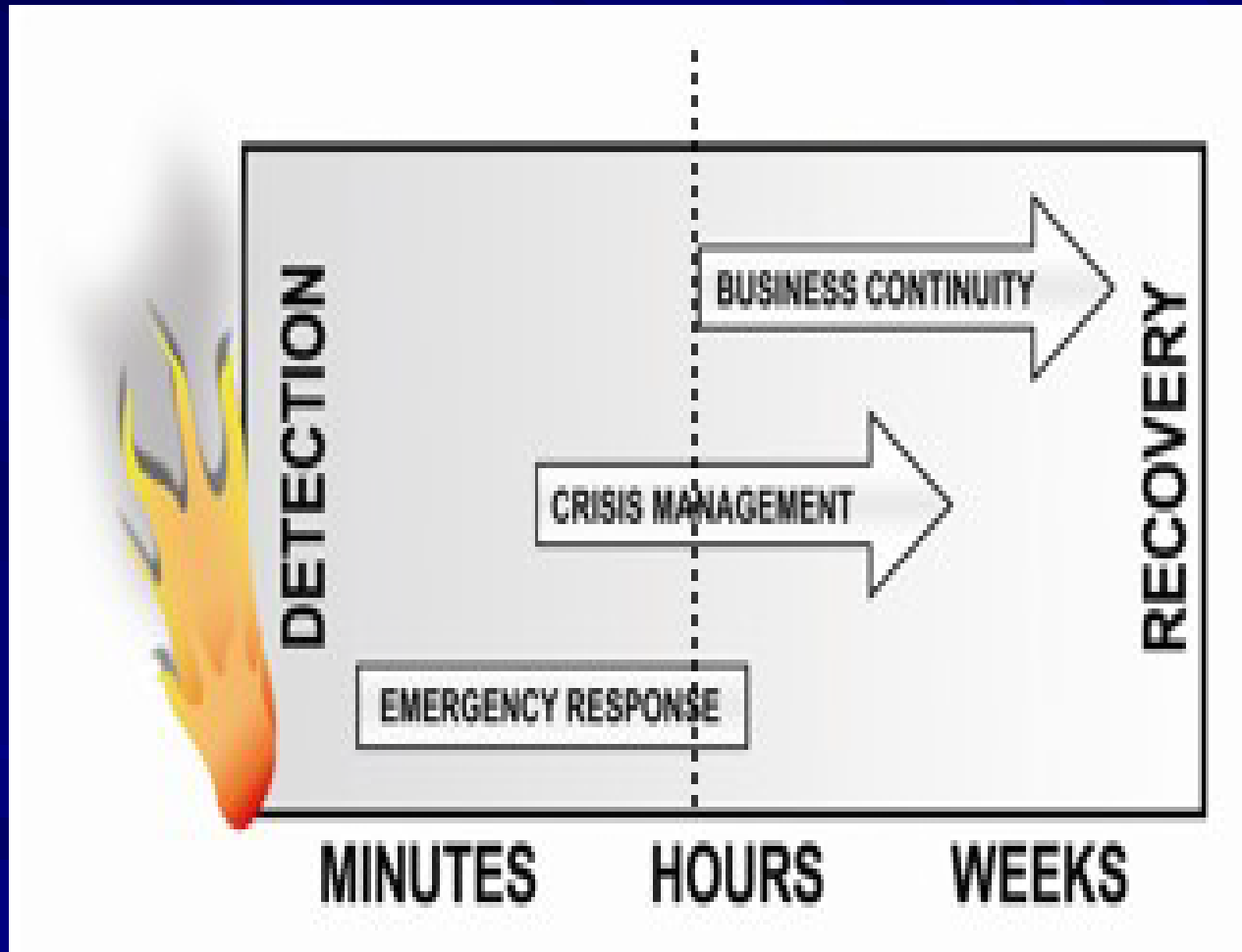


# A BCP Focuses On

- Essential functions
- Organizational survival
- Risk basis
- All-hazards perspective
- Business impacts and business case analysis



# Addresses Longer-term Resiliency



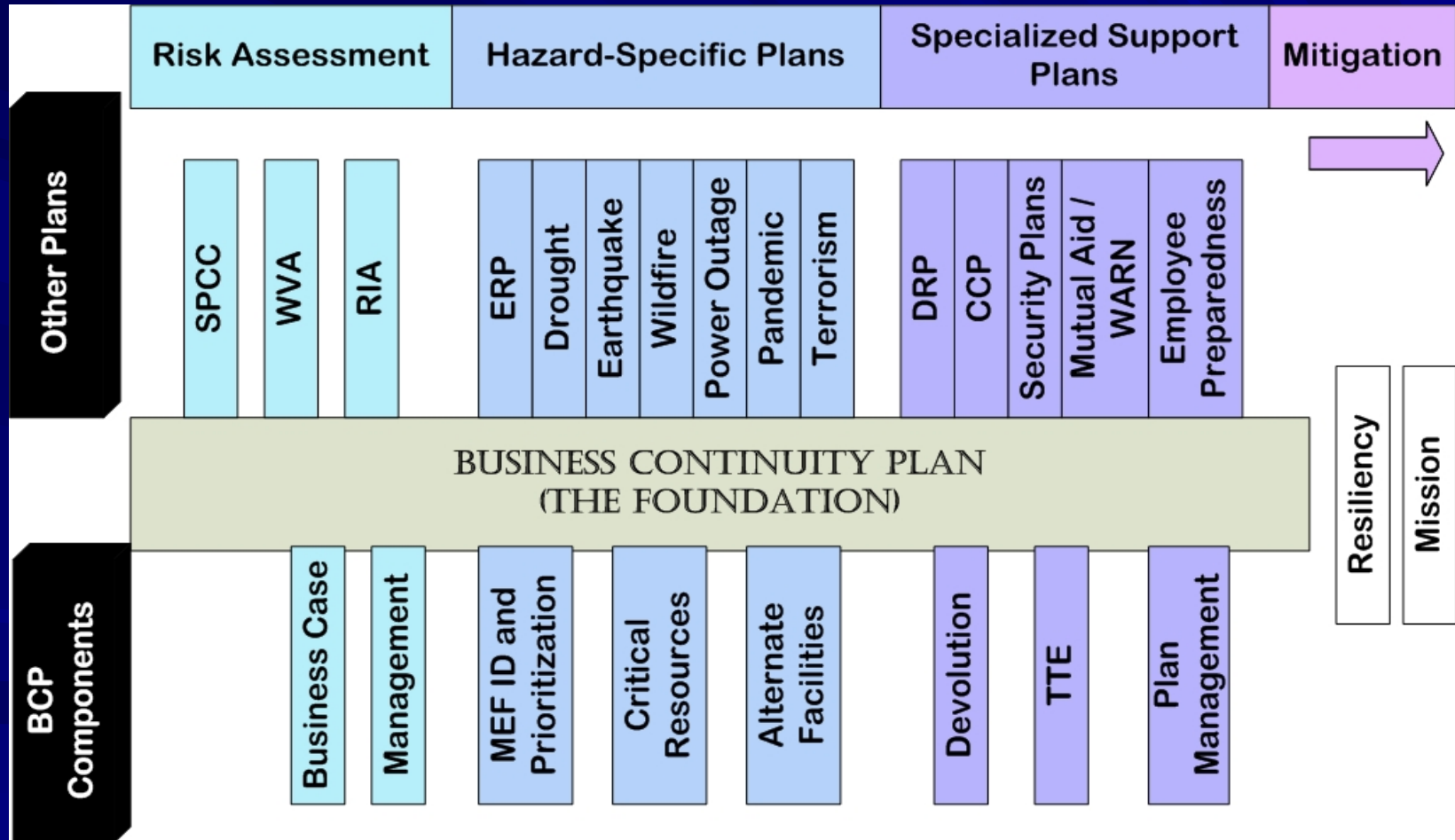


# Why AQUA Prepared a BCP

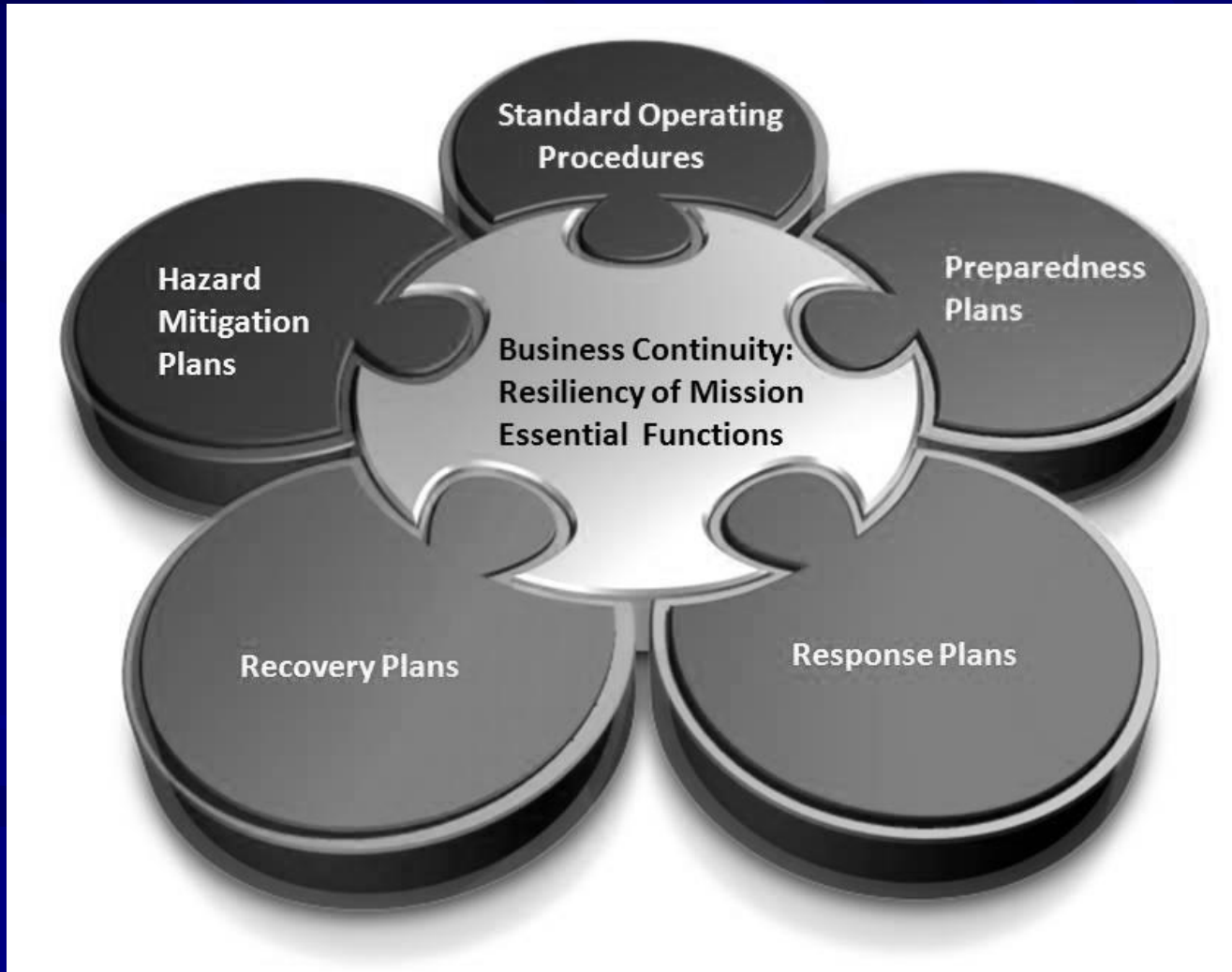
- How to continue critical business related functions performed out of the Bryn Mawr Office Complex including:
  - pay employees and vendors;
  - produce products and provide services; and
  - communicating with and responding to regulators, customers, and share holders.



# How a BCP Relates to Other Plans



# Link Together Existing Plans





# Project Overview

- AQUA PA / AQUA America headquarters in Bryn Mawr – focal point for all corporate functions
- Strong management support
- Started with management team meeting
- Departmental questionnaires
- Departmental interviews
- BCP development
- Tabletop exercise

# Departmental Surveys

## ■ Identify

- Mission
- Mission essential functions (MEF)
- Critical resources
- Key personnel



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# Departmental Surveys

## ■ Surveys Needed to Identify

- BCP Owner @ Department Level
- Personnel Roster
- Dependencies/Interdependencies
- Vital Records/Equipment
- Business Impact Analysis/Risk Assessment
- Order of Succession
- Delegations of Authority
- Existing Plans/Policy/Guidance
- Emergency Relocation Facility #1
- Emergency Relocation Facility #2



# MEF Considerations

- Considered internal interdependencies
- Established Return To Operations (RTO) time for each MEF
- Prioritized MEF
- Developed priority MEF list



# Other Key Steps

- Identified alternate facilities
- Prepared crisis communications plans(CCP) with a focus on employees and business partners
- Established delegations of authority and succession plans



# Lessons Learned and Valuable Take-aways

- Engagement of all organizational units is critical in BCP development
- Preparing employees is an ever-present need
- Internal and external communications are critical an a BCP
- Advanced partnerships are invaluable



Follow-up Questions /  
Comments?

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