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
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 shareholders.
How a BCP Relates to Other Plans

Risk Assessment | Hazard-Specific Plans | Specialized Support Plans | Mitigation
---|---|---|---
SPCC | ERP | DRP |
WVA | Drought | CCP |
RIA | Earthquake | Security Plans |
| Wildfire | Pandemic |
| Power Outage | Terrorism |
| | Employee Preparedness |
| | |

BUSINESS CONTINUITY PLAN (THE FOUNDATION)

BCP Components

Business Case
Management
MEF ID and Prioritization
Critical Resources
Alternate Facilities
Devolution
TTE
Plan Management

Resiliency
Mission
Link Together Existing Plans

- Standard Operating Procedures
- Preparedness Plans
- Business Continuity: Resiliency of Mission Essential Functions
- Recovery Plans
- Hazard Mitigation Plans

Diagram showing the integration of various plans into a cohesive framework.
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
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 in a BCP
- Advanced partnerships are invaluable
Follow-up Questions / Comments?

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