



Together Towards **TOMORROW**

Get Ready for Anything:

Disaster Preparedness &
Business Continuity Planning for your Affiliate



Getting Started

Introductions & Goals

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**Disaster Risk Reduction &
Response**

*Habitat for Humanity
International*

Session Goals

1. Discuss Business Continuity Planning (BCP) basics & available resources
2. Identify and discuss initial mitigation tactics for your affiliate
3. Share feedback and thoughts about tools, next steps, and support needs

Agenda

Business Continuity Planning (BCP)

- What & Why
- Ownership
- Identify
- Analyze
- Create
- Measure

Discussion & Wrap Up



In Your Community

- Past experiences with disruption?
- Impact of any preparedness or continuity plans in place at the time?



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BCP

What & Why

What is BCP?

Business Continuity Planning (aka: Continuity of Operations Planning - COOP) : ensures an individual organization can continue to perform its essential functions, provide essential services, and deliver core capabilities during a disruption to normal operations.

BCP Objectives

- Ensure the continuous performance of an organization's essential functions/operations during an emergency;
- Protect people, essential facilities, equipment, records, and other assets;
- Reduce or mitigate disruptions to operations;
- Reduce loss of life, minimize damage and losses; and,
- Achieve a timely and orderly recovery from an emergency and resumption of full service.

Return to
**“business
as usual”**
as quickly as
possible

Key Planning Elements

First and foremost, establish planning process ownership and obtain leadership buy-in. Then:

- **Identify** (risks)
- **Analyze** (impacts)
- **Create** (goals, strategies & plans)
- **Measure** (performance)



Value

Continuity planning and preparedness:

- Protect people, property, and operations
- Increase decision making speed & effectiveness
- Improve coordination capability
- ***And ultimately enable us to better serve the community in times of crisis. You are better positioned to stand up a response operation if your core business functions are intact.***



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BCP Planning

Ownership

BCP Team & Plan Governance

Discuss BCP plan development with leadership.
Leadership buy-in is a driver of success.

Establish a Planning Committee and determine who will be responsible for:

- Plan creation
- Plan approval
- Plan implementation and decision-making during disruption
- Plan maintenance and updates
- Communicating about and training staff on plan





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BCP Planning

Identify

Risks

Identifying what disruptions **could** happen, which are more **likely** to happen, and which would cause the **greatest consequences** for affiliate operations if they did happen, guides BCP plan development.

**Our time and resources are limited.
We need to spend wisely.**



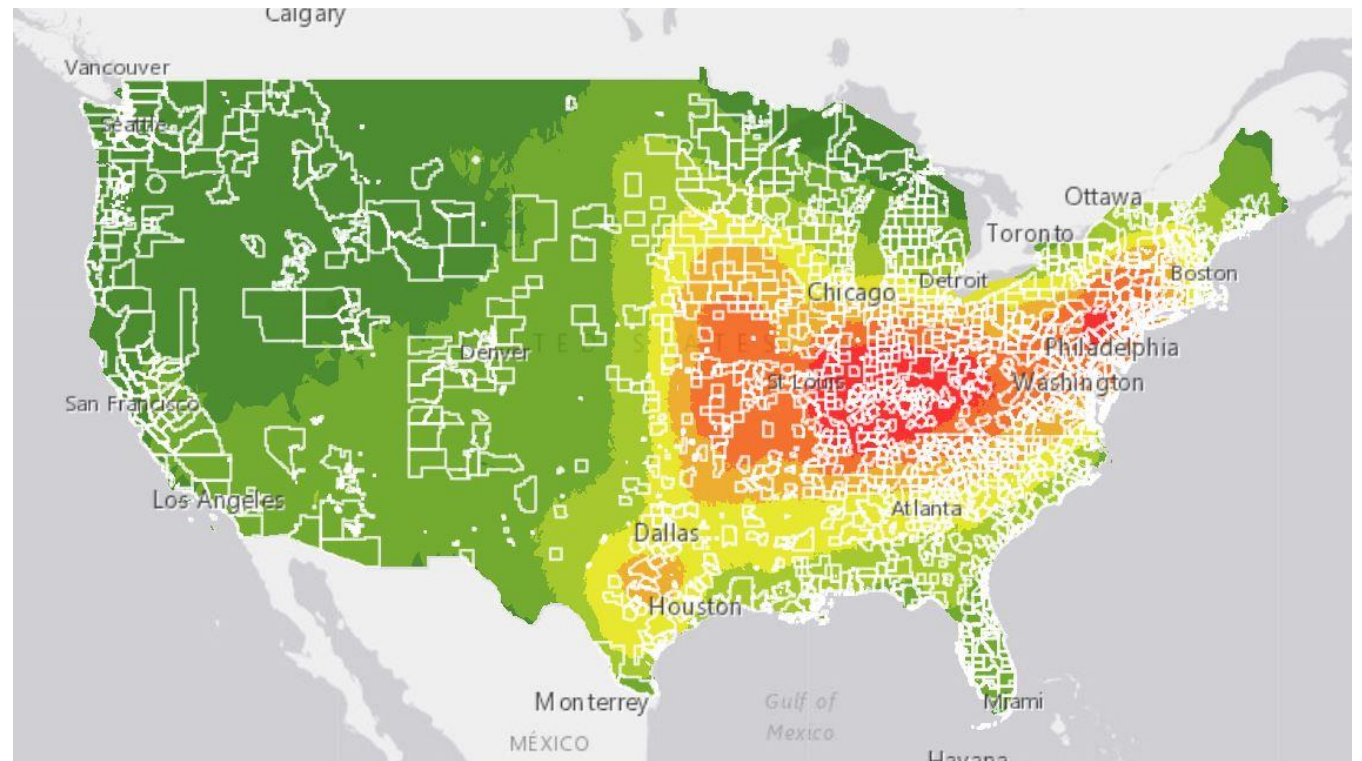
Many Types of Risks



Identification Resources

▶ HABITAT READY TOOL: GIS: [Affiliate Natural Hazard Explorer Map](#)

- State, City/County Hazard Mitigation Plans & resources
- Academic Institutions



Assessing Risk

- What hazards and threats are most likely to occur in the community?
- How severe might the consequences of those hazards be to people, property and operations?
- Based on likelihood and severity, which risks are a priority to address?



HABITAT READY TOOL: Hazard & Threat Assessment
(Inside the Hazard & Vulnerability Assessment)



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BCP Planning

Analyze

Critical Assets & Functions

Key **resources** and **processes** necessary for your affiliate to carry out its mission.

- How susceptible or resistant are they to potential hazard impacts?
- Based on criticality and vulnerability, which are a priority to address?



HABITAT READY TOOL: Inventory & Vulnerability Assessment
(Inside the Hazard & Vulnerability Assessment)



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Create

Define Your Goals

Using your analyses, determine your priorities and goals.

- What risks are most critical for you to address?
- What are your desired outcomes for mitigating those risks?

Select Your Strategies & Tactics

Evaluate and select strategies and tactics best suited to your risk mitigation goals.

- ▶ 4T's of HFHI's [Enterprise Risk Management](#)
 - Tolerate
 - Treat
 - Transfer
 - Terminate

Develop Your Plans

Plan for how you will implement your selected strategies and tactics.

- Ownership
- Resources
- Timeline
- Accountability

Protect Your People

Protecting the life safety of staff, volunteers, partner families, and customers at your office, ReStore, and work sites is the first priority in an emergency.

An **emergency action plan (EAP)** outlines how you'll do this.

- Evacuation
- Sheltering
- Site security
- Providing for any special needs
- First aid & medical service
- Disaster supplies kit



HABITAT READY TOOL: EAP Template in your Disaster Preparedness and Response Plan Template

Protect Your Operations

Strategies to maintain or quickly resume critical business functions necessary to keep your affiliate and ReStore operating. These may include:

- **Backups**
(cross-trained staff, data)
- **Alternates**
(work sites, service providers)
- **Emergency procedures**
(purchasing, service contracts)
- **Coordination with network & community partners**

Protect Your Information

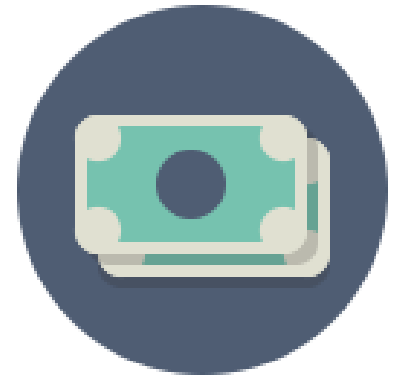
You need to maintain access to your important records and data even if you can't access your facilities. These may include:

- Affiliate operations & policies
- Employee information, including contacts and payroll
- Homeowner, volunteer, donor and service provider/vendor records
- Mortgages documents, leases, titles, contracts and other legal records
- Licenses & permits
- Insurance records
- Financial, tax and audit records
- Asset inventory
- Business continuity and emergency response plans

Protect Your Finances & HR Needs

Preparations in place to ensure you can:

- Recover losses with sufficient insurance coverage
- Access cash and credit
- Make and accept payments, donations
- Handle payroll
- Manage employee leave and overtime
- Support your staff



Protect Your Property

Regular Inspections/Testing

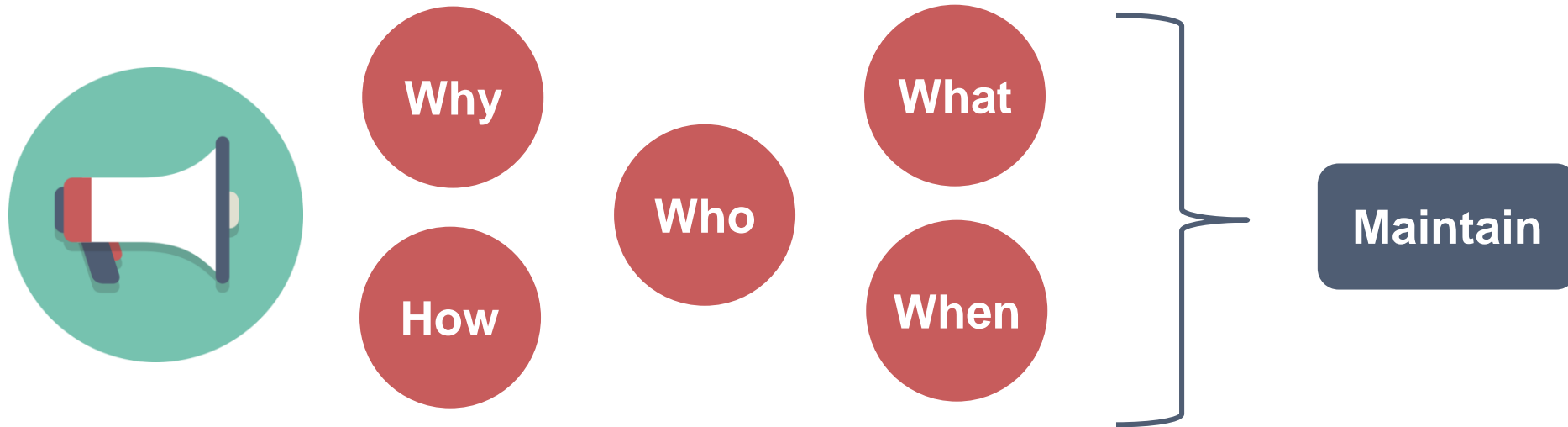
- Property
- Facilities
- Emergency equipment

Plans for Securing Facilities & Work Sites

- Who is responsible
- What steps you will take

Facility Improvements

Crisis Communications Planning



Prepared at Home

Your affiliate is only as well prepared as your people are. Create a strategy to support staff and partner family preparedness at home.



HABITAT READY TOOLS:

- [Habitat.org/HabitatReady](https://www.habitat.org/HabitatReady)
homeowner preparedness resources
- [Request](#) a deck of preparedness
postcards to mail in your community

5 minutes: Fill out your disruption scenario sheet individually.

10 minutes: With your table, discuss strategies & tactics to address your disruption scenario.

10 minutes: Table representatives summarize conversations for the wider room. Whole group discussion.

ACTIVITY: DISRUPTION SCENARIOS & MITIGATION BRAINSTORMING



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BCP Planning

*Spotlight: Insurance
& Financial
Preparedness*

Financial Preparedness

- Helps to meet both immediate needs and support longer term recovery
- **The right insurance coverage** is crucial to protect against disruptions and disasters, **for affiliates and for households**

Have a Current, Complete Inventory

For both affiliates AND households:

- Take pictures, video of your facilities/home and contents
- Save high value item documentation
- Know the value of your assets so you can insure properly
- Maintain and safely store inventory

Check Coverage Details & Know Your Options

- Business and home property insurance policies have common exclusions, limitations, and value options
 - **Flood damage is NOT covered—flood insurance is required**
 - Actual Cash Value vs. Replacement Cost
- Business interruption policies can help cover losses and operating cost increases as a result of disruption



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Measure

Train

A plan is only effective if people know how and when to implement, and are properly equipped to do so.

Incorporate training into onboarding and other standard activities as appropriate, with regular refreshers for all staff.



Test

How well will your plans perform? Test with:

- Mock disruptions
- Exercises



HABITAT READY TOOL: Affiliate Simulation Game

Evaluate & Update

Plans must be well-maintained to be effective.

- Evaluate plan effectiveness after any activation—What worked well? What would you do differently?
- Revise plans as needed following tests and activations, and whenever there are significant changes in your risks, staff or operations.



Wrapping Up

Any final thoughts? Questions?

Thank you!

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[Habitat.org/disaster](https://www.habitat.org/disaster)