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## Fail to Plan, Plan to Fail

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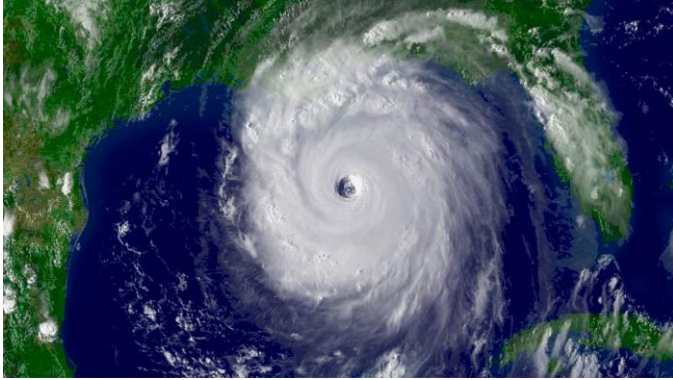




# What is a Business Continuity Plan (BCP)?

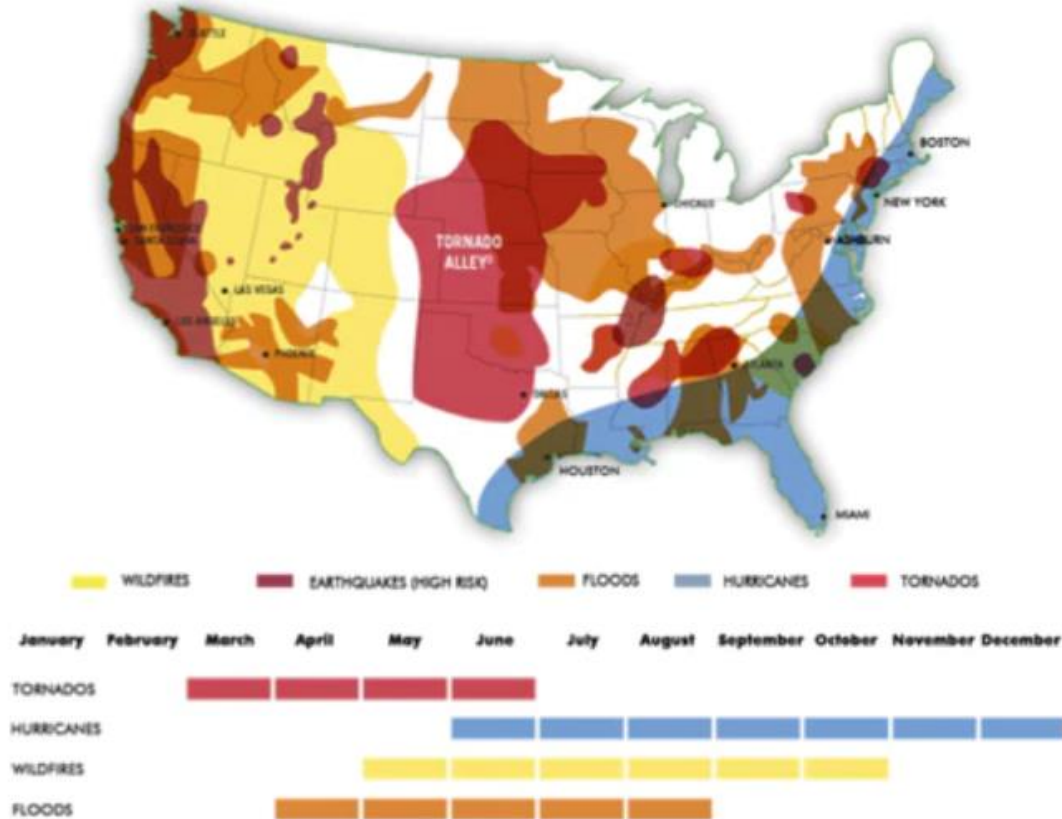
- Plan that provides leaders a process and framework to maintain operations given event(s) that could degrade, disrupt, delay or deny this ability
- Tailored to your business needs
- Focuses on staff, resources, business partners, clients
- Generally effective to be implemented in Phases
- Key components
  - Safety
  - Responsibilities
  - Communication

# Natural Disasters





# Natural Disasters – Regions/Timing



# Suggested BCP Table of Contents

- Statement of Purpose
- Concept of Plan (Phases)
- General Responsibilities - Corporate
- Communication – IT Responsibilities
- Impact or Hazard Analysis
- Plan Development / Maintenance
- Training
- Appendices

# Recommended Concept of BCP

- Phase I: Readiness & Preparedness
- Phase II: Activation
- Phase III: Continuity of Operations
- Phase IV: Response & Recovery





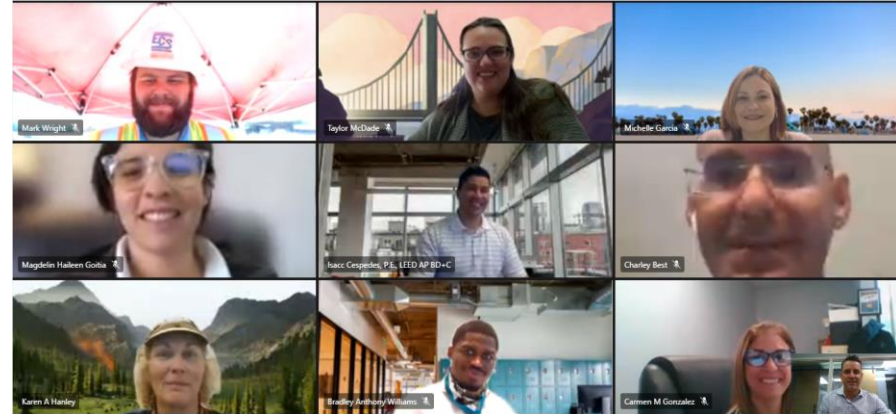
# Phase I: Readiness & Preparedness

- Readiness & Preparedness

- Condition of being capable to act or respond, protect against and recover as required when an event occurs

- Key Considerations

- Prepare the BCP or refine the existing BCP
- Meet with the Staff
- Update Contact Roster
- Assign responsibilities
- Gather the tools/equipment
- Plan for remote connectivity or remote work location
- Contract established with Flood, Water, Fire Damage Contractor
- Contact for supply and equipment rental



# Phase II: Activation

- Time vs. Disaster dependent
- Difficult to know when to “pull the trigger” in most cases ←
- Need to consider factors such as guidance from local authorities
- Pre-position personnel/assets, prep spaces
- Inform clients/projects of your situation, not everyone is local
- Consider pre-event photos
- Accountability!!!



# Phase III: Continuity of Operations

- Communicate changes in plan and/or situation
- Maintain accountability
- Request resources to continue operations
  - IT
    - remote work
    - turn server back on
  - Personnel from other Offices/Regions to cover work
  - Trucks, fuel, water
  - Replacement equipment that may be inaccessible or damaged





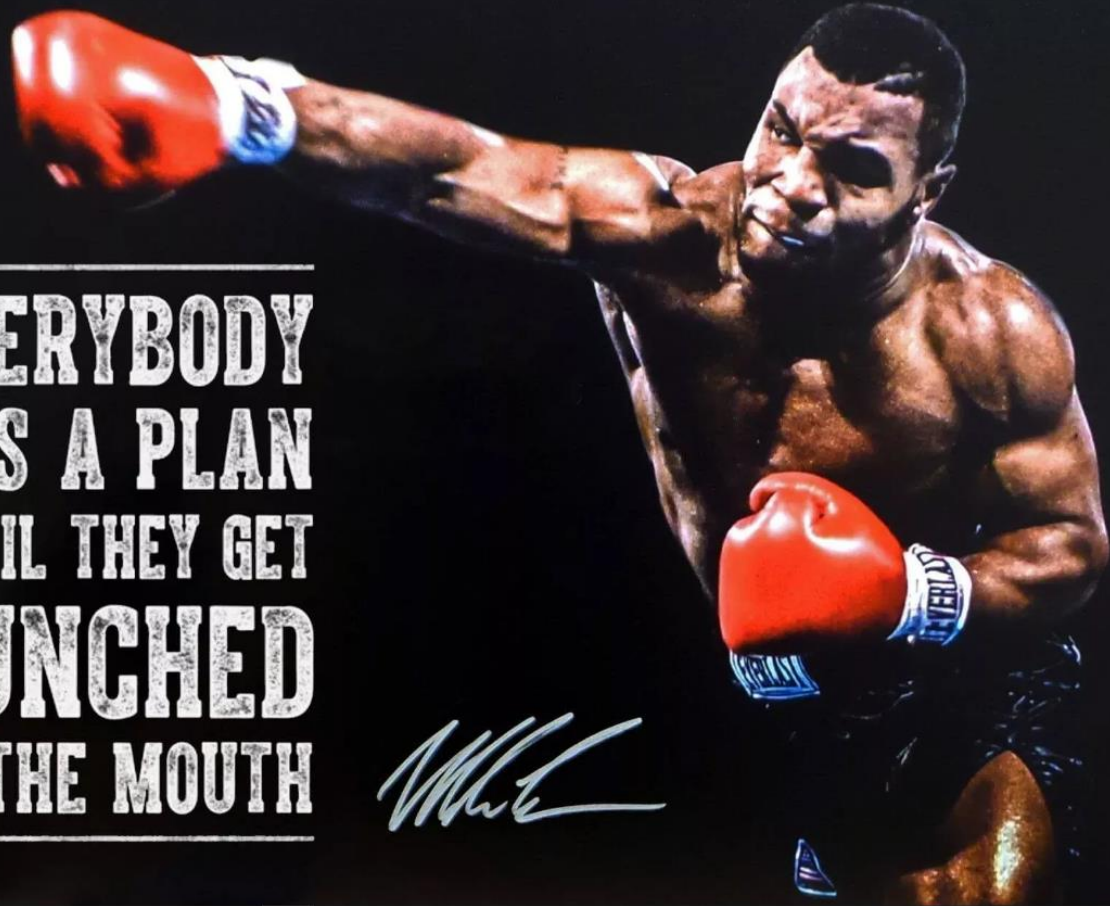
# Phase IV: Response & Recovery

- Accountability Roster / calls continue until everyone all employees are back in a work status
- Site Survey when safe, post event assessment and photos
- Call clients/projects to check on their status
- Work with Corporate recovery efforts
  - Insurance Claims
    - Replacement equipment/vehicles
    - Building Damage
    - Employees lost hours/wages



**EVERYBODY  
HAS A PLAN  
UNTIL THEY GET  
PUNCHED  
IN THE MOUTH**

*White*



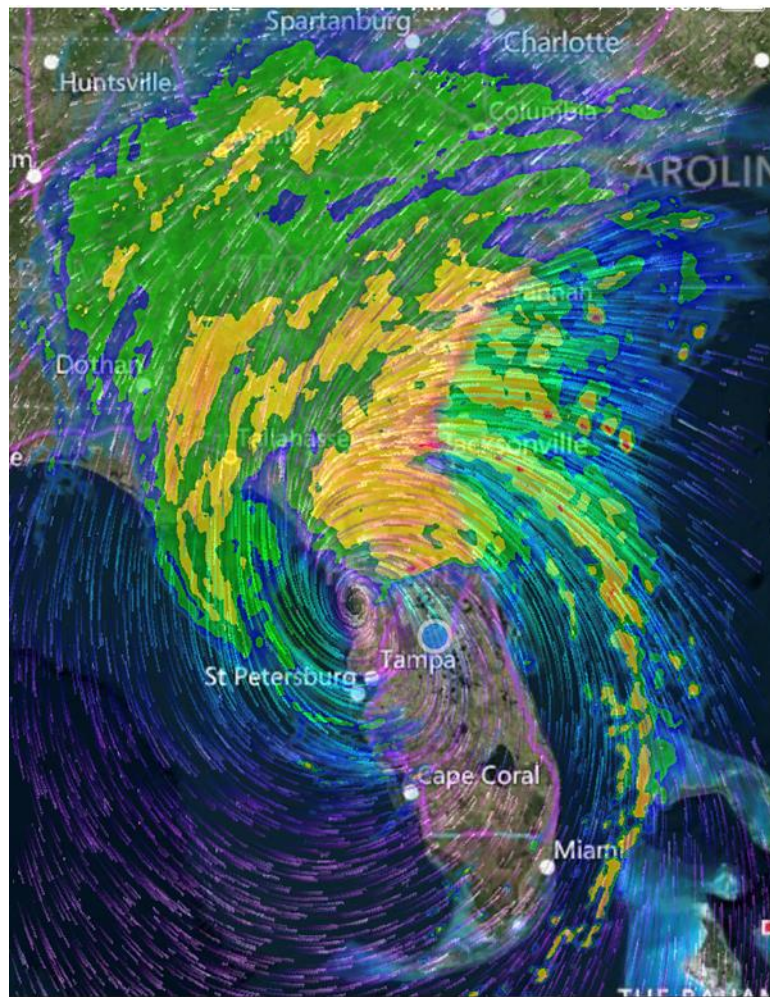




# Leadership During the Event

- Leaders implement the plan!
- Follow local officials' warnings and guidance
- Understand that not every situation is the same
- Provide clear and concise direction
- Maintain accountability and communicate





ECS FLORIDA, LLC – Orlando: Hurricane Preparation Standard Operating Procedures  
Version 2 – September 16, 2020

In the event a hurricane level storm is expected to impact the State of Florida, the following Standard Operating Procedures (SOP) should be implemented and followed in order to safely prepare, execute and recover from the storm.

Phase I – Prepare, completed NLT D-1

Preparation is the key to successfully implementing the hurricane preparation plan; the following tasks should be completed in order to appropriately prepare for the storm:

- Develop and validate a phone tree roster of all personnel (24, 54, 55) assigned to the office. This includes ECS phone numbers, valid home/personal cell phone number, email address and home address. Identify at-risk employees that reside in areas that are historically prone or mapped for flooding events per FEMA. Branch Manager to initiate alert roster call prior to storm event impact to validate 100% response. Office Administrator
- Validate the hard key roster for the office doors and select doors that are to be hard locked during the storm. Take photos of the exterior and interior portions of the office to document their current condition. Office Administrator
- Coordinate with Corporate IT in order to shut down the servers prior to the storm. Branch Manager
- Shut down and disconnect all electric and electronic devices from the wall including lab equipment prior to storm impact. All Personnel
- Turn off circuit breakers with the exception of critical areas/items (curing room and refrigerator). Branch Manager
- Remove all food perishable items from the refrigerator and individual offices. All Personnel
- Cover server and copy machine with heavy plastic to prevent water damage. D4 Manager
- Move all critical items to an elevated location, specifically desktop computers, nuclear density gauges, electronic equipment/devices, HR files, and project related files. All Personnel
- Tasks of critical nature that could affect operations such as timecards, payroll approval, invoicing, FRED, ALF, project/proposal deliverables need to be defined and completed before storm impact in anticipation of power outages and server shut down. Personnel will take ECS portable devices (phones, laptops and tablets) with them. Recommend personnel belongings are removed, if left in the office it will be at their own risk. All Personnel
- Ensure all company vehicles are locked, windows are up and keys are readily available/accessible. Take photos of vehicles to document their current condition prior to the storm. Vehicle Custodians
- Ensure all ECS items that are stored outside of the office are brought into the office. Non-nuclear test equipment required for critical projects should be with the employee on an as needed basis. All other equipment to be properly stored in the office. D4 Manager
- Place heavy plastic or air conditioning duct tape around the interior of the two front office and exterior doors. D4 Manager

- Contact each active CMT project to determine the project level contingencies for inspection before, during and after the event. D4 Manager
- The Office will not close during the storm event. A roster of personnel status will be generated prior to storm impact. Every employee who has accrued PTO and decides stay home or leave the area will be authorized to do so. Telecommuting (work from home) will not be authorized unless approved by the Branch Manager. Employees who do not have PTO or do not accrue PTO will be authorized an excused unpaid absence for the work days that they do not report to the office/jobsite. Project specific meetings and responsibilities will need to be coordinated between those individuals that request not to report to the office/jobsite with their individual supervisors to ensure adequate coverage. Office Administrator

Phase II – Execute, D-Day

Actions to take place through the duration of the storm event:

- Initiate alert roster twice daily (8AM and 3PM) to ensure accountability of personnel. Call to confirm personnel safety/well-being, issues/concerns of employee, and office/jobsite availability. Branch Manager to receive 100% accountability 1 hour after alert roster initiation. Branch Manager
- Upon completion of the alert roster contact, update the personnel status and accountability roster based upon the situations of each individual. Office Administrator

Phase III – Recover, D+1

Actions to take place post storm event:

- Continue to contact employees that have not returned to active status at least twice daily (8AM and 3PM) for accountability and notify the Office Administrator of their status. Employee's Supervisor
- Upon completion of the alert roster contact, update the personnel status and accountability roster based upon the situations of each individual. Office Administrator
- Take post storm damage assessment photos of exterior and interior office areas (effected by the storm) and provide to Branch Manager. Office Administrator
- Take post storm damage assessment photos of company vehicles (effected by the storm) and provide to the Branch Manager. Vehicle Custodians
- Identify alternate work location if the office is not able to properly function due to sustained damage to the building. Branch Manager
- Coordinate with Corporate IT to start up servers. Branch Manager
- Turn on circuit breakers in the office. Branch Manager
- Reconnect all other electronic devices. All Personnel
- Remove any barriers/coverings around doors and over equipment that were put in place as a result of the storm. D4 Manager
- Contact active CMT projects in order to determine future scheduling needs based on the recent impact of the storm. D4 Manager



## BE PREPARED FOR AN EARTHQUAKE



FEMA V-1003/2/19

Earthquakes are the sudden, rapid shaking of the earth, caused by the breaking and shifting of underground rock.



If in a vehicle, pull over and stop.

## BE PREPARED FOR A FLOOD

Failing to evacuate flooded areas, entering flood waters,



FEMA V-1003/ March 2018

Flooding is a temporary overflow of water onto land that is normally dry. It is the most common natural disaster in the U.S.

Results in storms, ice, and dams.

### IF YOU ARE FIND

Do not walk, swim, or drive through flood water.

Determine your best protection based on the type of flood.

## BE PREPARED FOR A HURRICANE



FEMA V-1006/ May 2018

Hurricanes are massive storm systems that form over warm ocean waters and move toward land. The Atlantic hurricane season runs June 1 to November 30. The Pacific hurricane season runs May 15 to November 30.



Can happen along any U.S. coast or territory in the Atlantic or Pacific.



Can affect areas more than 100 miles inland.



Most active in September.

Threats from hurricanes include powerful winds, heavy rainfall, storm surges, coastal and inland flooding, rip currents, tornadoes, and landslides.

### IF YOU ARE UNDER A HURRICANE WARNING, FIND SAFE SHELTER RIGHT AWAY



Determine your best protection for high winds and flooding.



Evacuate if told to do so.



Take shelter in a designated storm shelter or an interior room for high winds.



Listen for emergency information and alerts.



Only use generators outdoors and away from windows.



Do not walk, swim, or drive through flood waters.

## HOW TO STAY SAFE

WHEN A TORNADO THREATENS

Prepare NOW

Survive DURING

Be Safe AFTER

Know your area's tornado risk. The Midwest and the South have a greater risk for tornadoes.

Know the signs of a tornado, including a rotating funnel cloud, an approaching dust cloud, or a loud roar—like a freight train.

Sign up for your community's warning system. The Emergency Alert System (EAS) and National Weather Radio provide emergency alerts. If you have sirens, become familiar with them.

Pay attention to weather forecasts. Meteorologists can predict conditions might be right for a tornado.

Identify and practice going to a safe shelter for high winds. A safe room built using FEMA or a storm shelter built to standards. The next best is a small, interior, windowless room.

Consider constructing a room that meets FEMA's ICC 500 standards.

## HOW TO STAY SAFE

WHEN A WILDFIRE THREATENS

Prepare NOW

Survive DURING

Be Safe AFTER

Sign up for your community's warning system. The Emergency Alert System (EAS) and National Weather Radio provide emergency alerts.

Know your community's evacuation routes and find several ways to leave the area. Drive the evacuation route and find shelter locations. Have a plan for pets and livestock.

Gather emergency supplies, including N95 respirator masks that filter out particles in the air. Breathe. Keep in mind each person's specific needs, including medication. Don't forget the needs of pets.

Keep important documents in a fireproof safe. Create passwords for protected digital copies.

Use fire-resistant materials to build, renovate, or make repairs.

Find an outdoor water source where there can reach any area of a property.

Create a fire-resistant zone that has fire extinguishers, or fireproof materials for at least 30 feet from your home.

Review insurance coverage to make sure it is enough to replace your property.

Know your area's risk for winter storms. Extreme winter weather can leave communities without utilities or other services for long periods of time.

Prepare your home to keep out the cold with insulation, caulking, and weather stripping. Learn how to keep pipes from freezing. Install and test smoke alarms and carbon monoxide detectors with battery backups.

Pay attention to weather reports and warnings of freezing weather and winter storms. Sign up for your community's warning system. The Emergency Alert System (EAS) and National Weather Radio also provide emergency alerts.

Gather supplies in case you need to stay home for several days without power. Keep in mind each person's specific needs, including medication. Do not forget the needs of pets. Have extra batteries for radios and flashlights.

Create an emergency supply kit for your car. Include jumper cables, sand, a flashlight, warm clothes, blankets, bottled water, and non-perishable snacks. Keep the gas tank full.

Learn the signs of and basic treatments for frostbite and hypothermia. For more information, visit: [www.cdc.gov/disasters/winter/stay-safe/index.html](http://www.cdc.gov/disasters/winter/stay-safe/index.html).

<https://www.ready.gov/be-informed>

## HOW TO STAY SAFE

WHEN A WINTER STORM THREATENS

Prepare NOW

Survive DURING

Recognize +RESPOND

Know your area's risk for winter storms. Extreme winter weather can leave communities without utilities or other services for long periods of time.

Prepare your home to keep out the cold with insulation, caulking, and weather stripping. Learn how to keep pipes from freezing. Install and test smoke alarms and carbon monoxide detectors with battery backups.

Pay attention to weather reports and warnings of freezing weather and winter storms. Sign up for your community's warning system. The Emergency Alert System (EAS) and National Weather Radio also provide emergency alerts.

Gather supplies in case you need to stay home for several days without power. Keep in mind each person's specific needs, including medication. Do not forget the needs of pets. Have extra batteries for radios and flashlights.

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Stay off roads if at all possible. If trapped in your car, stay inside.

Limit your time outside. If you need to go outside, wear layers of warm clothing. Watch for signs of frostbite and hypothermia.

Avoid carbon monoxide poisoning. Only use generators and grills outdoors and away from windows. Never test your home with a gas stove top or oven.

Reduce the risk of a heart attack. Avoid overexertion when shoveling snow.

Watch for signs of frostbite and hypothermia and begin treatment right away.

Check on neighbors. Older adults and young children are more at risk in extreme cold.

Frostbite causes loss of feeling and color around the face, fingers, and toes.

Signs: Numbness, white or grayish-yellow skin, and firm or waxy skin. Actions: Go to a warm room. Soak in warm water. Use body heat to warm. Do not massage or use a heating pad.

Hypothermia is an unusually low body temperature. A temperature below 95 degrees is an emergency.

Signs: Shivering, exhaustion, confusion, fumbling hands, and drowsiness. Actions: Go to a warm room. Warm the center of the body first—chest, neck, head, and groin. Keep dry and wrapped up in warm blankets, including the head and neck.

### Take an Active Role in Your Safety

Go to [Ready.gov](http://Ready.gov) and search for winter storm. Download the FEMA app to get more information about preparing for a winter storm.



# Closing Comments

- Be the person others look to
- Meet with your staff to increase buy-in and share responsibility
- Over-communicate and maintain accountability
- Keep your employees and their families' safety as the #1 priority
- Prepare a plan that works for your business

# Fail to Plan, Plan to Fail

Questions/Comments?

