



Business Continuity is NOT JUST I.T.

Business continuity has been given many definitions by many different groups. Wikipedia defines as:

“...the creation and validation of a practiced logistical plan for how an organization will recover and restore partially or completely interrupted critical (urgent) functions within a predetermined time after a disaster or extended disruption. The logistical plan is called a business continuity plan.”

In plain language, BCP is working out how to stay in business in the event of disaster. Incidents include local incidents like building fires, regional incidents like earthquakes, or national incidents like pandemic illnesses”.

We like the plain language version – as clearly, it incorporates the fact that often (always??), business continuity plans kick in as the result of an emergency event – man made or natural – it doesn’t matter.

Therein lies a key point that often is misunderstood in business continuity planning. When we work with organizations on emergency planning – we are usually working the operations or production side of the house. When we work with organizations on their continuity plans, we work with operations/production PLUS key departments such legal, human resources and yes, IT. Often, the two sides are unaware of the requisite interrelationships in the event of a crisis. When you

step back and think about it, emergency response and business continuity are intimately related.. It only makes sense to ensure that the two plans are integrated and coordinated.

The other critical point that we see around the business continuity issue is the focus on information technology. Often, when individuals are asked about continuity, we hear the response – “oh, we back up our data every day.”

While we are all in favour of backing up data – (we do it too!) – **continuity is meant to address all facets of your operation, not just IT.** This would include: telephony, Pandemic/Infectious disease outbreak, building evacuation , utility loss (long term), physical loss of structure/production site, labour unrest, consumer loss of confidence, and a host of others. We work with organizations to identify those risks, rank them and then put in place processes and procedures to minimize those risks and, if necessary, manage through them should an event cause you to activate your plan.

The tie in of Business Continuity to Emergency Response – and vice versa is clear. ERMC can help you on both sides and, can work within your organization to integrate the two – to allow you to better respond at all levels. It is exactly what we do and where we add value to benefit our clients.

Spring 2010



Barry Hawryluk, CFE CBCP

ERMC Adds Security & Business Continuity Expertise

Emergency Response Management Consulting Ltd. (ERMC) is pleased to announce that Mr. Barry Hawryluk M.A., CFE, CBCP has joined the company as Senior Consultant.

Barry joins us after spending the last 4 years as the Managing Consultant, Security and Business Continuity at IBM Canada. Prior to that, he spent 3 years as the Head of Business Continuity Planning and Disaster Recovery at the BBC in London England. His experience also includes some 20 years as the Director of Corporate Security for the TELUS group of companies. Barry is also a 10 year veteran of the RCMP.

Barry's varied experience in business continuity and security includes work in virtually all sectors of the economy. He has worked on projects relating to business continuity strategies, risk assessments and risk tolerance, business continuity planning, information technology, labour relations, corporate security, and integrating business continuity with emergency response.

ERMC is pleased that we will be able to provide our clients with the benefit of Barry's experience and expertise in furthering their business continuity and emergency response plans and processes. His contributions will be of great value as we work with our clients to ensure consistency and compliance with the new CSA Z246.1 -09 and the CSA Z1600/NFPA 1600 and BSI25999 standards.

Please feel free to contact Barry at 1.800.718.3762.

Sales and Marketing – Professional Services Position

Emergency Response Management Consulting (ERMC) is growing!! As a result of continued growth we need to add to our team. The ideal candidate will work with our existing client base and have the ability to attract additional work from new clients to the firm. Qualified candidates will possess:

- Self direction and initiative
- Strong Communication skills
- Flexible to be able to apply concepts across industry groups
- Strong Presentation skills
- Willingness to travel
- Proven experience in marketing professional services to the industrial sector

ERMC offers unlimited challenge and opportunity with a performance based compensation package.

Interested parties can apply in confidence to:

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Disaster Forum Update

The annual Disaster Forum conference – running May 10 – 13, 2010 is coming up fast. Delegate response has been really strong this year in response to the speaker line up and, the great meals and social program, that is included as part of the conference.

If you haven't registered yet, there is still room. You can register on line at www.disasterforum.ca. The lead key note this year is Chief Fire Officer Russell Rees from Australia who will be speaking on the

wild fires that caused massive property damage and civilian casualties 2 years ago. There are two additional key notes, 20 different break out sessions and 4 pre conference workshops to choose from.

Full program details are available off the web site. Remember – attendance at Disaster Forum is recognized for credit by both IAEM (CEM) and CRSP.

Don't forget that the Disaster Forum registration fee includes all your social activities as well.

This includes a wine and cheese reception on Monday evening, a dinner and "Fun Casino" night at the Mount Norquay Ski Chalet on Tuesday, and dinner with entertainment by hypnotist Wayne Lee on Wednesday evening.

Visit www.disasterforum.ca to sign-up!

ERMC Tips

As we focussed this newsletter on the integration of emergency response AND business continuity plans, we thought we would leave you with a few simple items to “think through”.

At your next staff meeting, initiate the discussion around a utility failure. Due to an extreme weather event (ice storm/ tornado) and starting right now – (turn part of the lights off for effect) your office will be without electricity for the next 5 business days. There will be no heat/no air conditioning and no phones or computers.

Questions to address:

- How will you advise your customers about this event?
- Who will update your website? What message will you post?
- When will this get done?
- How will you maintain services?
- How will you secure your premises?
- Will you pay your staff for the week they are off?
- How will you notify your staff – it’s OK to come back to work....

These are just a few simple questions to consider – around a possible event that could affect your organization. If you are unsure about the answers – or the quality of your answers, we can help.

You can reach us **1.800.718.3762** or info@ru-ready.com

Upcoming Newsletters...

ERMC provides the Incidentals newsletters on a quarterly basis. If you have any comments or suggestions for articles or content, we would like to hear from you. Feel free to send us your thoughts at: info@ru-ready.com
www.ru-ready.com
1-800-718-ERMC (3762)
780-483-9168



For more information visit:

www.ru-ready.com

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