

Creating Response Awareness: From the BIA to Enhanced Training

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A Mead Group Company

Bay Area Emergency Managers Conference 2017

Genentech Event Center, South San Francisco, CA





Competence – ISO 22301 Sect 7.2

“The organization shall determine the necessary competence of person(s) doing work under its control that affects its performance”

Awareness: Understanding The Big Picture



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The Event ...

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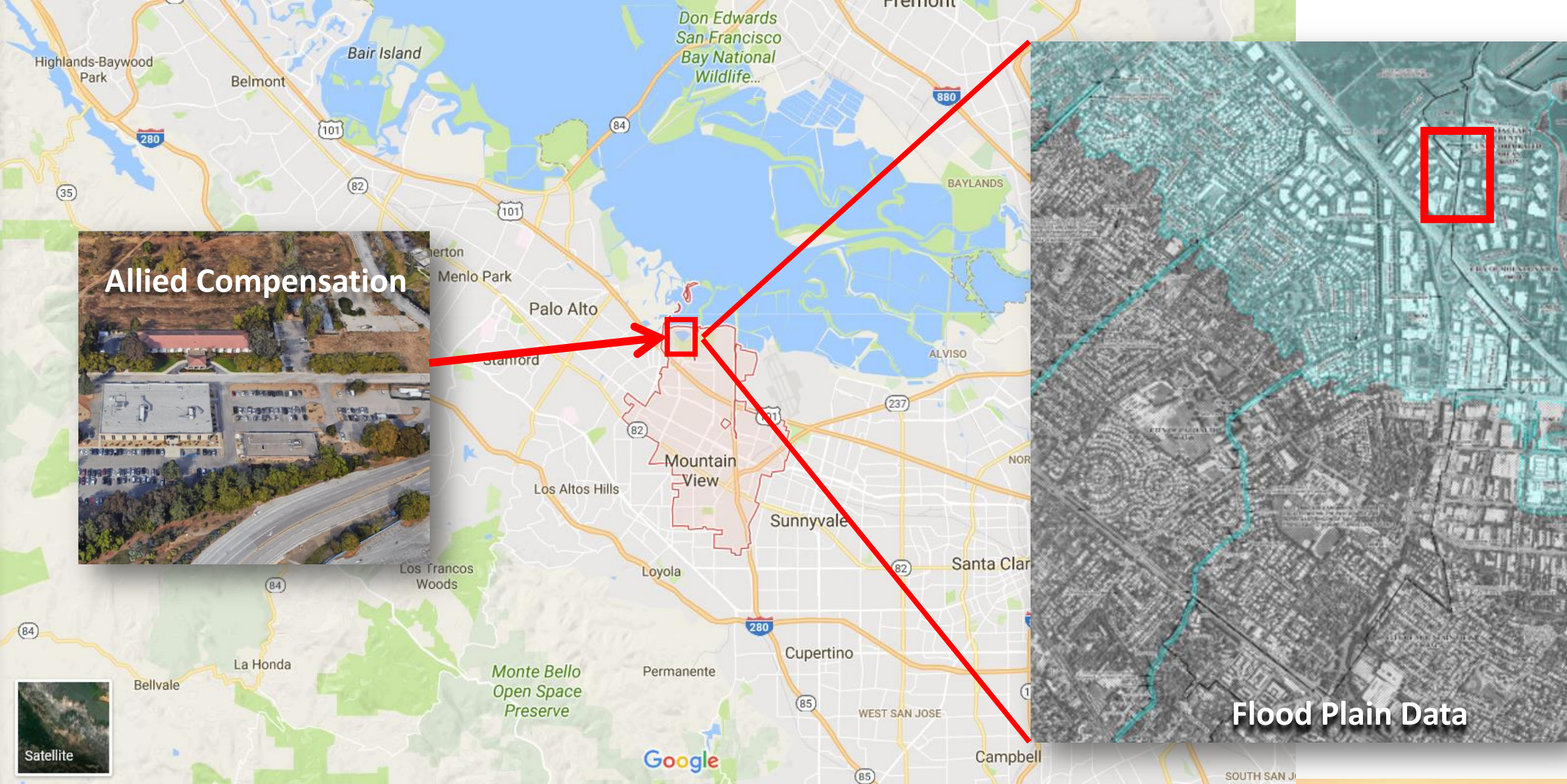
Company: “Allied Compensation”





Allied Compensation

- 200 employees
- 12 ERT members
- Two buildings
 - Building A – Customer service, Admin, Data Center
 - Building B – Mail room, marketing
- Completed risk assessment
 - Typical risks for the area for office environment
 - Identified policy and procedures risks
 - Known flood plain
 - Supply resources on site



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BREAKING **NEWS**



7:00 am

- **Has been raining steadily all week**
- **Ground is saturated**
- **Forecasted heavy rain later in the morning**



BREAKING **NEWS**



10:58 am

- Massive downpour
- Water heading towards site
- Regional event, first responders busy



BREAKING **NEWS**

11:02 am

- ERT mobilized
- Decision to move employees to east side higher ground
- Decision to protect buildings



BREAKING **NEWS**



11:15 am

- Employees getting cold and wet
- New sandless sandbags deployed from supply cache
- Volunteers sent to get ponchos, emergency blankets, food from cache



BREAKING **NEWS**

11:22 am

- Volunteers return saying they can't find the required supplies
- ERT start laying out sandbags at entrance to buildings A & B
- Waters continue to rise



BREAKING **NEWS**



11:35 am

- Water rising fast, about to overtake both entrances.
- Team is asking for more bags
- Parts of the sand bag wall is collapsing in.
- People unable to leave because cars are flooded.



BREAKING **NEWS**



11:50 am

- **Bill from facilities mentions they have a backhoe and could probably get dirt from the hill on the west side.**
- **Water now pours into building B**
- **Team discusses moving bags from B to A since building is starting to flood.**



BREAKING **NEWS**



The Results:

- Building A and B flooded
- Building A is not as bad
- Cold and wet employees
- Difficult to get people home due to car situation
- Looking for site facilities restoration company to dry out facilities

Post Event – Lessons Learned



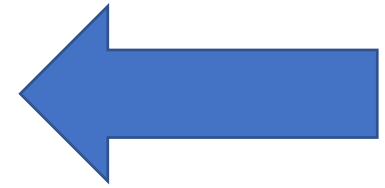
Post Event – Continuous Improvement





How could *knowledge*,
awareness, and *competency*
in this scenario change the
outcome?

Internal Awareness



“Houston, we have a problem.....”



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“Houston, we have a problem.....”



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Internal: Awareness & Knowledge Solutions



- Time
- Details
- Communication
- Alternatives

External Awareness



Sharing: Awareness & Knowledge Solutions



What's a BIA got to do with it?



Allied Compensation

- Two buildings
 - **Building A** – Customer service, Admin, Data Center
 - **Building B** – Mail room, Marketing



Allied Compensation

- Two buildings
 - **Building A** – Customer service, Admin, Data Center
 - **Building B** – Mail room, Marketing

- **Mail Room - highest priority**
- **RTO Objective - 24 hrs**



External Awareness Affecting Outcome...

- Prioritization / Focus
- Mitigation
- Shared input
- Expedited communication

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The Big Picture – Key Take-Aways



- Awareness, Knowledge, Competency

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- Effective Response
- Support Recovery & Crisis Management

Thank you!

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