ResiliencyPlus™

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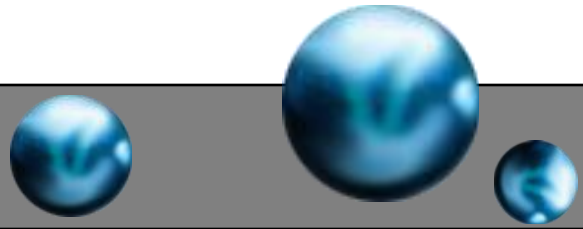

ResiliencyPlus, LLC

- Umbrella organization
  - Consulting (North River Solutions)
    - DR, BCM, Training, etc.
  - Resiliency1 Index and Assessments
    - Series of self assessments of Operational Resiliency and Preparedness
  - ResiliencyPlus engine
    - Platform for data collection and research

Resiliency1

- Three categories
  - Assessments and Benchmarking
    - Preparedness and Resiliency
      - Different definitions and goals: Insurance underwriter vs. investors
  - Compliance
    - Pre-audit assessments: ISO Standards, Non-Durable Medical Equipment
  - Custom offerings
    - Supply Chain/Logistics resiliency

Goal of Assessment Products

- Predictive
  - Insurance
  - Resiliency
- Diagnostic
  - Gap analysis
- Prescriptive
  - Prioritize
- Operational focus

Implementation Goals

- Not specialized
  - No specific training to answer
  - No jargon or terminology
- Measures actual resiliency of organization
- Core meaningful to broad range of organizations
  - Comparisons, trends, etc.

Growing Interest

- Public Law 110-53 (PS-Prep)
- Business chain concerns and dependencies
- Concerns over liability
- Issues of Governance
- Valuation implications (private and public)
- Compliance Issues (especially in certain industries

History

- Consulting practice
- DR companies
- Operating roles
- Insurance Underwriters
- Associations

Sources

- Core Business Principles (Do You Have A Plan?)
- Laws and regulations
- (Evolving) Industry Standards NFPA-1600, ASIS/25999, SS540, NYU 5 task forces, and ANSI-ANAB Committee of Experts,
- Guidance from industry groups such as ACP, SOLE (Supply Chain), ABBRA (Boat Builders Association), SBDC/SBA, IBHS (Institute of Business and Home Safety), etc.
- Active Research (insurance claims data)
- R+ Experience
- Common Sense

12 Areas

- Broad assessment
- Beyond Disaster Recovery or Emergency Management
- All impacts on organizations ability to survive
  - Community
  - Regulatory/Financial
  - Individuals/Families

12 Areas

- Emergency Management
- Crisis Communications
- Facilities and Workspace
- Physical Security and Safety
- Technical and Operational Infrastructure
- Human Resources,
- Continuity Planning
- Financial Control & Audit
- Governance & Compliance
- Business Chain Logistics
- Community and Environment
- Risk Management and Control

Long Vision

- Combine three measures into one
  - Organization
  - Community/Jurisdiction
  - Individuals/Families
- All interrelated

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Resiliency1™

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Resiliency1 Open Survey

- ✔ Section 1: Emergency Management (15/15 completed)
- ✔ Section 2: Crisis Communications (12/12 completed)
- ✔ Section 3: Facility and Security Management (10/10 completed)
- ✔ Section 4: Operational Infrastructure (7/7 completed)
- ✔ Section 5: Technical Infrastructure (10/10 completed)
- ✔ Section 6: Human Resource Management (6/6 completed)
- ✔ Section 7: Continuity Planning (13/13 completed)
- ✔ Section 8: Financial Control (7/7 completed)
- ✔ Section 9: Governance and Compliance (7/7 completed)
- ✔ Section 10: Business Chain Logistics (9/9 completed)
- ✔ Section 11: Community Relations (8/8 completed)
- ✔ Section 12: Risk Assessment (7/7 completed)

This survey has been completed. To view the Open Survey Report click on the report icon.

For additional Resiliency1 survey analysis, please contact Resiliency1 survey administrator.

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Section 1: Emergency Management

There are 111 questions in this assessment. There are 15 questions in this section, which is 13.51% of the total number of questions. There are 111 questions already recorded for this assessment, which is 100.00% of the total number of questions.

Emergency Management

1. Is there a documented Emergency Preparedness Plan?

○ *Yes* ◉ *No* ○ *Partially* ○ *N/A* ○ *Unknown*

2. Has the Emergency Preparedness Plan been reviewed and updated within the past 12 months?

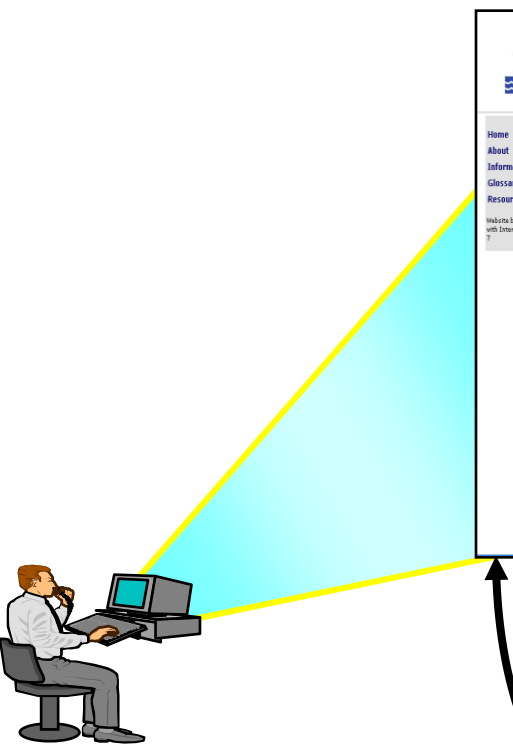
○ *Yes* ◉ *No* ○ *Partially* ○ *N/A* ○ *Unknown*

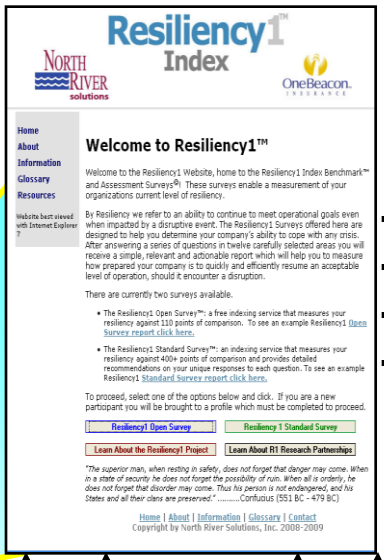
3. Is there an approved budget to support this portion of the overall preparedness plan?

◉ *Yes* ○ *No* ○ *Partially* ○ *N/A* ○ *Unknown*

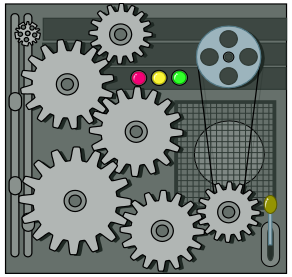
4. Has a specific individual been given responsibility for the firm's Emergency Preparedness Plan?

○ *Yes* ◉ *No* ○ *Partially* ○ *N/A* ○ *Unknown*

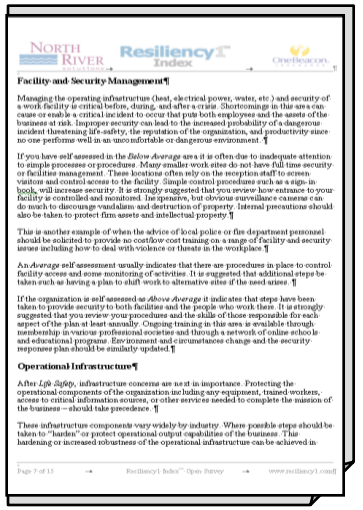


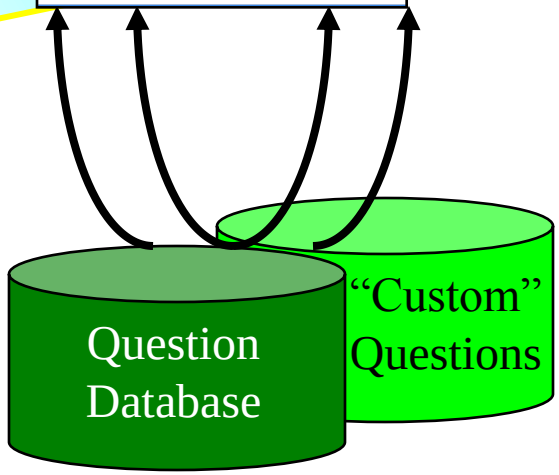


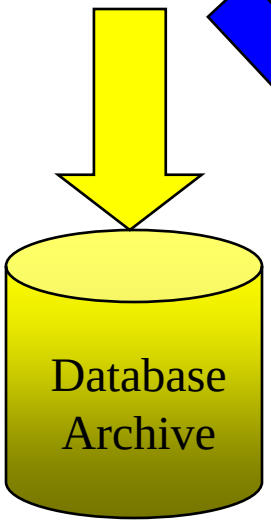
Replies

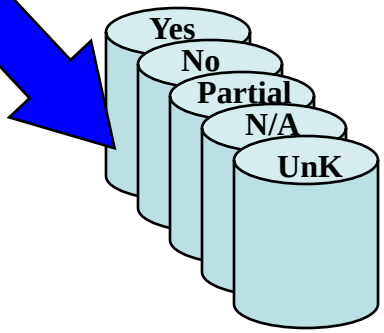


Scoring Engine



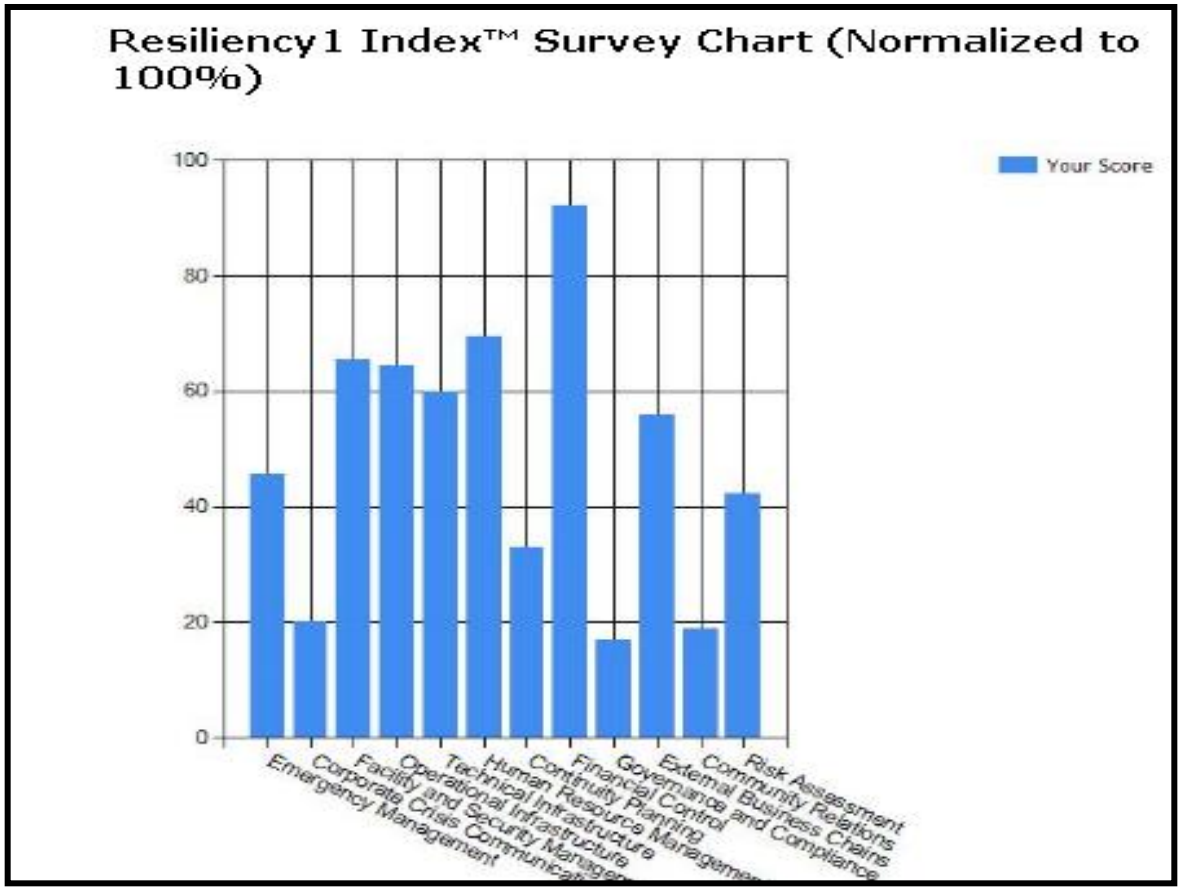




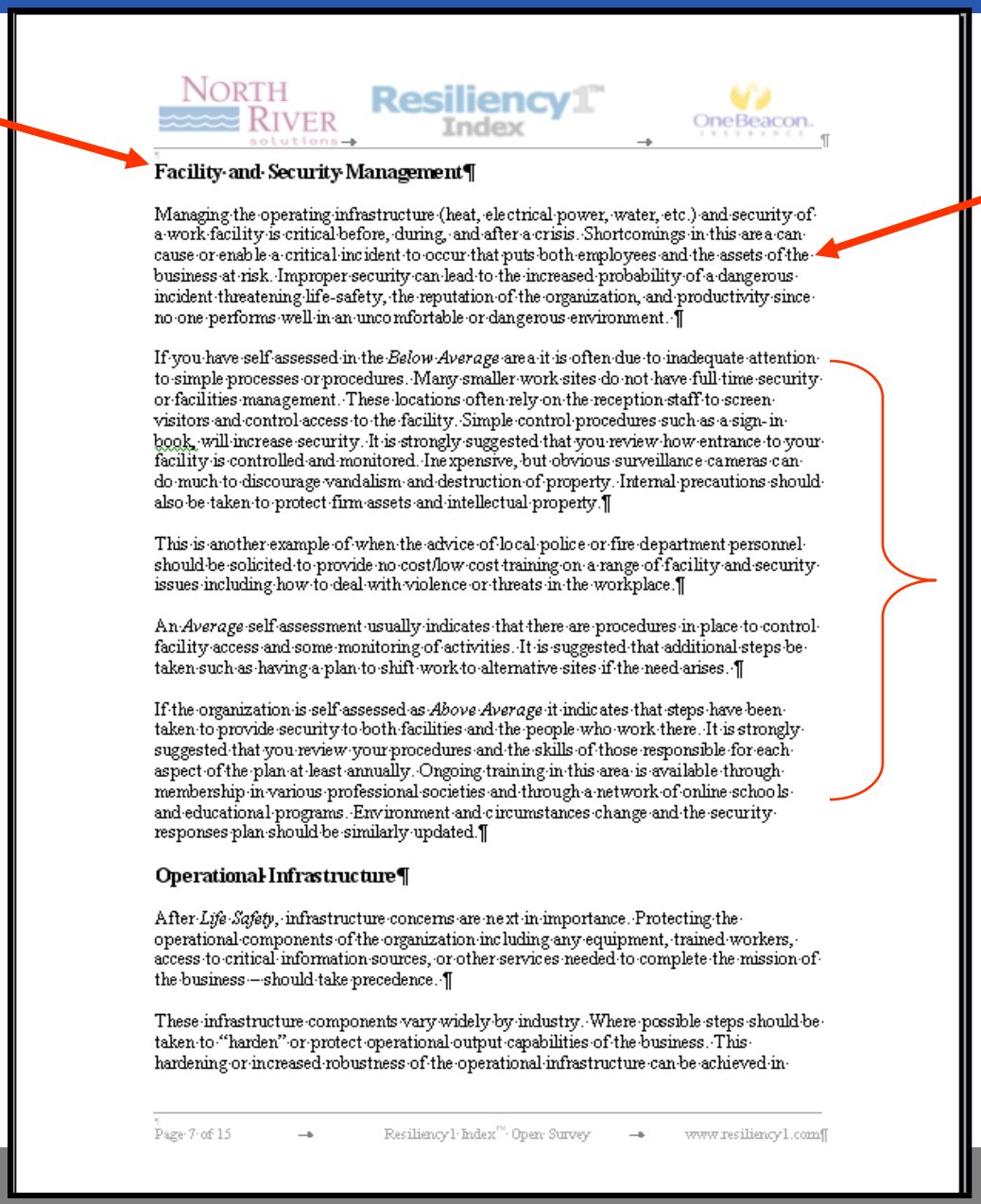


Answer Database

Measure


Resiliency1 Index™ Survey Chart (Normalized to 100%)
Your Score
100
80
60
40
20
0
Risk Assessment
Community Relations
External Business Chains and Compliance
Governance
Financial Control
Continuity Planning
Human Resource Management
Technical Infrastructure
Operational Infrastructure
Facility and Security Management
Corporate Crisis Communication
Emergency Management

Operational Area



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Facility and Security Management¶

Managing the operating infrastructure (heat, electrical power, water, etc.) and security of a work facility is critical before, during, and after a crisis. Shortcomings in this area can cause or enable a critical incident to occur that puts both employees and the assets of the business at risk. Improper security can lead to the increased probability of a dangerous incident threatening life-safety, the reputation of the organization, and productivity since no one performs well in an uncomfortable or dangerous environment.¶

If you have self assessed in the *Below Average* area it is often due to inadequate attention to simple processes or procedures. Many smaller work sites do not have full time security or facilities management. These locations often rely on the reception staff to screen visitors and control access to the facility. Simple control procedures such as a sign in book will increase security. It is strongly suggested that you review how entrance to your facility is controlled and monitored. Inexpensive, but obvious surveillance cameras can do much to discourage vandalism and destruction of property. Internal precautions should also be taken to protect firm assets and intellectual property.¶

This is another example of when the advice of local police or fire department personnel should be solicited to provide no cost/low cost training on a range of facility and security issues including how to deal with violence or threats in the workplace.¶

An *Average* self assessment usually indicates that there are procedures in place to control facility access and some monitoring of activities. It is suggested that additional steps be taken such as having a plan to shift work to alternative sites if the need arises.¶

If the organization is self assessed as *Above Average* it indicates that steps have been taken to provide security to both facilities and the people who work there. It is strongly suggested that you review your procedures and the skills of those responsible for each aspect of the plan at least annually. Ongoing training in this area is available through membership in various professional societies and through a network of online schools and educational programs. Environment and circumstances change and the security responses plan should be similarly updated.¶

Operational Infrastructure¶

After *Life Safety*, infrastructure concerns are next in importance. Protecting the operational components of the organization including any equipment, trained workers, access to critical information sources, or other services needed to complete the mission of the business – should take precedence.¶

These infrastructure components vary widely by industry. Where possible steps should be taken to "harden" or protect operational output capabilities of the business. This hardening or increased robustness of the operational infrastructure can be achieved in

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Educational & Descriptive Area

General Comments

Some Observations

- Financial area scores high
- Manufacturers and Non–Profits
  - Emergency Management
- Highly regulated
  - Banks, Brokerage, etc.

Some Observations

- Shelter in Place/Assembly Points/Physically Challenged
  - Almost all terrible
- IT - nearly all very high
- HR – all low
  - What to do about health coverage at temporary worksite
- BIA / Work Process

Take the Free Open Assessment

- www.Resiliency1.com

- Jack Pyne
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  - 719-331-1827

RMM™ Corresponds to the 4 R's

Level 1: Pre-Event (Normal Operations)
Level 2: Life Safety (React)
Level 3: Infrastructure Recovery (Recover)
Level 4: Business Continuity (Restore)
Level 5: Operational Resiliency (Resume)

Provides guidance on what to do 1st, 2nd, 3rd, & 4th

Recognizes degrees of resiliency
: Does not require 100% before advancing
: Support *parallel improvement*