



HK Metalcraft - Business Continuity / Crisis Management Program

Summary

HK Metalcraft (HK) recognized that a business cannot predict or stop most business disasters. Establishing a well-designed business continuity program will dramatically reduce potential risks and improve the outcome of a crisis for all stakeholders, including employees and customers.

In addition to protecting employees and our business assets, HK believes a well-designed and executed program can be a strategic advantage and market differentiator.

HK approached Firestorm to help build and implement a preparedness program, using Firestorm's **LIFECYCLE PROGRAM PROCESS**.

The PREDICT Phase

- Identifies and classifies the critical vulnerabilities;
- Identifies key emergency personnel;
- Ascertains critical decisions, analyzes gaps;
- Identifies internal and external dependencies to key business processes;
- Identifies infrastructure needs, and defines communications requirements.

The PLAN Phase

- Develops the strategy;
- Constructs the plan; and
- Involve the appropriate personnel to ensure their buy-in and commitment.

The PERFORM Phase

- Establishes protocols for implementation, communications, test exercises, audits, reviews, updates, and compliance

HK Program Design Process

Through a series of employee interviews and training sessions:

- Obtained senior level commitment to the program
- Developed scope and objectives
- Developed the organizations planning teams and resources
- Identified all critical functions
- Performed a complete assessment of the risks and their impacts
- Developed strategies to protect/minimize/mitigate business interruptions
- Developed plan monitoring and processes



BC PROGRAM COMPONENTS

Business Continuity / Crisis Management Plan - Provides an actionable plan that is focused on the roles, responsibilities, recovery concepts and activities of HK's Crisis Management Team and Emergency Response personnel.

- Command and control
- Response and recovery strategies
- Constant review and improvement

Sections

1. BC Policy and Program Framework

- Program Overview, Scope, Objectives
- Defines the Business Recovery Organization
 - Crisis Management team
 - Recovery Teams and Resources

2. Response & Recovery

- Crisis Declaration, Notification, & Activation
 - Notification Guidelines , Crisis Events Declaration Triggers (Matrix)
- Business Recovery Strategies
- Crisis Management Team Actions
- Business Recovery Team Actions

3. Emergency Operations Center Reference Guide

- Provide guidelines for setting up and activating an Emergency Operations Center

4. Additional Plans and Response

- *Crisis Communication Plan*
 - Provides basic internal and external communications guidelines and spokesperson material
- *Information Technology Disaster Recovery Plan*
 - Technology Risk Mitigation, Data Protection , Information Security
- *Supply Chain Management Review*

5. Emergency Preparedness / Response Handbook (*HK's RED BOOK*)

- Employee-focused incident response actions for specific emergency scenarios such as fire, bomb threat, medical emergency, natural disaster, etc.

6. Training and Monitoring

- Training and constant reviews and updates to the plan and program