

## Overview of This Guide:

This document provides guidance on how BCAA will respond, recover, and restore operations to pre-defined levels following a Significant Business Disruption. This may include loss of access to all or part of any BCAA building, loss of IS Services, disruption to staff availability or a combination of all three. The steps outlined in this plan will only be implemented once the safety of all Team Members is achieved. The safety of the team is our number one priority.

### BCAA Business Continuity Objectives:

- Protect the safety & well-being of BCAA Team Members, Members & brand.
- Limit impact on operations & any subsequent financial loss.
- Maintain services for Members at an acceptable level during & after a disruptive event.
- Guarantee BCAA compliance with legal & regulatory obligations.
- Ensure rapid recovery & timely resumption of BCAA operations.

### Considerations:

- Technology and communication services are centrally managed by IS Team. Detailed procedures for their recovery will be issued by IS Team.
- Management of lesser disruption is covered by the existing standard operating procedures.
- Emergency response procedures are defined in location specific plans by Health and Safety.
- A Significant Business Disruption may make it necessary to reduce service levels.

### Plan Activation:

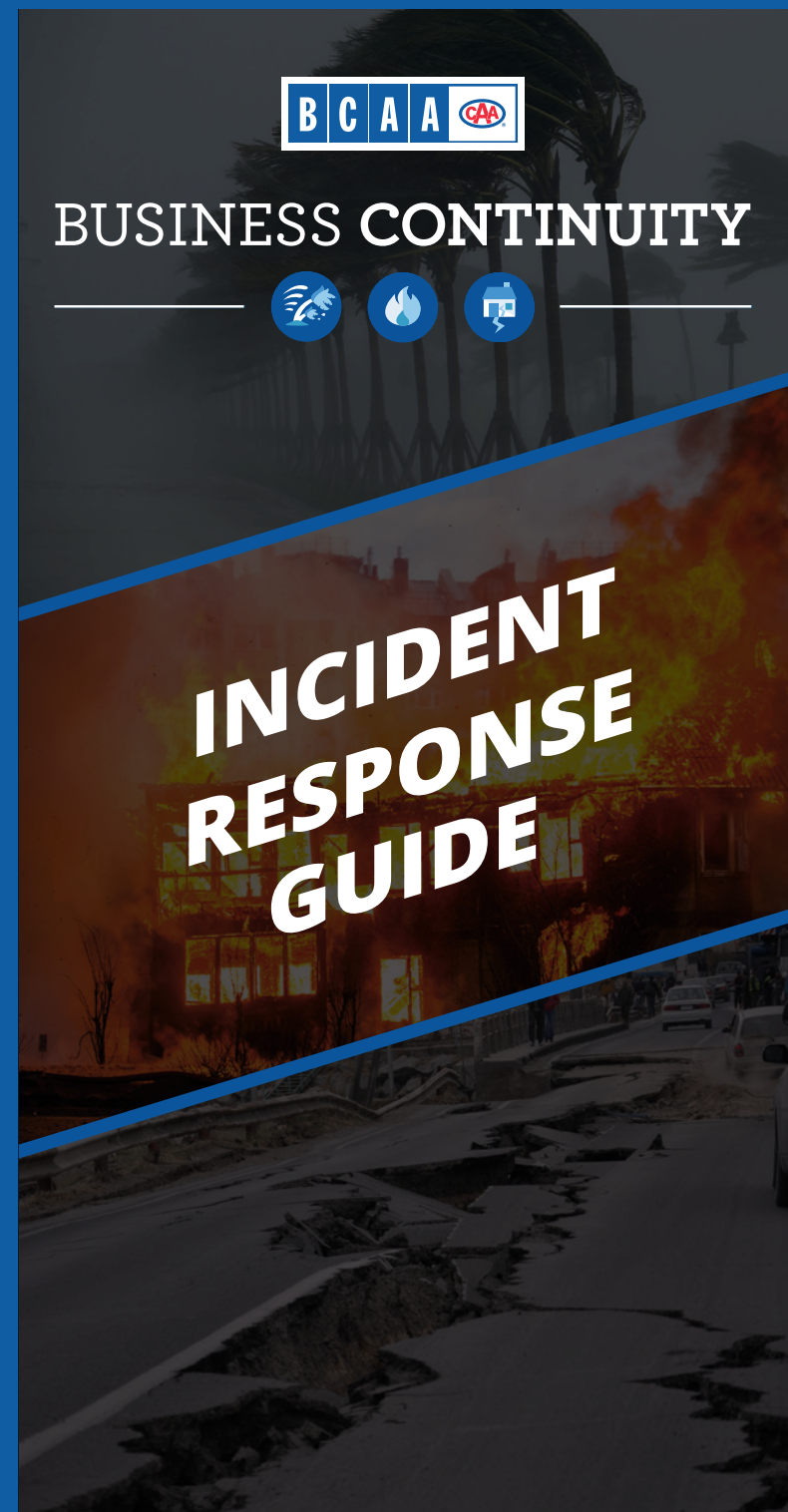
When a Significant Business Disruption occurs and is reported, the decision to invoke or revoke BCAA Business Continuity Plans will be made by BCAA's Incident Response Team (IRT) or the Crisis Management Team (CMT). The following are examples of what could be deemed a Significant Business Disruption:

- People: high numbers of team members are unavailable for work (due to illness, industrial action or severe weather disruption).
- Facilities: A building is damaged or inaccessible and use of alternate facilities is necessary.
- Technology and Utilities: A major outage of utilities or IS systems that cannot be resolved for more than 6 hours. A situation where more than 50% of existing technology equipment cannot be used.
- Regional emergency or disaster: An Evacuation Order or declared State of Emergency covering any of our areas of operation.
- Gradually developing or worsening circumstances that eventually exceed a crisis threshold.

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**START AT THE TOP OF EACH PAGE AND WORK DOWN**

**THE FOLLOWING RULES APPLY:**

**RED BOXES ARE WARNINGS**

**BLUE BOXES ARE ACTIONS YOU TAKE**

**YELLOW BOXES ARE DECISIONS TO MAKE**



**BLUE ARROWS ARE GENERAL DIRECTIONS**

**GLOSSARY**

|             |                                  |
|-------------|----------------------------------|
| <b>IRT</b>  | INCIDENT RESPONSE TEAM           |
| <b>CMT</b>  | CRISIS MANAGEMENT TEAM           |
| <b>BCWT</b> | BUSINESS CONTINUITY WORKING TEAM |

**INCIDENT RESPONSE STEP 1**

**INCIDENT RESPONSE STEP 2**

**INCIDENT RESPONSE STEP 3**

**INCIDENT RESPONSE STEP 4**

**INCIDENT RESPONSE STEP 5**

**INCIDENT RESPONSE STEP 6**

**EMERGENCY ACTIONS QUICK GUIDE 1**

**EMERGENCY ACTIONS QUICK GUIDE 2**

## **EMERGENCY NUMBERS**

During an emergency call 9-1-1 to report a fire, a crime, or to save a life. For non-emergency calls, use the 10-digit number in your local phone directory. Continue to monitor local media and online for information from authorities.

**LOCAL POLICE:** \_\_\_\_\_

**LOCAL FIRE:** \_\_\_\_\_

**BCAA INCIDENT LINE: 1-888-902-9922**

**BC HYDRO: 1-800-224-9376**

**FORTIS BC: 1-800-663-9911**

**TEAM MEMBER NEED TO KNOWS**

**BCAA ALERT NOTIFICATIONS**

**BCAA ALERT RESPONSE - PHONE**

**BCAA ALERT RESPONSE - SMS/EMAIL**

**ACTION SHEET - BUSINESS CONTINUITY LEAD**

**ACTION SHEET - MANAGEMENT**

**ACTION SHEET - ALTERNATIVE WORK SITE**

**ACTION SHEET - WORK FROM HOME**

# INCIDENT SITUATION REPORT

## [SITREP]

**NAME:** \_\_\_\_\_

**DATE:** \_\_\_\_\_ **TIME:** \_\_\_\_\_

**WHAT HAS HAPPENED?**

**WHERE DID IT HAPPEN?**

**WHEN DID IT HAPPEN?**

**WHO/WHAT IS AFFECTED?**

**WHAT ARE YOU DOING ABOUT IT?**

**START HERE**



**BUSINESS DISRUPTING  
INCIDENT OCCURS**



**IS THERE A DIRECT  
THREAT TO LIFE  
OR SAFETY?**



**CALL 911 AND  
REMOVE EVERYONE  
FROM DANGER**



**WHEN IT IS SAFE, CALL  
THE BCAA INCIDENT  
LINE: 1-888-902-9922**



**GO TO NEXT STEP**



**INCIDENT RESPONSE STEP 2**

**IRT WILL HELP YOU ASSESS SEVERITY AND NOTIFY CMT**



**CMT INFORMED OF SITUATION AND ACTIVATED?**



**IRT COORDINATE RESPONSE AS PER NORMAL BCAA PROCEDURES**



**REQUEST TO EVACUATE**



**REMAIN ON STANDBY FOR INSTRUCTIONS & CONTACT FROM CMT**



**FOLLOW EMERGENCY RESPONSE PROCEDURES FOR YOUR LOCATION**



**NOTIFY ALL TEAM MEMBERS THEN ASSIST IN DAMAGE ASSESSMENT AND INFO GATHERING**



**GO TO NEXT STEP**

**INCIDENT RESPONSE STEP 2**

**INCIDENT RESPONSE STEP 3**

**BCWT MEMBER SENDS SITUATION REPORT TO CMT**



**CMT ACTIVATE BUSINESS CONTINUITY PLANS**



**LOCATE AND FOLLOW YOUR BC ACTION SHEETS**



**CMT ORDER DEPLOYMENT TO ALTERNATE SITE?**



**NOTIFY STAFF TO RELOCATE TO THEIR ASSIGNED WORK LOCATION AND ESTABLISH WORK AREA**



**REQUEST TO REDIRECT PHONES AND COMMUNICATE TO MEMBERS**



**NOTIFY KEY PARTNERS REQUEST VITAL RECORDS/BATTLE BOX CONFIRM WORK SITE AND SYSTEMS OPERATIONAL**



**GO TO NEXT STEP**



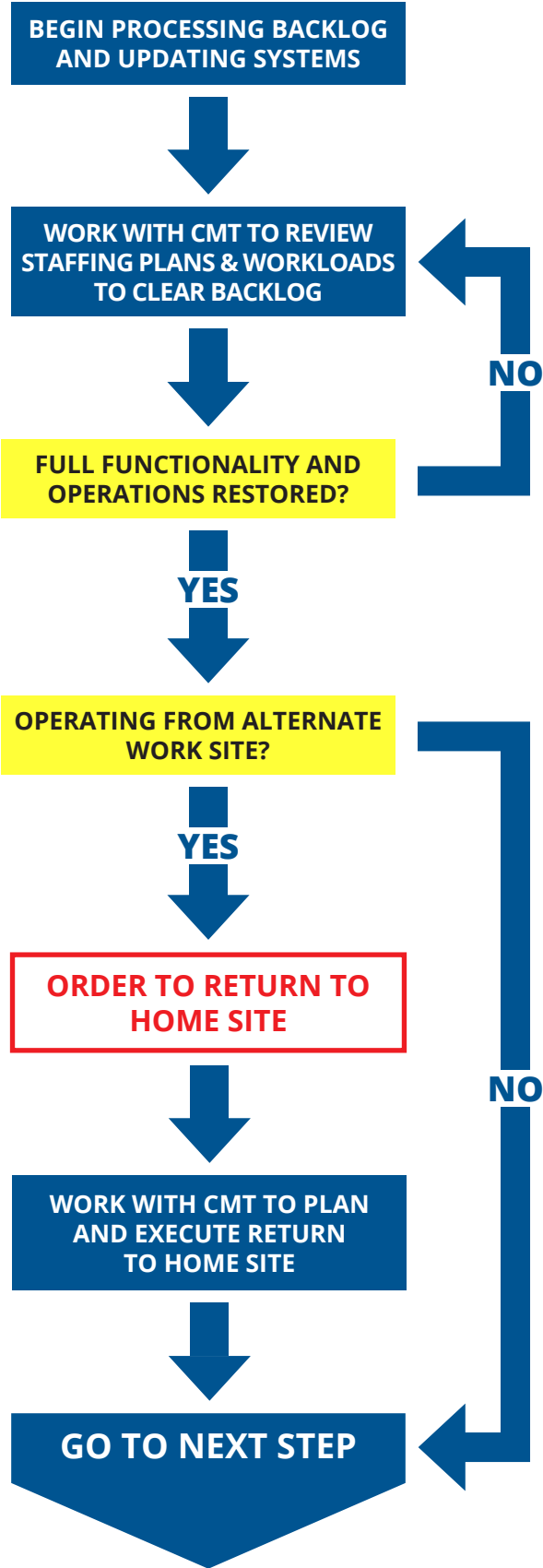
**INCIDENT RESPONSE STEP 3**

**INCIDENT RESPONSE STEP 4**



**INCIDENT RESPONSE STEP 4**

**INCIDENT RESPONSE STEP 5**



**INCIDENT RESPONSE STEP 5**



## INCIDENT RESPONSE STEP 6

**RESTORE NORMAL  
OPERATIONS AND SERVICE  
LEVELS**



**ASSIST CMT WITH POST  
INCIDENT INVESTIGATION**



**REVIEW LESSONS LEARNED  
AND CONTRIBUTE TO  
INCIDENT DEBRIEF & REPORT**



**UPDATE BIA AND BUSINESS  
CONTINUITY PLANS AS**

**NECESSARY**



**END OF INCIDENT**

## INCIDENT RESPONSE STEP 6

# EMERGENCY ACTIONS QUICK GUIDE 1

This is a quick reference guide on common incident response terms and techniques, when you will use them and what to do.

## EVACUATION

### WHEN:

- Building Fire.
- Flooding.
- Tsunami Alert (To higher ground inland).
- When ordered to by First Responders due to an emergency.

### HOW:

- Upon hearing the fire alarm or receiving instructions from Emergency Responders you must evacuate the building immediately.
- Assist visitors and persons with disabilities. Follow the Floor Wardens directions. Evacuate safely and quickly to your Assembly Area using appropriate exits.
- Remain at the Assembly Area until released.

## DROP, COVER, HOLD ON

### WHEN:

- Earthquake.
- Explosion.
- Events likely to cause structural damage.

### HOW:

#### *Inside a building*

- Shout, Drop, Cover and Hold on!
- Immediately drop to floor get under cover if possible and protect head.
- Avoid windows.
- Once shaking ceases, evacuate if safe and necessary as per location emergency procedures

#### *Outside the building*

- Shout, Drop, Cover and Hold on!
- Immediately drop to ground get under cover if possible and protect head.
- Avoid windows and falling debris.
- Stay away from powerlines, buildings and the shore if possible.

## SHELTER IN PLACE

### WHEN:

- Severe Weather.
- Hazardous Material Release.
- Nearby Fire or Police incident.

### HOW:

- Stop work and close business operations.
- Close and secure all outside doors and close all windows.
- Go indoors and stay there ideally in an inside room away from windows and doors.
- Do not use kitchen vents or bathrooms vents.
- Set thermostats so air conditioners, furnaces and hot water heaters will not come on.
- Turn off HVAC and close vents if possible.
- Stay in an inside room away from windows and doors with access to your emergency supplies if possible.
- Do not leave the building until told to by qualified personnel.
- Stay tuned to local television or radio for information.

## RUN, HIDE, TELL

### WHEN:

- Violent Criminal or Terrorist Activity.
- Active Threat or shots fired.
- Active Intruder.

### HOW:

#### ***RUN***

- Consider if you can escape the area without exposing yourself to greater danger.
- Escape quickly if you can, using safest route possible
- Insist others come with you.

#### ***HIDE***

- If you cannot run, hide!
- Find suitable cover from view and gunfire such as interior rooms, basements or concrete cores of buildings.
- Lock the door and barricade yourself in and then move away from the door and turn lights off.
- Be quiet, silence your phone and turn off vibrate.

#### ***TELL***

- Call 9-1-1, tell them everything you can about the attacker, weapons, casualties and building details.
- When Police arrive, remain calm, avoid sudden movements, do exactly as they tell you and keep your hands visible.

# What every BCAA Employee needs to know and do in the event of a Disruptive Incident or Emergency

### BEFORE AN INCIDENT OCCURS:

- Keep your personal contact details up to date in our HR system so we can contact you in an emergency.
- Save BCAA Alert details in your phone; **+1 (866) 609 8026** and **alerts@bcaa.com**
- Understand the actions you are to take in the event of an incident or emergency. Know your role & responsibilities.
- Know your Business Continuity Employee Assignment; you will be nominated as Home Standby, Work from Home or Work from Alternate Location. Keep a copy of the relevant Business Continuity Action sheet at home.

### DURING AN INCIDENT:

- If there is a direct threat to life or safety, call 911 and remove yourself from the danger.
- Safely follow your normal evacuation/safety procedures and follow directions from Floor Wardens, Management, and BCAA Alert.
- As soon as it is safe to do so, please report the details of the incident and how you have been affected to the **BCAA Incident Response line 1-888-902-9922**

### AFTER AN INCIDENT:

- Remain available for contact and follow any instructions or directions issued from BCAA Alert or Management.
- When a Business Continuity Event is declared, follow the Business Continuity Action Sheet that relates to your Business Continuity Employee Assignment.

# BCAA ALERT NOTIFICATIONS

## WHAT IS A BCAA ALERT NOTIFICATION?

BCAA Alert Notifications are important messages sent by BCAA Management and the BCAA Business Continuity Team in an effort to alert and inform you of important events that may have an impact on you and require you to act or respond. Notifications can be delivered to a variety of your devices provided they are entered into BCAA's Human Resource Management System. These include:

*Home/Work Telephone*

*Personal/Work Cell Phones*

*SMS/Text Message*

*Email*

Based on the notification's purpose and sender, you may be required to respond, act or both. The message will include response options (if applicable) along with instructions. Reply on the device in which the notification was received, or call into the message retrieval system with your unique Telephony ID to retrieve and respond to the notification.

## RECOGNIZE A BCAA ALERT NOTIFICATION

Create and save the following contact information in all of your mobile devices so you will recognize an emergency notification immediately. This also ensures the number appears as a recognized number in your caller ID.

**Name:** BCAA ALERT

**Number:** +1 866 609 8026

**Email:** alerts@BCAA.com

## ANSWERING BCAA ALERT NOTIFICATIONS BY PHONE

For messages delivered to telephone devices, the Intelligent Notification Call Analysis System determines if the call is answered by a live person or a machine. If the call is answered with a verbal greeting, such as "Hello," and the system detects a live person it plays the message, along with any applicable response options. If no words are verbalized, or if there is a long pause, the system may assume a machine has picked up the call and will deliver the designated voicemail message plus instructions on how to retrieve the message and respond. If the system cannot determine if a live person or a machine has picked up the call, it will announce "You have an important message, Press 1 now." You can press 1 at any time to let the system know you are a live person and to play the designated message.

# BCAA ALERT NOTIFICATIONS

## BCAA ALERT RESPONSE - PHONE

### RESPOND TO A BCAA ALERT

A notification may or may not require a response. If a response is requested, you will receive either voice prompts or text instructions following the message to enable you to reply.

**Responding to the notification stops any further contact attempts (to all of your devices).** Your response is recorded and provides crucial feedback to the sender of the notification and BCAA management.

If no response is required, there will be no additional prompts or instructions to follow after the message plays.

### BCAA ALERT MESSAGE RETRIEVAL SYSTEM

1. If a notification is missed and a voicemail is left, call **+1 866 609 8026** to retrieve the message and enter any applicable response options.
2. The voicemail message includes your unique Telephony ID number. This number identifies you in the BCAA Alert system and matches your call to your pending notifications. Your Telephony ID is attached to your profile and will be the same for every notification.
3. When the duration has expired or the notification is closed, the system no longer plays pending messages or accepts responses.

### RESPOND TO A BCAA ALERT TELEPHONE NOTIFICATION

1. Answer the phone and say "Hello," to let the system know there is a live person on the line and not a machine.
2. If you hear "You have an important message, press 1 now," the system was not able to determine if you are a live person or a machine. Press 1 at any time before the message ends to indicate you are a person and listen to the message.
3. Using the touch-tone keypad, follow the voice prompts to listen and enter a response to the message.
4. Press zero (0) at any time to replay the message.

## BCAA ALERT RESPONSE - PHONE

### RESPOND TO A BCAA ALERT SMS/TEXT NOTIFICATION

1. SMS text messages will list the response options after the message. Note that longer messages may be broken up into multiple texts based on the regional Phone Company.
2. To reply, tap the link next to the applicable response, or reply with the number of the response (i.e., 1, 2, 3), then tap **Send**.
3. If more than one active notification is received, response options are numbered in succession. For example, in SMS-A, response options are numbered 1, 2, & 3. In SMS-B, response options are numbered 4, 5, & 6.
4. You may also tap or call the toll-free number listed in the text message to contact the message retrieval system to retrieve and respond to the notification.

### RESPOND TO A BCAA ALERT EMAIL NOTIFICATION

Email notifications may arrive in one of two formats, HTML or Plain Text, and may have a specified message priority level assigned.

1. In HTML email notifications, response options are displayed as hyperlinks. Click on the desired response option link to select it. A confirmation page will display in your web browser indicating the response was accepted.
2. In Plain Text email notifications, respond by clicking the **'Reply'** button. Enter only the number of the desired response option into the body of the email (not the subject line), then click **'Send'**.
3. You may also call the toll-free number listed in the email message. If calling from a phone not listed our HR System, your unique Telephony ID number will be required to retrieve the message and to respond

## ACTION SHEET - BUSINESS CONTINUITY LEAD

| ACTIONS TO BE TAKEN WHEN BC PLANS ARE ACTIVATED  | DONE |
|--|------|
| <b>1)</b> Respond to BCAA Alert message and follow as instructed or as notified via manual call out from the Crisis Management Team (CMT).                                     |      |
| <b>2)</b> Alert all staff in your manual call cascade in your division if BCAA Alert is unavailable. Record contact status on Employee Tracking Form (ETF).                    |      |
| <b>3)</b> Alert primary contacts in each BCAA location (if applicable to your division).   |      |
| <b>4)</b> Determine impact on business operations - liaise with line management & report status to CMT Planning Lead.  |      |
| <b>5)</b> Update line management on status of assigned roles. Provide status as part of report to CMT Planning Lead.   |      |
| <b>6)</b> If required: Determine transportation and logistics requirements and report requirements to CMT Planning Lead.   |      |
| <b>7)</b> Go to alternate location if assigned to do so or as requested to do so by the CMT.   |      |
| <b>8)</b> If required: communicate meals and accommodation requirements, as requested by line management to CMT Planning Lead.   |      |
| <b>9)</b> Provide CMT updates to and from your division during an emergency.   |      |
| <b>10)</b> Remain available for further contact/information.   |      |
| <b>11)</b> Establish Roster (if necessary).  |      |
| <b>12)</b> Liaise with other BC Unit Leads and CMT Team re: enhancement of response if necessary.  |      |
| <b>13)</b> Stand-down response for business unit and reinitiate telephone cascade to ensure all staff is informed of end of emergency (if BCAA Alert is unavailable). Use ETF. |      |

## ACTION SHEET - BUSINESS CONTINUITY LEAD



## ACTION SHEET - MANAGEMENT

| ACTIONS TO BE TAKEN WHEN BC PLANS ARE ACTIVATED   | DONE |
|---|------|
| <b>1)</b> Respond to BCAA Alert message and follow as instructed or as notified via manual call out from the Crisis Management Team (CMT).  |      |
| <b>2)</b> Alert all staff in your manual call cascade in your division if BCAA Alert is unavailable. Record contact status on Employee Tracking Form (ETF).   |      |
| <b>3)</b> Ensure relevant non-BCAA parties such as suppliers are informed. (Table 4 in BC Plan)   |      |
| <b>4)</b> Ensure all direct reports are operating effectively and have reported to designated locations as per their BC assigned roles. Report status to BC Unit Lead. BC Unit Lead is your contact to the CMT. |      |
| <b>5)</b> Perform business critical activities as per Tables 1 -3 in your BC Plan.  |      |

|   |  |
|---|--|
| <b>6)</b> Stay at home (unless you are assigned to an alternate work site). If travel is restricted and alternate locations are unavailable, work from home or internet connected location. |  |
| <b>7)</b> Provide updates & requirements to BC Unit Lead as required. BC Unit Lead will communicate updates & requirements to CMT. BC Unit Lead is your contact to the CMT.                 |  |
| <b>8)</b> Remain available for further contact or information.  |  |
| <b>9)</b> Establish Roster (if necessary) for your direct reports.  |  |
| <b>10)</b> Track recovery expenses.   |  |
| <b>11)</b> Liaise with BC Unit Lead re: enhancement of response if necessary.   |  |
| <b>12)</b> Respond to Stand-down response and reinitiate telephone cascade to ensure all staff is informed of end of emergency (if BCAA Alert is unavailable). Use ETF.                     |  |

## ACTION SHEET - MANAGEMENT

## ACTION SHEET - ALTERNATIVE WORK SITE

| ACTIONS TO BE TAKEN WHEN BC PLANS ARE ACTIVATED  | DONE |
|--|------|
| <b>1)</b> Wait for communication and instructions from BCAA Alert or your line manager.  |      |
| <b>2)</b> <i>RESPOND</i> to the alert message when BCAA Alert contacts you.  |      |
| <b>3)</b> Go to assigned location and find assigned work area. Bring your BCAA Issued Laptop/ Tablet and Cell Phone.   |      |
| <b>4)</b> Ensure contact has been established with line manager and provide status update.   |      |
| <b>5)</b> Perform business critical activities as per your BC Plan Tables 1 - 3. Be prepared to operate manually in the absence of Communications or IS system availability. |      |
| <b>6)</b> If travel is restricted and alternate locations are unavailable, work from home.   |      |
| <b>7)</b> Provide updates & requirements to line managers as required.   |      |
| <b>8)</b> Respond to Stand-down response when BCAA Alert notifies you.   |      |
| <b>9)</b> Stand down response at alternate location. Leave area as you found it and collect all relevant information to be brought back to main office location.             |      |

# ACTION SHEET - WORK FROM HOME

| ACTIONS TO BE TAKEN WHEN BC PLANS ARE ACTIVATED  | DONE |
|--|------|
| <b>1)</b> Wait for communication and instructions from BCAA Alert or your line manager.  |      |
| <b>2)</b> <i>RESPOND</i> to the alert message when BCAA Alert contacts you.  |      |
| <b>3)</b> Stay at Home.  |      |
| <b>4)</b> Activate your home working environment. Ensure that where possible: <ul style="list-style-type: none"><li>• One phone line remains operational (cell, home or personal phone)</li><li>• Your computer maintains links with BCAA VPN (if necessary). Or work offline when possible.</li></ul> |      |
| <b>5)</b> Ensure contact has been established with line manager and provide status updates as required.  |      |
| <b>6)</b> Perform business critical activities as per your BC Plan Tables 1 - 3.   |      |
| <b>7)</b> Do not report to alternate locations unless directed by your line management or CMT.   |      |
| <b>8)</b> Remain available for further contact or information.   |      |
| <b>9)</b> Respond to Stand-down response when BCAA Alert calls you.  |      |
| <b>10)</b> Do not report to the BCAA Head Office until given the all clear.  |      |