

Maintenance

Analysis

**Business continuity
planning lifecycle**

Solution
design

Testing and
acceptance

Implementation



**Emergency Management
BCP Assessment Guidebook**

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This guidebook is intended to be a rough guide and mechanism to stimulate conversation. For an accurate assessment a proper analysis, such as Calian's Maturity Model, must be conducted.

This Guidebook provides points to consider when looking at the six key aspects of a resilient emergency management program. When properly assessed these key aspects can guide development and help you to bring focus to your emergency preparedness efforts. It can help you to determine what information is required to help steer your community toward greater resilience.

Let's get started.

Using this questionnaire

Key aspects of community EM resilience are described on the following pages. Each key aspect has five (5) associated questions. Simply follow the steps outlined below to create a basic picture of your community preparedness level.

Place a **✓** for Yes or an **✗** for No in the circle next to each question.

✓ = if you know that it is in place

✗ = if you do not know or if it is not in place

Tallying Results

- Each checkmark is worth 1 point for up to 5 points per section, add the checks for each section and record in spaces provided.
- Fill in the blocks to chart your scores on the table provided to see which area is a top priority for your community.

		Governance	Key Documents	Communications	Training & Exercises	Incident Management	Tools & Resources
Resilient	5						
Optimized	4					✗✗✗	
Effective	3	✗✗				✗✗✗	✗✗
Improved	2	✗	✗✗		✗✗✗	✗✗✗	✗✗
Basic	1	✗✗	✗✗✗	✗✗	✗✗	✗✗✗	✗✗
Reactive	0						

My community's overall score is: **15**

1. Governance

- ☐ Does your organization have an EM or BCP Coordinator or "Champion" to lead your response?
- ☐ Is your EM/BCP Coordinator empowered to make decision or have ready access to the required decision makers?
- ☐ Does your organization have a dedicated budget for EM or BCP activities?
- ☐ Is your EM program based on and in alignment with reliable EM standards?
- ☐ Is your organization's leadership and its business units engaged and knowledgeable of their roles in the EM/BCP program?

Total Governance Score: _____

2. Key Documents

- ☐ Does your organization have a formalized EM/BCP plan that is linked to HR and supply chain management?
- ☐ Are key EM/BCP roles and responsibilities of organizational and incident leadership documented?
- ☐ Does your organization's business impact analysis consider and prioritize all threats, including HR, Finance, and supply chain interruption?
- ☐ Have hazard-specific plans, such as critical resourcing levels, supply chain management, emergency succession, alternate work arrangements, and back to work protocols been developed for your organization?
- ☐ Do you have an employee assistance program in place?

Total Key Documents Score: _____

3. Communications

- ☐ Have internal communications methods been established for delivery of emergency information to staff, leadership, and stakeholders?
- ☐ Does your EM/BCP team have a robust method for delivering emergency information external to the organization?
- ☐ Does your organization have an identified and trained communications person?
- ☐ Do staff and stakeholders know where to get up to date, authoritative information regarding emergency status?
- ☐ Has your EM/BCP team pre-developed emergency messages for alerting and updating people throughout the organization and with external stakeholders?

Total Communications Score: _____

4. Training & Exercises

- ☐ Does your EM/BCP program have an exercise program designed to test plans and ensure staff are familiar with the EMP/BCP?
- ☐ Have levels of personnel training and certification been identified for all levels of your EM/BCP program?
- ☐ Is EM/BCP training offered as part of an organized system designed to increase certification levels?
- ☐ Are findings and identified lessons tracked and action taken to improve your organization's response to a crisis?
- ☐ Are formal After-Action Reports (AAR) written for training and exercise activities?

Total Training & Exercise Score: _____

5. Incident Management

- ☐ Has an Incident Command System (ICS) been designed and put in place for your organization's EM/BCP system?
- ☐ Does your organization have a space identified and prepared to act as an Emergency Operations Centre (EOC) and or Incident Command Post (ICP)?
- ☐ Have roles and responsibilities for Emergency Operations Centres (EOC) and Incident Command Posts (ICP) been established for your organization?
- ☐ Does your EM/BCP program have a system in place to track the wellbeing of staff during a crisis?
- ☐ Is there a logistics system in place in your EM/BCP program, capable of supporting alternative business practices?

Total Incident Management Score: _____

6. Tools & Resources

- ☐ Does your organization have a sufficient cache of material available to continue operations during an emergency?
- ☐ Has your organization developed and shared with staff alternate work arrangement options
- ☐ Does your EM/BCP program have a roster of trained and capable staff to manage and operate an emergency operations centre for the anticipated or probable durations of disruptive events?
- ☐ Do EM/BCP staff have the required equipment and response tools to effectively manage an incident?
- ☐ Are there systems in place to create and maintain situational awareness during an emergency?

Total Tools & Resources Score: _____

7. Community Assessment Summary

Record your Key Aspect scores from the previous pages here.

Governance Score: _____

Key Documents Score: _____

Communications Score: _____

Training and Exercises Score: _____

Incident Management Score: _____

Tools and Resources Score: _____

Total Overall Score

Fill in the blocks for each Key Aspect score here.

		Governance	Key Documents	Communications	Training & Exercises	Incident Management	Tools & Resources
Resilient	5						
Optimized	4						
Effective	3						
Improved	2						
Basic	1						
Reactive	0						



My overall score is:

Resilient	26 - 30
Optimized	21 - 25
Effective	16 - 20
Improved	11 - 15
Basic	6 - 10
Reactive	0 - 5

Resilient: Hazards are well understood. Plans and resources are in place to manage any expected incident. There is an ability to adapt and overcome unexpected incidents.

Optimized: An EM champion is in place and community leadership is engaged and supports the EM program with funding and resources.

Effective: There is a level of compliance to best practices and industry standards.

Improved: May have a champion in place but risks are not tied to plans and strategies. Minimum resource levels are available.

Basic: There is knowledge of community hazards however there is minimal support for EM activities.

Reactive: Hazards have not been identified or documented and emergency response is conducted in an ad hoc fashion.

Calian Emergency Management Solutions

Maturity Model

Calian's EM Maturity Model is a unique assessment methodology designed to critically assess capacity and make specific recommendations for EM program development.

Hazard Identification and Risk Assessments (HIRA)

A HIRA is a foundational emergency management document that takes an extensive review of a diverse range of hazards and their secondary impacts.

Plans, Policies, and Procedures

It is essential to develop a documented framework that clearly outlines the roles and responsibilities of stakeholders at the tactical, operational, and strategic levels.

Organizational Design

Calian's team is experienced in the design, development and implementation of emergency management systems for clients in the most complex and high-risk environments.

Program Development

Calian can support your organization in the development of comprehensive emergency management programs aligned with recognized standards and industry best practices. Our experts have the experience to deliver solutions that will enable your program to be successful when it counts.



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