

# S+OR

Intelligence, security and crisis management



Business Continuity Management

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# Introduction

Resilience (Business Continuity) is the ability of an organisation to **absorb, respond to and recovery from** disruption

All incidents that have a significant impact on the organisation's ability to maintain its critical activities can be considered a BCM related incident.



# Incidents with a Business Continuity Impact



## *Severe Weather Event*

Hurricane Harvey – Local government response decisions to break some local flood defences in Houston caused flooding in the BP office area.

Impacts to BP included:

- Flooding of 4 BP Offices (Basement & Grounds Floors), critical documents stored in basement sites destroyed, planned recovery site for staff relocation was also flooded, 3500 staff affected required remote working and new alternate office facilities and it took 3 years for offices to be brought back to full functionality

## *Building Fire*

- BP Cape Town in South Africa experienced a large fire in their Corporate Building which resulted in a complete evacuation of staff, total loss of power to the building and damage to internal infrastructure.

# Incidents with a Business Continuity Impact



## *Coronavirus*

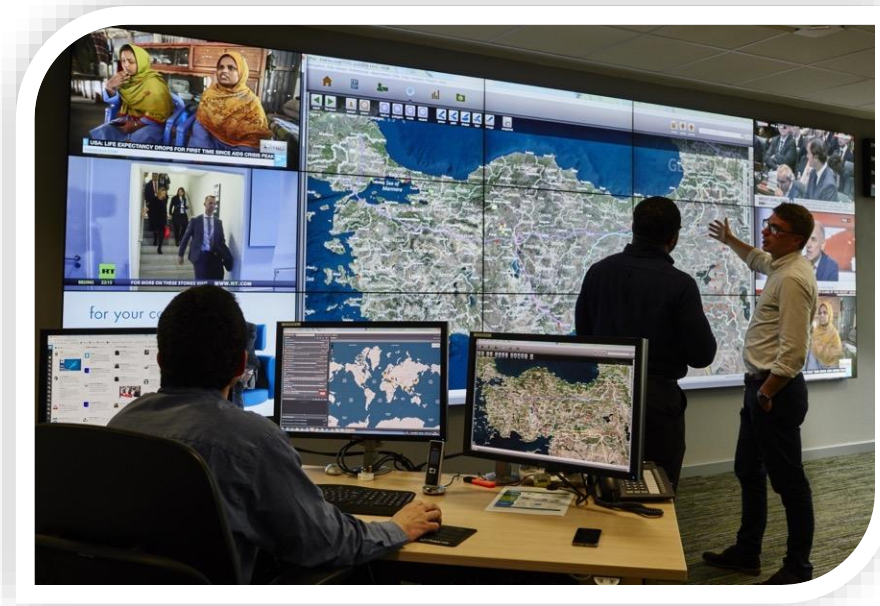
### ***Pandemic Planning and Response Criteria for an Offshore Platform***

- Accounting for People Exercise
- Reduce platform to minimum safe/sustainable levels and remote working for non-essential staff
- Implement procedures for minimizing infectious spread (isolation and extended shift patterns)
- Maintain evacuation options for critical medical cases

### ***BP Response Escalation***

- Suspend non-critical processes remaining on site
- Implement BCP for critical processes
- Operate at reduced safe levels to extend time before stock-outs
- Safe Shutdown of site

# 24/7 Global Response Information Centre



- Operational 24/7 in Sunbury, UK
- Intelligence monitoring for world events and social media data feeds
- Instant identification of potential impact to BP businesses worldwide
- Group Crisis Duty Manager notification
- Account for people travelling
- ER notification point for people travelling
  
- (BP businesses account for people generally)
  
- Examples:
- BP HQ London Greenpeace demonstration
- London terrorist attacks
- Aircraft crash events
- Fires, floods, explosions near BP assets
- Activist social media monitoring for BP events

# Business Continuity Programme



# BP Response Philosophy

## Philosophy

(Over) - React



Assess

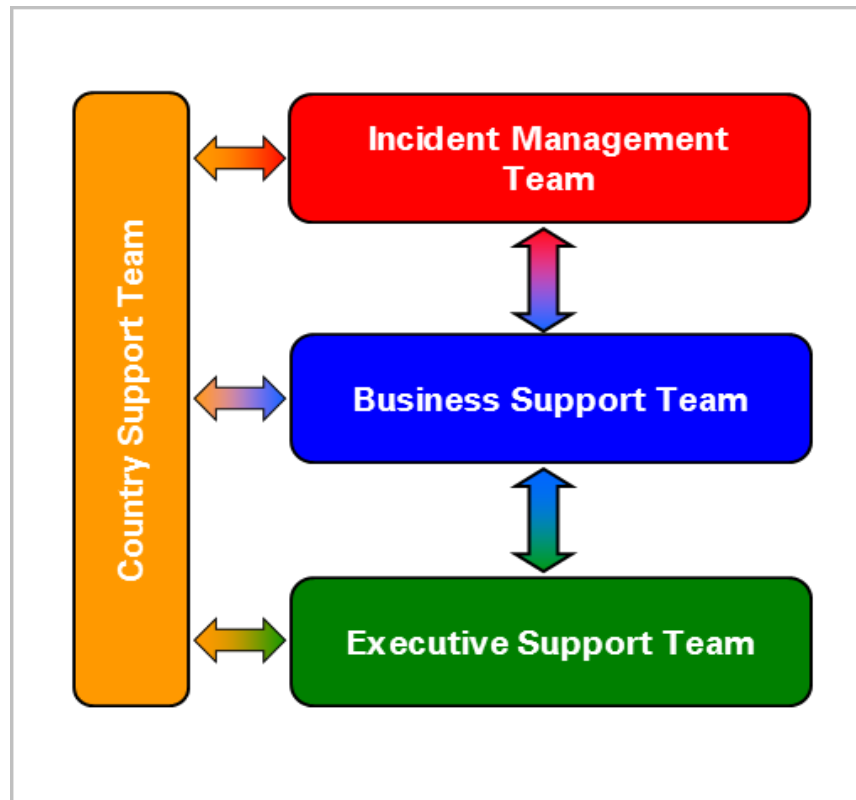


Respond



Stand-down

## 3-Tier Model

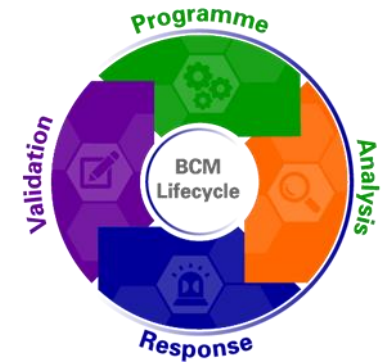


## Priorities

1. People
2. Environment
3. Property
4. Business

# Business Continuity Programme Phases

- Programme
- Business Analysis
- Planned Response and Exercises
- Return to Normal Business as Usual





# Business Continuity Plans

- Business Continuity Plan – supplemented by:
  - HR Succession Plan
  - Office Space Continuity Plan
  - Disaster Recovery Plan
  - Communications Plan
  - Stakeholder Matrix / Plan
  - Supply Chain Management Plan
  - Pandemic Response Plan



# Analysis

*Understanding the businesses processes and activities*

The BIA is the foundation of the Business Continuity Plan it defines:

- Critical processes
- Impacts as a result of the loss
- Critical staff
- Critical resources
- Key suppliers and supply's
- IT Applications
- Interdependencies

*All data collected will support the building of recovery activities for major scenarios*



# Prolonged Outage

## **Executive summary:**

Business continuity progress for a prolonged outage is measured on 6 BCM controls:

1. Capable SPA & practitioner
2. Business impacts & critical processes
3. Systems recovery and availability
4. Interdependencies
5. Contingencies and workarounds
6. Training and exercising

