Moving to the next Phase of Response

ASSP Northeastern Illinois Chapter
April 24, 2020
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Assistant Vice President
Agenda

1. COVID-19 Current State
2. Move from Initial Response to the Next Phase
3. Compound Disasters
4. Gaining Influence
5. Be Proactive for Next Time
6. Questions & Answers
1

COVID-19

Current State
John’s Hopkins COVID-19 Data

Coronavirus COVID-19 Global Cases by the Center for Systems Science and Engineering (CSSE) at Johns Hopkins University (JHU)

Total Confirmed: 121,061

Total Deaths: 4,368

Total Recovered: 66,216

Confirmed Cases

80,967 China
10,140 Italy
9,000 Iran (Islamic Republic of)
7,755 Republika Srpska
2,026 Spain
1,764 France
1,622 Germany
1,039 US
696 Others
613 Switzerland
581 Japan
428 Norway
388 Netherlands
382 UK
344 Switzerland
210 Ukraine
204 Sweden
198 China
185 Algeria

COVID-19 Dashboard by the Center for Systems Science and Engineering (CSSE) at Johns Hopkins University

Total Confirmed: 2,732,445

Total Deaths: 191,962

Total Recovered: 4,684,300

Confirmed Cases by Country/Region/Sovereignty

869,172 US
219,764 Spain
189,973 Italy
159,495 France
153,393 Germany
139,246 United Kingdom
101,790 Turkey
88,194 Iran
83,885 China

Cumulative Confirmed Cases

Lancet Inf Dis Article: Here, Mobile Version: Here,
Lead by JHU CSSE, Automation Support: Esri Living Atlas team and JHU APL, Contact US: FAQ.
Reliable Information Only

- FEMA & CDC - www.coronavirus.gov
- OSHA - https://www.osha.gov/SLTC/covid-19/
- EPA - https://www.epa.gov/coronavirus
- CISA - https://www.cisa.gov/coronavirus

- Private Sector PPE Exchange Dashboard - https://fema.connectsolutions.com/ppeexchange
Move from Initial Response to the Next Phase
Settled in to First Phase of Response

1. Businesses are either shut down completely and assessing long-term viability or altered the current business model but greatly decreased profitability
   - Awaiting governmental solutions / programs to support
   - Small business loans / CARE Act

2. Businesses considered “essential” operations & continuing to operate
   - May be busier than they have ever been
   - Business may be different

3. Working from home with minimal onsite operations
   - How productive is the workforce?
Did Your Business Have a Pandemic Plan before COVID-19?

• Type in the Chat Box: Yes or No
Did Your Company Have a Business Continuity Plan before COVID-19?

• Type in the Chat Box: Yes or No
What does Second Phase Look Like?

1. Strategic Thinking - Longer-term decisions and planning
   • Evaluating what is working and what should change

2. Considering the adjustment of business operations
   • Evaluating how business operations can be more flexible

3. Minimizing expenses - Holding projects
   • Where can money be saved?
Strategically Looking Ahead

- Consider implications to the workforce & business
- 30 days
- 60 days
- 90 days
- 6 months
Going Back to Work – Is Your Organization Ready?

Considerations

• Employee Needs
• Social Distancing
• Cleaning
• Health Screening
• Visitors
• Alternate Work Schedules
• Food & Drinks onsite
• Employee Travel
• Restrooms & Showers
Resurgence – Can It Happen?

What does your business need to do to be ready?

When will a second wave of the coronavirus hit?
3

Compound Disasters
Identifying Threats that Could Cause Disruption
Security Concerns

• Workplace violence
  • High-risk terminations
  • Mass layoffs

• Employees working from home
  • Domestic violence
Physical Security

Protecting Property

- Closing physical locations or limited staff present at sites
  - Increased vulnerability to crime
- Increased exposure for internal & external criminal activity
  - (theft, shrink, embezzlement, vandalism, etc.)
Cyber Incidents (Breach or Ransomware)

Cyber crimes have doubled in March

- Work from home
- Use of unsecured Wi-Fi
- Family members using company laptops
Current FBI Warnings During COVID-19

FBI issued a warning on 3/27
Additional Scheme alerted on 3/30

• Email scams – Phishing or Spear phishing
• Phone scams – Vishing & Smishing
• Social Media – Click on links for information
Recent Cyber Breach Examples

US Health Department Hacked Amid Coronavirus Pandemic

Zoom Domains Targeted by Hackers, as Use Surges with COVID-19
Hackers are banking on the popularity of Zoom during the COVID-19 pandemic, ramping up malicious domains tied to the app; Zoom has also been under fire for privacy concerns.

Criminals hack Tupperware website with credit card skimmer

COVID-19 Vaccine Test Center Hit By Cyber Attack, Stolen Data Posted Online
Extreme Weather Events

Natural Disasters

- Flooding
- Hurricane
- Earthquake
- Wildfires
- Tornadoes
2020 Hurricanes Outlook

Extended Range Forecast of Atlantic Seasonal Hurricane Activity

April 2, 2020

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Can Your Business Handle another Crisis?

2017

According to the Federal Emergency Management Agency (FEMA), more than 40% of businesses never reopen after a disaster, and for those that do, only 29% were still operating after two years.
Gaining Influence
Being Engaged During COVID-19

Protecting People:
• Hygiene & Distancing
• PPE changes
• Mental Health & Wellness

Protecting Property:
• Physical & Cyber Security
• Cleaning/Disinfecting
• Shutdown Management

Sustaining Operations:
• Protecting Critical Operations
• Protecting Critical Staff Levels
• Continued Safety / IH Assessments
Volunteer to be a Response Recorder

- What decisions are the Response Team making?
- What is working?
- What is not working?
- What does the team need but not have?
- What have been the greatest challenges?
- Do employees feel they have enough communication?
- Is there too much communication?
After Action Reports

When the dust settles… Setting the stage for future Business Continuity Planning

Initiate the opportunity to “debrief” regarding response capabilities

- What went well?
- Where did the organization struggle?
- Did they transition employees to work from home?
- What was employee feedback regarding the response?
- Were there any IT or security issues?
- What resources would have been helpful?
- What policies were not in place when needed?
- Was the communication flow appropriate at all levels?

Document information in an After Action Report
Be Proactive for Next Time
“Left of Loss” Concept – Intervene & Prevent

**Ideal time to be Proactive**
- Many opportunities to have conversations to understand and lower risk
- Help clients define a resilient strategy to protect employees
- Business and minimize financial exposure

**Left of Loss = Prevention**
- Identify business risks (All-Hazards)
- Develop Plans, Policies, Procedures
- Define stakeholders & develop communication strategy
- Crisis Team Training & Exercises

**OR COVID-19 Client Critical Response**
- Client employee is COVID-19 +
- Educating clients on BCM
- Prioritizing critical processes
- HR related matters
- Crisis Communication
- Cyber breach

**Right of Loss = Response**
- Incident Response & Crisis Management
- Insurance claims
- Employee illness or fatalities
- Reputational damage & loss of profit
- Resume/Recover Business Operations

**No Plan in place**

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<th>COVID-19</th>
<th>Methodical</th>
<th>Frenzied</th>
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**Opportunities to Intervene & Mitigate**
- Early Warning Signs

**Resume “New” normal operations**
What Have Been Your Greatest Challenges?

• Type in the chat box
Questions
If you don’t choose to do it in leadership time up front, you do it in crisis management time down the road.

Steven Covey
Thank you.