

SAFE TIME

More Fruit For Thought



by Ir. Shum Keng Yan

WHETHER an incident becomes a full blown crisis or an opportunity depends very much on the machinery to handle the incident. It has been said that crisis and opportunity are two sides of the coin*. So let's have a look at our PEAR again. Here are the simple steps for thought.

Process Exercise Awareness Review

PROCESS

Now that you have your BCCM Team in place and your Business Impact Analysis figured out, the next step is to put in Contingency Plans for each of the Potentially High Impact (PHI) incidents. This step involves identifying the critical assets and processes that require back up. Comprehensive procedures are written down to address each of the incidents identified.

EXERCISE

Your contingency plans are ready? Great. It is time to test it out. The exercises can be e-learning, followed by desktop drills and mock drills. The scenario chosen should be written up based on the PHI incidents. Usually the drill can be in stages (e.g. desktop drill) as the scenario unfolds. It can incorporate a combination of PHI events to test the readiness of the team. The frequency of the exercises should be decided based on the organisational needs.

** It is worth noting that the actual word for Crisis (危机) and Opportunity (机会) is not a reverse. The words sound almost like a reverse and this is how the phrase "Turning Crisis Into Opportunity" has come about. However, the machinery (机) to handle them is the same.*

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AWARENESS

It is not enough to keep the plans within the BCCM Team. An awareness and promotion programme should be put in place in order that all employees understand their roles and the processes. You may need to work with Corporate Communications or Corporate Affairs for this.

REVIEW

Finally, as with any good management system, review the Business Impact Analysis annually or if there are any new changes that may affect the organisational readiness to put the plan into operation. Incorporate lessons learned from incidents (internal and external). Put in the best practices you can pick up in the industry.

In summary:

- Place a Person-in-Charge
- Establish the Business Crisis and Continuity Management Team
- Assess the risks using a Business Impact Analysis
- Run exercises and drills

These are the low hanging fruit for you to start. To share your own fruit for thought, email: pub@iem.org.my. ■