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***Importance and Key Elements
of a Pool's Own Business
Continuity Planning***

Carol Wilmes

Director of Member Pooling Programs

Association of Washington Cities



Living our business continuity plan

We had a plan.

But how ready were we?



On paper, we checked all the boxes

Met AGRiP Advisory Standards of Business Continuity

- Written policy & procedures
- Identified resources, supplies, alternate location
- Data recovery & accessibility plan
- Contracted vendor (Agility) for business continuity
- Contact information for staff, members, vendors & Board
- Reviewed annually by management
- Emergency response plan, training & regular drills

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Outcome: **MODERNIZE – HUMANIZE - TELEVISION**

Cross functional representation

Get acquainted with existing policies, procedures & resources

Evaluate gaps

Break away into program or team level discussions

Compile what we learned



Process: **MODERNIZE – HUMANIZE - TELEWISE**

Revised policies, procedures & resources

To better coordinate a response at an enterprise level

Organization-wide visibility and improved confidence level by ALL staff of their responsibility during an emergency

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Role playing

Stretch the imagination with real life scenarios





Be warned – it
can get real

- Real conversations about worst case emergency scenarios were riveting
- Not everyone is comfortable in the role of primary response – good to know in advance
- Are families prepared for their loved ones being the primary responder?
- What can we do as an organization to help designated employees prepare themselves and their families for that possibility?

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Teamwork & resiliency



**Share current policies,
procedures & resources**



**Business Continuity
Workbook**

- Identify critical services
- Critical response staff
- Critical resources needed
 - Communications
 - Recovery process



Broad scope of emergencies:

- Natural disaster
- Technological
- Human caused
(adversarial)

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Surprising outcomes & impacts

Extended duration – beyond 60 days

Staff's mental well-being



Surprising outcomes & impacts

Multiple events

ERM approach to business continuity



Moving forward

Policies of the future

Post COVID-19 work environment

Communicate expectations to staff

Get to work!



Lessons: **Modernize – Humanize - Televised**

People Matter

- Less clinical, more humanistic
- All staff will feel confident in their role in any given emergency and may ease anxiety

Perpetual policy review

- test, revise, test differently, seek feedback

Insights & considerations

1. Take another look at your plans now
2. Be sure to include the human component
3. Make sure it's "out there" and shared, readily understood



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We have a plan.

We're readier than we were.

We have more to learn.

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Questions/Comments?

Carol Wilmes

carolw@awcnet.org

Director, Member Pooling Programs
Association of Washington Cities

Maryam Sherkat

msherkat@miabc.org

Chief Risk Officer & Legal Counsel
Municipal Insurance Authority of British Columbia

Matthew Branson

matthew@wstip.org

Member Services Manager
Washington State Transit Insurance Pool

