



**Diane Mortimer Dip. Comp. Cert Soc Sci MBCI
Business Continuity Manager Aviva UK Life**

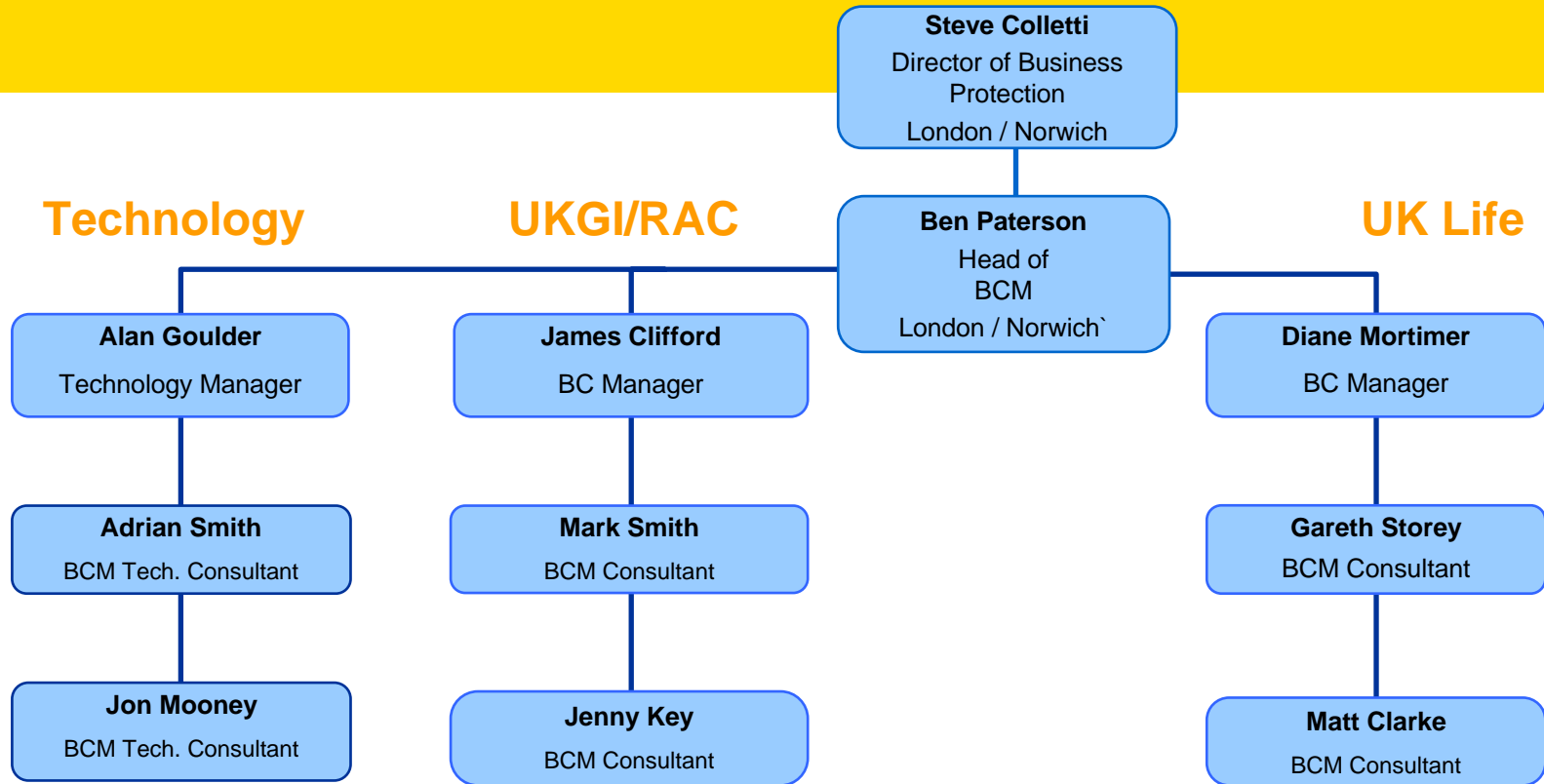


Agenda



- Overview of Aviva UK Life
- January 2010 – snow! How about that!
- The response
- Communications
 - Staff helpline
 - Major Incident notification - text alert system
 - Intranet
 - Devolved communications
- The **domino** effect
- Learning points
- Summary

The Team



- 4 major locations
 - Norwich
 - York
 - Sheffield
 - Eastleigh
- Approximately 290 plans
- Business Continuity working group – meets monthly
 - Representatives across each business line
- Programme of work each year includes BIA and BCP refresh, training, exercising, education & awareness, incident management, supplier continuity management and WAR tests....



- 3,000 staff based in Southampton (Eastleigh) and Sheffield (Heritage Park)
- Eastleigh – 3 buildings, 2 on same industrial estate, one ¼ mile away
- Sheffield – 3 offices in same location – (Heritage Park) on Sheffield outskirts
- Many Health teams critical – Recovery Time Objective of 4 hours



A lot of snow - 5th - 11th Jan

- First calls 08:26am Tuesday 5th January
- Calls from staff to say they could not get in
- Villages cut off / transport issues
- Cars blocking tram routes - Sheffield
- School closures
- Car Parks almost impassable
- Only 1/3rd of staff arrived
- Car Parks gritted but then more snow / froze over
- Eastleigh – predicted 25cm of snow
- Portsmouth cut off

Where did that leave us?



- Not many staff could make it to work - and even if they could -
- Car Parks under deep, frozen, snow
- Staff taking 2½ hours to get home
- Grit requisitioned - contractor issues with attendance at site
- No thaw expected for a few days – at least

The response



- Did not close the office
- Checked BC plans with especial reference to pandemic planning - i.e. loss of staff
- Checked non essential functions which could be suspended
- Implemented call diversion plans – Eastleigh to Sheffield
- Promoted WFH, flexible working, car sharing
- Hung on to own stocks of grit – moved around

The response



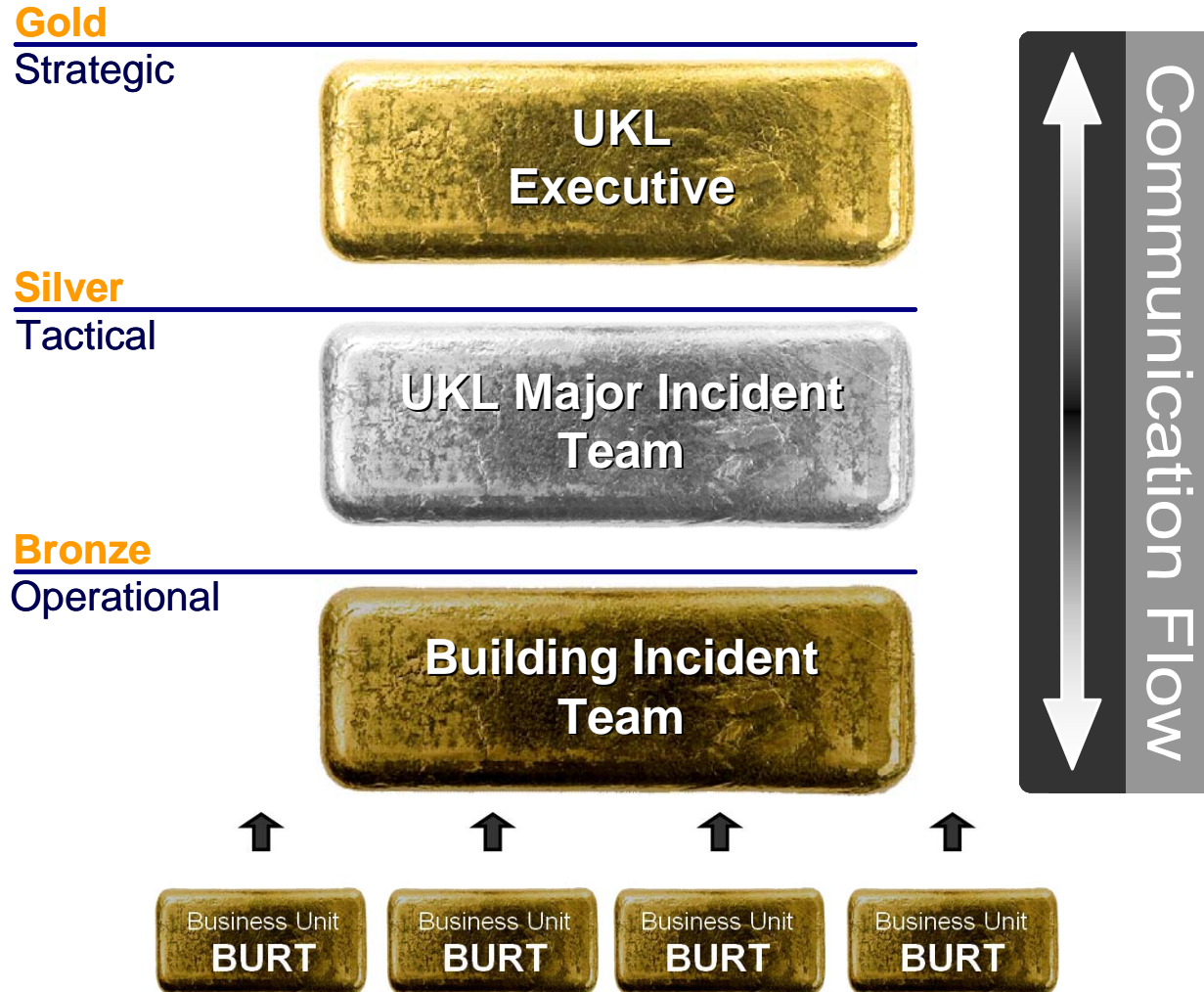
- Meetings organised
 - up to 3 times daily
- Invited Communications, senior management all business units, IT, telephony, BCM team, HR and Communications (Health)
- Aviva BCM organised meetings with Facilities, BCM, Health and Safety, HR, Communications (Aviva)
- BCM team attended all these plus service management meetings each morning
- BCM - kept Aviva UKL Silver/ Business Protection informed
- Provided BC plan information on request

The response



- Used contractors – and staff! - to shovel snow & grit pathways
- Arranged alternative parking at airport (under cover) car park
- Ensured Health and Safety and Human Resources attended regular meetings
- Monitored public transport status via web/Local Authorities
- Messages out as early as possible....

Communication methods – Command and control structure



Communication methods – Staff Incident Line



- Managed by Aviva Business Protection Continuity Team
- Free to staff (except calls from mobiles)
- Password and PIN protected
 - Updated regularly each time there is a major incident
 - Message - business decision
 - Updated by BCM team
- Staff information line cards printed and distributed each awareness session
- All staff encouraged to programme number into mobile telephones
- Checked each month (use it or lose it.....)



Major Incident Staff Information Line



For regularly updated information on any Major Incident that has affected your normal business operations call this number:

0800 0 96 22 00

Communication methods – text alert system



- i-modus
- 15 groups, around 280 recipients
- Divided into Life, GI, Group, Facilities, IT,
- Managed by Aviva UK Business Protection BCM team
- Each incident –
 - notified by Security Operations
 - text messages sent out to relevant groups



Message

Characters Used

Pager SMS Email

Advanced Message Full HTML Message Editor
Use Map Mapping Attachment

Event Based Messages - Forward Planned

Broadcast Date
Event Date

Quick Messaging

SMS, Email, Pager

Recipients | Groups | Address Book

Group	Code
Add AGS Offshore Incident Not...	AGSOFFSHORE
Add Group Business Protection...	NUGBP
Add NU Building Incident Noti...	NUBUILDING
Add NU Business Protection No...	NUBP
Add NUI Incident Notification	NUNUI
Add NU Island Site Hof & Dof ...	NUISLAND
Add NU IT Incident Notificati...	NUIT
Add NU Legal OFT ALL Notifica...	ALLOFT
Add NU Life Coordinators Noti...	NULIFE
Add NU Life Silver MIT	NULIFESILVER
Add NU Media & Comms Incident...	NUMEDIA
Add NU NUI Silver MIT	NUNUISILVER
Add NU Police Alert	NUPAG
Add NU RAC Notification	NURAC
Add NU Silver Support	NUSILVERSPPT
Add Spare Group	

Search:



Communication methods – Intranet



- Aviva World
- 'Be Prepared' site
- UK Life / UKGI pages



This Site: Be Prepared Search

Home | Our Company | Work & Office | HR & Career | Social | Team Sites | My Site

- Announcements
- Latest News
- Useful Links
- Actions
- Business Continuity Actions
- Swine flu
- Information
- Business Continuity reps' contact details
- Major incident employee helpline
- Business Continuity - test schedule

Your profile needs completing (57% complete). [Update your profile now.](#)

Welcome to the Aviva UK "Be Prepared" site for managers

From here you can link directly to the latest government advice on issues like swine flu, review what you should be doing to ensure your team are aware of the response to an incident affecting Aviva, locate advice and guidance for having plans in place to minimise business disruption.

Want to be the first to know when something new is added?

Well you can use the handy facility already built into Aviva World. From here, click the yellow "Announcements" box on the left of the screen. Then click on "Actions" and select "Alert Me". You can also add the page to the "Links" section of your "My Site" to make it easier to find.

Latest News

Pune incident update: Bomb explosion at the German Bakery 2/22/2010 3:54 PM
by Julie Humpherson Clark

Following the bomb attack in Pune on Saturday 13 February, below is some information about what we did to look after offshore employees and some useful advice if you're travelling to India for work.

About the bomb attack

At least 10 people were...

Planning for your team being unable to get to work 2/16/2010 1:10 PM
by Julie Humpherson Clark

As the risk of swine flu has reduced, there are still a number of other things which could prevent your team getting to work - just look at the disruption caused by the recent severe weather as one example.

With any event or incident, there's usually...

Useful Links

- ▣ National Pandemic Flu Service
- ▣ Ask HR
- ▣ What to do in an emergency
- ▣ Safety and Security
- ▣ Health and Safety
- ▣ Scenario planning document

Communication methods – devolved



- Whichever methods used, a few will slip through the net
- Old fashioned but works – HoFs to Line managers to staff
- HoFs gain info from Silver meetings or email

What about the plans?



- Used pandemic planning structure
- Listed non critical activities to be suspended
- Checked revised operating levels (ROs) for critical activities
- Worked at a basic recovery level
- Implemented call diversion

One incident leads to another.....



The domino effect

- Sheffield – Heritage Park
 - Melting snow leaked into building and then into electricity panels
 - Took down power in one building for 24 hours
 - RTOs, ROLs rechecked
 - Found database was incorrect.....

Costs.....



- Incident lasted 9 days - had significant impact on our operations for 3-4 days
- Cost to Health
- Cost to Aviva overall.....
- However –
 - No accidents / incidents were reported as a result of the conditions
 - This has been put down to a clear, integrated and slick response to the incident

Learning points



- 'Operational' – excites people
- Need for **early** decisions
- Clear, fast communication is of paramount importance
- Other businesses may not be so well prepared
 - Check if other businesses in same building have a liaison point
- It costs – this incident was resource heavy
- You can't please everyone.....
 - If you are going to let staff go home early in one office remember the other office(s) may well resent this.....

What did we do well?



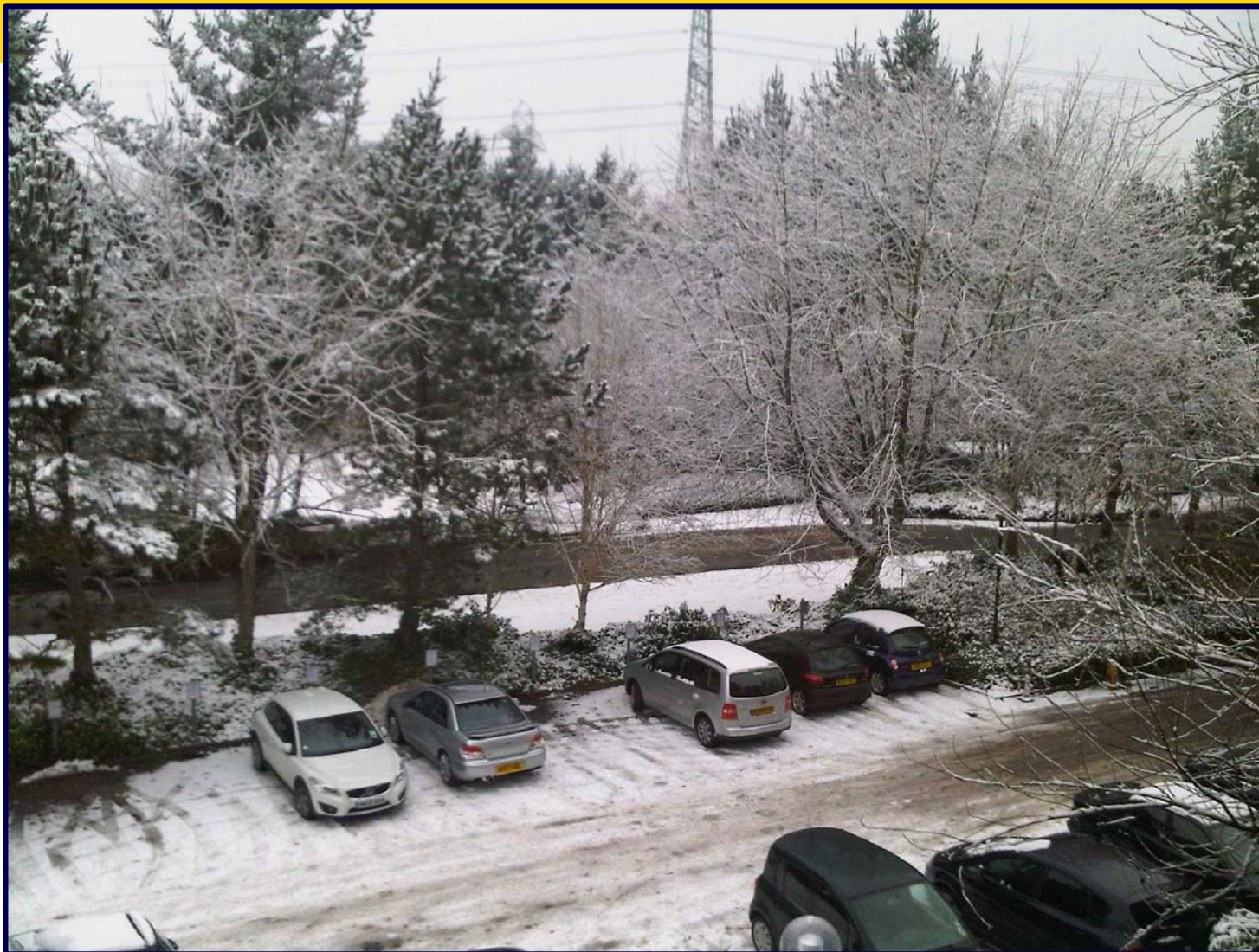
- Kept the business running
- Used our pandemic planning
- Communicated
- Staggered leave times
- Health and Safety, communications team and HR at all meetings
- Ensured that staff clearing snow had volunteered and were **not** asked to clear snow
- Let staff wear casual dress
 - Stilettoes and 4" of frozen snow do not mix.....

Summary



- Pandemic planning is never wasted
- Help from the Authorities would be appreciated if at all possible
- Communicate with staff - it stops rumours
- Hold meetings early – **very** early
- You can't please everyone
- Sometimes the weather forecasts are accurate!
- Remember to involve Health & Safety, HR, communications

This much snow can cause that much havoc.....





AVIVA

businessprotection
keeping the business in business

Thank you