

Invoking Your Business Continuity Plan

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Agenda

- Incident Timeline
- The Threat
- Business Resilience Team
- Incident Command Team
- Media Mis-Information
- Recovery Site
- Associate Experience
- Areas for Improvement
- Areas to Sustain

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Incident Timeline Sep 9, 2019

- 3:40am van loaded with stolen diesel fuel entered the building garage and parked on second floor
- 9:38am vehicle caught attention of building security because it was leaking fuel
 - Called authorities to respond
- 11:06am BCFD ordered evacuation of building and garage over concern of potential explosion
 - BPD responded in support
 - Due to upcoming presidential visit, federal agencies (SS, ATF, DHS) were also alerted and included in command post
- 12:00-1:00pm evacuation zone expanded to search nearby garages (in support of fire and police investigation)
- 1:00-4:30pm authorities determined that the van was not a makeshift explosive or direct threat to TRP or presidential visit
- 4:30pm (approx.) Building, garage and surrounding streets were reopened

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The Threat

"They had blacked out the windows of the van, so we couldn't see in it until we got up close enough, and then when the bomb technicians realized that there was wiring running back to it, they made entry into the van and saw that it was a rigged device to pump the diesel fuel out and then to take it and sell it somewhere else," he said.

The incident put downtown Baltimore on edge for much of Monday — just two days before the 18th anniversary of 9/11 and three days before a visit from President Donald Trump. Buildings in the surrounding area were evacuated. Others in nearby buildings were asked to shelter in place.

The Inner Harbor promenade was closed between the Science Center and the World Trade Center. Also affected was The Gallery shopping mall and Harbor Place.

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Business Resilience Team

- Upon Evacuation, Invoke Business Continuity Plan
 - Emergency Notification System / MIR3 email, text, phone
- Symphony alert ICT to convene
 - ICT at designated meeting location
 - Trading at recovery site
- VP Business Resilience Science Center with ICT
- 1 BC Manager Recovery Site
- 2 BC Managers Owings Mills Campus; Emergency Notification System communication, ICT meeting and communication, resource coordination and other issues as needed
- VP Physical Security Science Center with ICT
- 1 Allied Security liaison embedded with BPD command post and had direct communication with ICT

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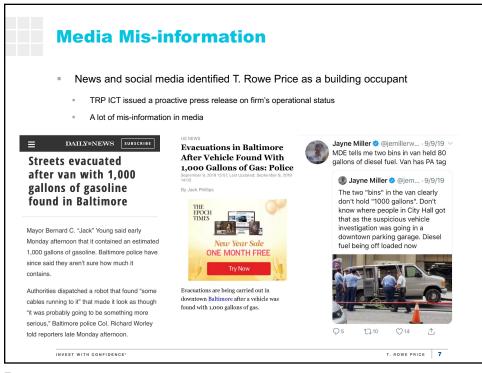


Incident Command Team

- ICT alerted of evacuation immediately via email and Symphony
 - IAW BCP, evacuate to amphitheater across street, then decided to move to pre-designated meeting location at Maryland Science Center
 - BC manager from Owings Mills contacted MSC Director who notified staff and security
 - Conference room space
- ICT open conference call line from noon throughout
- Corporate communications (internal and external), resource decisions, office status
- Worked with BC Team to provide transportation support to associates during incident
 - Bus, water taxi, cab and uber

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Business Continuity Recovery Site

- BC Manager deployed from Owings Mills campus to recovery site in anticipation of trading response
 - Coordinated security, facilities, tech, and food support en route; seating chart
- Facilities leadership deployed to recovery site
- Trading sent team to recovery site; grew from initial 10 to 90 including support in 2 hours
- Recovery site was set up for DRE so dedicated trader PCs were fine but support and printers/scanners in isolation
 - Pros Water, soda, abundant office supplies on hand; DRE Leader provided tech workaround/alternatives for printers/scanners; DRE shifted to the right two days
 - Cons If event was larger in scale, involving more BUs beyond trading, production space would have been a problem
- When incident "all-clear" given at Pratt around 4:30, decision already made for trading to work from recovery site on Sep 10 (over 110 personnel)

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Associate Experience

- Designated evacuation point, McKeldin Square (across the street)
- Evacuation
 - Evacuation exit door locations cut-off some associates from meeting site bc of cordon (kept getting pushed back further)
 - Science Center closed on Mondays and offered associates to sit in IMax theater
 - Science Center became a bus and water taxi pick-up/drop-off point
- 9 total emergency notification communications to associates providing alert, instructions, situational updates, and all-clear throughout the incident
- Concern for personal belongings left in office space when evacuated (purses, phones, etc)
 - ICT cancelled all overnight cleaning and office support functions at Pratt

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Areas for Improvement

- Evacuation (Building and TRP Security)
 - Floor Wardens and Stairwell Assistants need designated and trained
 - Upper "stack" floors reported slow evacuation in stairwells
 - Evacuation of disabled /pregnant associates
 - Many associates left their phones /purses in the building
 - Designated evacuation point not ideal in full building evac
- Communication
 - Mobile phone contact info in Workday
 - Business units need to establish Symphony chat groups and /or internal coms plan
 - Authoring communications initially slow due to consensus building of ICT, improved throughout event
- Recovery Site
 - People didn't have phone /device chargers

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Areas to Sustain

- Overwhelming consensus that incident response was a success
- BC invocation went according to plan
- Recovery site functioned as designed
- Maryland Science Center was ideal location for ICT stand off distance, view of building, gracious SC staff
- Liaison in BPD command center was ideal
- Positive feedback from associates regarding frequent communications, made them feel aware and supported

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