

DRJ SPRING 2020
March 15-18, Orlando

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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Media Mis-information

- News and social media identified T. Rowe Price as a building occupant
 - TRP ICT issued a proactive press release on firm's operational status
 - A lot of mis-information in media



Streets evacuated after van with 1,000 gallons of gasoline found in Baltimore

Mayor Bernard C. "Jack" Young said early Monday afternoon that it contained an estimated 1,000 gallons of gasoline. Baltimore police have since said they aren't sure how much it contains.


Authorities dispatched a robot that found "some cables running to it" that made it look as though "it was probably going to be something more serious," Baltimore police Col. Richard Worley told reporters late Monday afternoon.

US NEWS

Evacuations in Baltimore After Vehicle Found With 1,000 Gallons of Gas: Police

September 9, 2019 13:07, Last Updated: September 9, 2019 14:05

By Jack Phillips




Evacuations are being carried out in downtown Baltimore after a vehicle was found with 1,000 gallons of gas.

Jayne Miller @jemillerw... · 9/9/19

MDE tells me two bins in van held 80 gallons of diesel fuel. Van has PA tag

Jayne Miller @jem... · 9/9/19

The two "bins" in the van clearly don't hold "1000 gallons". Don't know where people in City Hall got that as the suspicious vehicle investigation was going in a downtown parking garage. Diesel fuel being off loaded now



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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 work-around/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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