

When the Smoke Clears: How ISO Certification Enabled Our Business To Continue



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Introduction - Meet Our Presenter:

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www.feapc.com

About Us

- Engineering & Facility Management Consulting Firm
- Small Business
- ~50 Employees
- Offices
 - Fairfax, VA - Headquarters
 - Denver, CO
 - Cheyenne, WY
 - Santa Rosa, CA

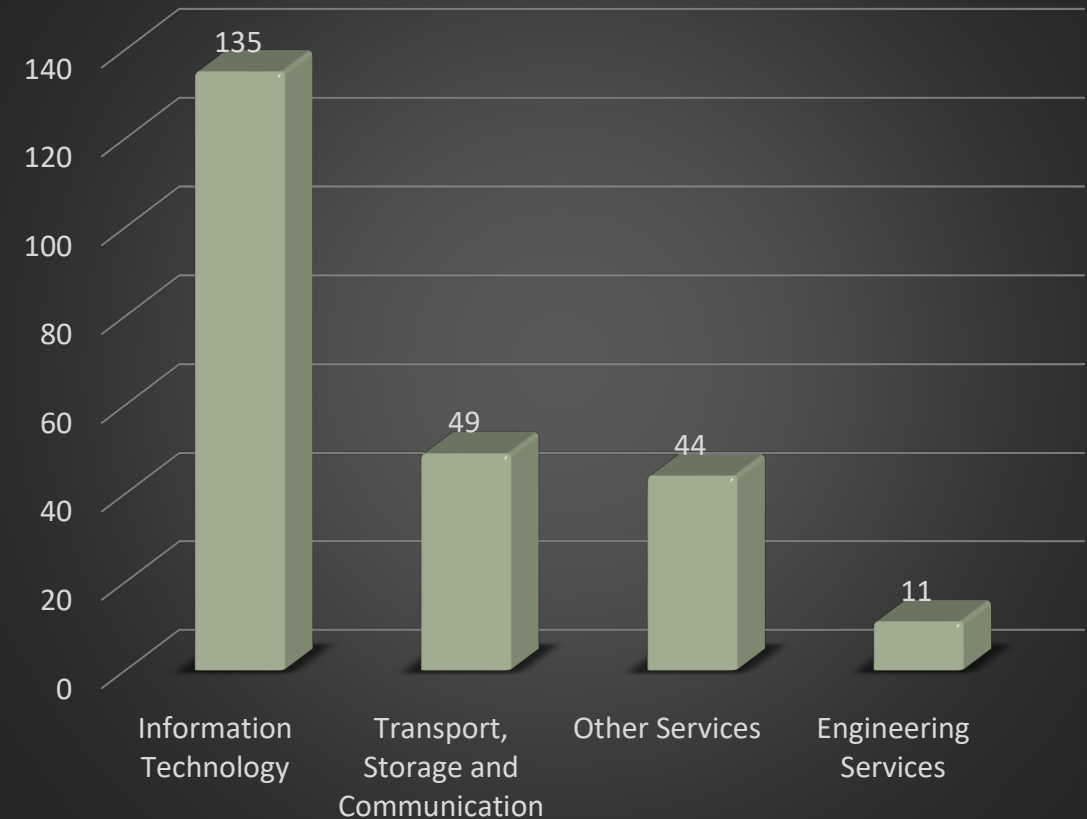


2018 ISO 22301 Statistics

Top 5 Countries (and USA) with ISO 22301 Certificates



ISO 22301 Certificates by Sector



Total Number of ISO 22301 Certificates Worldwide: 1,506

Total Number of ISO 22301 in USA: 30



We are a Small Business so our planning
is less complex



We are a Small Business so disruptions could
affect us severely

Facility Engineering Associates Santa Rosa, CA

October 9, 2017

3 AM







Historic Fountaingrove Round Barn
Before & After

Lessons Learned

- Don't underestimate the event
- Don't be afraid to activate your plan
- You need a plan C...



← FEA Office – 1st Day Back In

FEA Alternate Site #2 – 1st Day Back In →



You need more than two alternate sites...

Tubbs Fire: Most destructive fire in California history *(at the time)*

- **Started: October 8, 2017**
- **Contained: October 31, 2017**
- **36,810 acres burned**
- **22 deaths (Sonoma County)**
- **5,643 structures (Santa Rosa)**
- **2,800 homes (Santa Rosa)**
- **\$1.2 billion estimated damages**
- **5% housing stock destroyed**



How Our Planning Helped Us

- Communication Planning & Protocol
- Muscle Memory Kicked In
- Business Continued

Survivors Of 2017 Sonoma Fires Are In Hell All Over Again

The Kincade fire in Sonoma County is raging north of Santa Rosa, California, where fires burned thousands of homes and killed dozens of people two years ago.

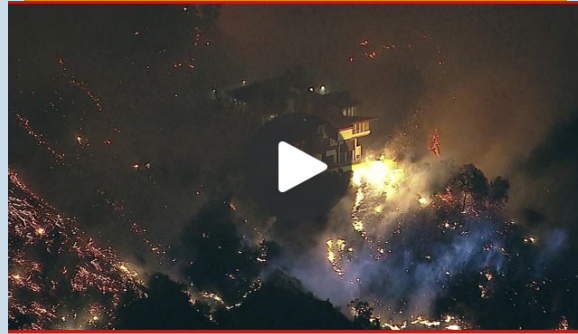
Round Two: Kincade Fire, October 2019



CNN

**Winds fanning
California fire could
be "strongest of
recent memory,"
weather service s...**

31m ago



Wind gusts reach
hurricane force as
wildfires torch
Southern California

Christina Maxouris,
Holly Yan and Joe
Sutton, CNN

Kincade Fire:

Started: October 23, 2019

Contained: November 6, 2019

-~78,000 acres burned

-374 buildings destroyed

-180,000 residents evacuated

-FEA office and employees evacuated for
4 days

- Largest fire in Sonoma County history

2019 California Wildfire Season

-7,860 fires

-259,823 acres

-23 days of public safety
power shutoffs



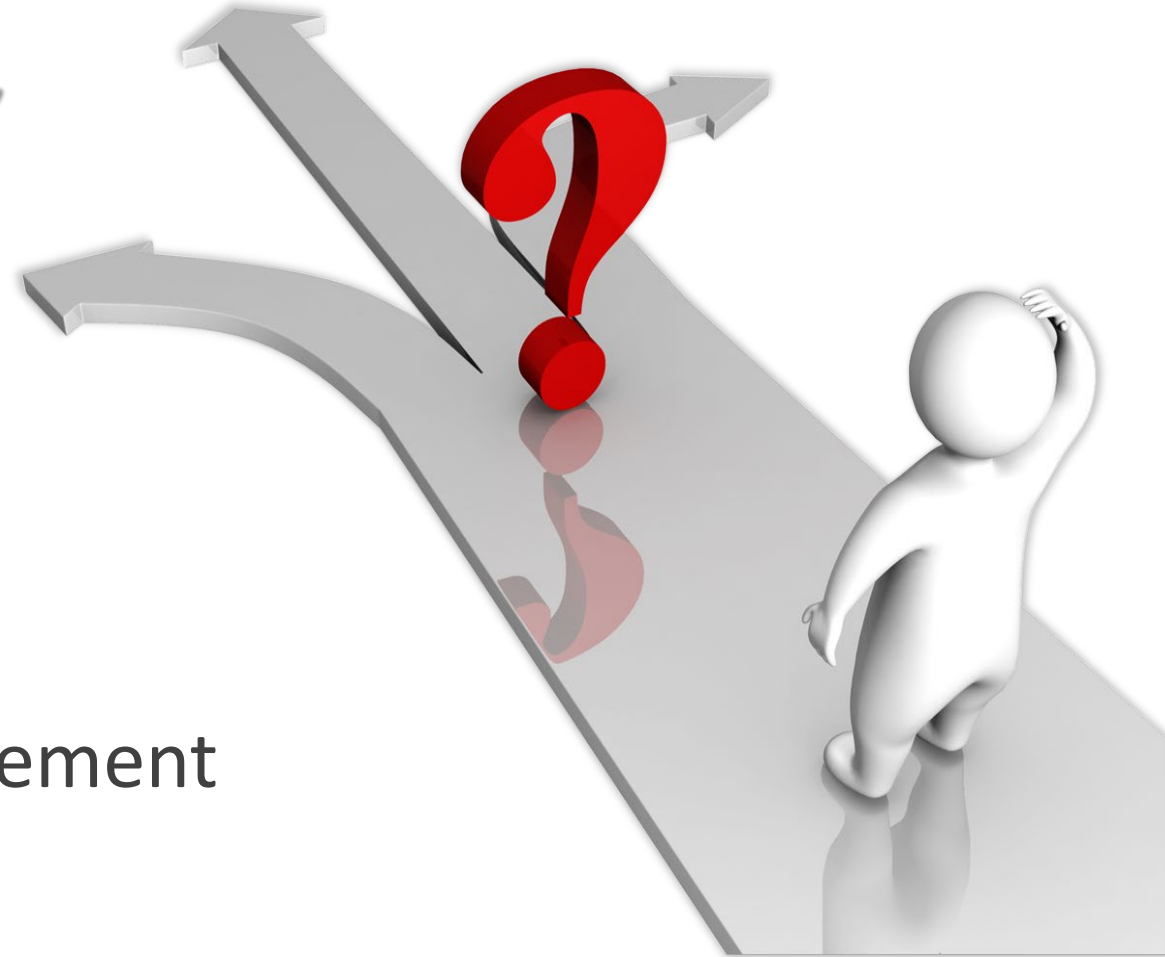
How Our Planning Helped Us – Round 2

- Companywide Response
- Business Impact Analysis
- Keep Calm and Carry On

So, Why ISO?

Can't you get all this with a good Business Continuity Plan?

- ISO audits you every year
- ISO keeps you active
- ISO requires continual improvement

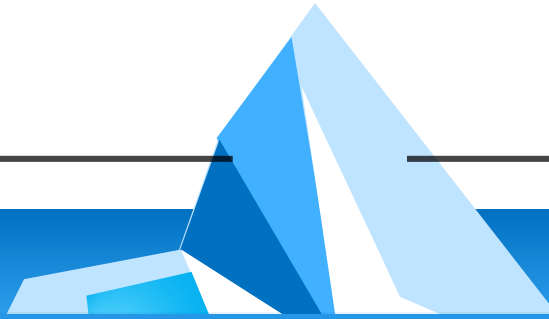


Formal Structure

We knew we needed a management system.

Recognition

Could enhance our reputation.



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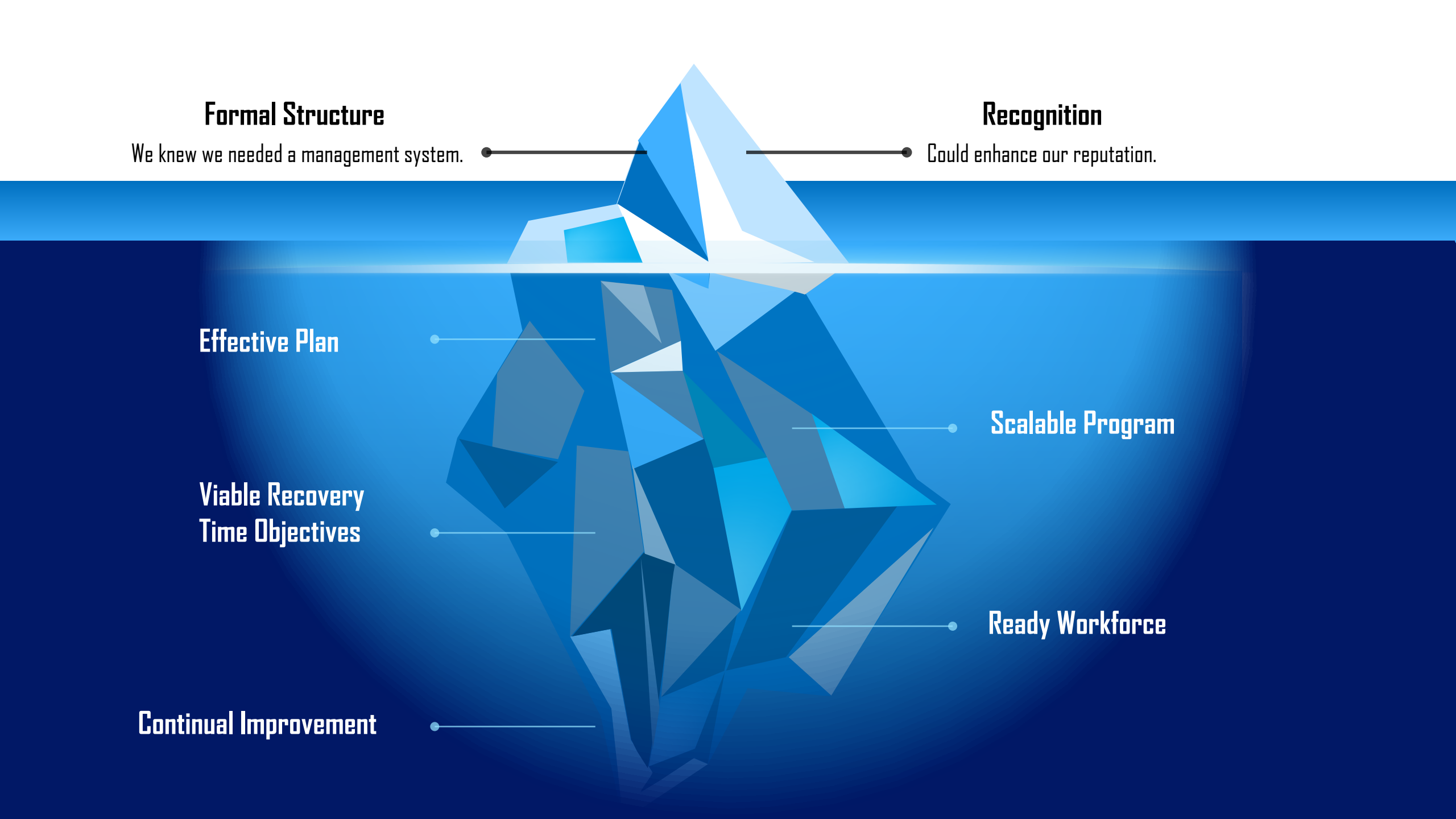
Effective Plan

Viable Recovery
Time Objectives

Continual Improvement

Scalable Program

Ready Workforce



Putting It All
Together...

Critical Factors For Success:

- Scalable Program
- Business Impact Analysis
- Employee engagement



Traffic instructions

Please slow down, pay attention, and remember that traffic lights without power are stop signs. There's been an increase in traffic accidents in areas without power.

Need to charge a device?

Be kind to each other

Everyone is stressed. Check on your neighbors. Treat PG&E workers with respect and don't slow them down while they work hard to turn the power back on for you.

If you or a loved one needs non-emergency medical care, go to an Urgent Care instead of an emergency room.

Need more information or resources?

Contact 211 if you need information regarding the power shutoff, shelter, or help with food or water. You can call 211, text your zip code to 898-211, or go to 211sonoma.org. Call 911 for crimes happening now, suspicious activity, and life-threatening emergencies.

Thank You!

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