



Facilities Management Business Continuity Plan

March 2018

By

Harun Biswas

Assistant Vice President, Facilities Management

Table of Contents

What Does Continuity Of Business Operations Mean To Us? 3

Facilities Management 4

 Employees/Positions..... 4

Emergency Operations Plan 5

Plant Operations 5

External Resources 6

 Office/Department 6

 External Resource Name..... 6

 Critical Equipment Needs/Supplies 7

Safety and accessibility of electronic data and files 7

Safety and accessibility of archived hard copies of documents 8

Emergency Management and Response..... 8

Emergency Preparedness and Lesson Learned 9

Conclusion and Checklist 10

What Does Continuity Of Business Operations Mean To Us?

We believe Continuity of Business Operations Plan is an effort to ensure our University's Facilities continued performance of its most essential functions during a range of potential emergencies. To be successful, a Continuity of Business Operations Plan incorporates the development of plans, procedures and provisions for **people, resources** and **processes**.

Threats to an organization's operations can come from many sources, such as:

- Acts of Nature
- Accidents
- Terrorist activities
- Technology incidents

During an emergency, resources (people, equipment, supplies, etc.) are available to support the operation of Physical Resources.

Below are a few resource examples:

- Alternate Locations
- Utilities (Water, Electrical, Gas)
- Communications
- Data and Records
- Vehicles
- Equipment
- Inclement weather equipment and material

As described further in the document, the resources of Facilities Management are in place for continued operations.

Facilities Management

Facilities Management is comprised of multiple departments with primary responsibility for the physical assets management of the University. Facilities Management plays a major role in supporting the University’s teaching, research, and student life activities through the formulation and implementation of all capital and renovation projects.

Additional responsibilities include: providing the overall strategic direction for all major facility projects including master planning, design, construction, and implementation; and directing the operations of the institute’s buildings, grounds, housekeeping, utilities, operations and maintenance to provide a safe and healthy environment. A total of 55 personnel are employed to carry out Facilities Management’s mission.

Priority: High

Employee in Charge: Harun Biswas, AVP for Facilities Management

Employees/Positions

Name	Title	Phone Number	Email
Harun Biswas	Assistant Vice President for Facilities	(678) 466-4246	HarunBiswas@clayton.edu
Darren Thomas	Director of Physical Plant Operations	(678) 466-4249	DarrenThomas@clayton.edu
Jill Shuffler	Office Services Administrator	(678) 466-4240	JillShuffler@clayton.edu
Lana Soroka	Planning & Design Manager	(678) 466-4244	SvetlanaSoroka@clayton.edu
Priti Bhatia	Assistant Director Facilities Management	(678) 466-4203	PritiBhatia@clayton.edu
Wen-Sue Lee	Budget Coordinator	(678) 466-4243	Wen-SueLee@clayton.edu
Jedd Versteeg	Electrical Assistant Director	(678) 466-4253	JeddVersteeg@clayton.edu
Mohammed Khan	HVAC Assistant Director	(678) 466-5489	MohammedKhan@clayton.edu
Charles Bridges	Assistant Director of Building Services	(678) 466-4248	CharlesBridges@clayton.edu
Renato Lumacang	Assistant Manager of Building Services	(678) 466-4248	RenatoLumacang@clayton.edu
Flordeles Brown	Night Shift Supervisor of Building Services	(678) 466-4248	FlordelesBrown@clayton.edu
Trent Johnston	Assistant Director of Landscape Management	(678) 466-4255	TrentJohnston@clayton.edu
Ricardo Pascual	Supervisor of Landscape Management	(678) 466-4255	RicardoPascual@clayton.edu

Emergency Operations Plan

The purpose of the Emergency Operations Plan is to minimize disruption to business continuity. Whenever an emergency affecting the campus reaches proportions that cannot be handled by routine measures, the President, or designee, may declare a state of emergency and these contingency guidelines will be implemented. This plan identifies policies, procedures, organizational relationships, and lines of responsibility and communication necessary to minimize the loss of life and destruction of property. This plan is to offer an effective, rapid and orderly recovery from an emergency.

Facilities Management is responsible for returning the campus to its pre-disaster condition. That activity will involve all members of the staff from Building Operations, Building Services and Landscape Management, as well as outside contractors (in specific situations) to repair of facilities (both temporary and permanent), to demolition, to reconstruction of buildings, utilities and other structures.

Also, Physical Plant personnel are responsible for the following:

1. Inventory necessary items and equipment (fuel reserve, chain saws, batteries, flashlights, plywood, caution and masking tapes, etc.) and secure logistical requirements to include emergency generators, fuel, water, etc.
2. Items such as generators should be tested.
3. Shutter or board up windows where possible; otherwise, tape windows.
4. Request volunteers for "Watch Teams".
5. Secure power to emergency operations center, if needed.
6. Secure all HVAC chiller plants and mechanical equipment.
7. Secure flammable storage lockers.
8. Arrange all college vehicles adjacent to Physical Plant Maintenance building.
9. Health services will be placed on alert so that they may inventory medical supplies and personnel and formulate plans for alternate emergency care site.
10. Academic, Administrative, Information Technology and College Affairs will be notified.
11. The emergency storerooms located at ABL Food Services, Building Services, and each trade shop will be inventoried to insure that necessary emergency items are available.

Plant Operations

Plant Operations is also available after 5:00 pm and on weekends. Contact campus Public Safety at (678) 466-4050 to report emergency after hours.

Skilled workers are available from the Physical Plant at all times during normal working hours and on short notice at other times. They are capable of providing the following minor emergency services:

- **Utilities:** Repairs to water, gas, electric, mechanical equipment, and sewage systems.
- **Equipment:** Portable pumps, generators, lighting, air compressors, tractors, and other miscellaneous equipment.

External Resources

Office/Department

The following alternative and external resources are able to assist in performing critical functions.

- Electric
- Water
- Gas

External Resource Name

Company	Service Provided	Phone Number	Formal Agreement	Special Instructions/ Procedures
Georgia Power	Electric	Business line (888) 850-4551	None	
Clayton County Water Authority	Water	Customer Service (770) 960-5200	None	
	Sewer	Business Office (770) 961-2130		
Gas South	Gas	(770) 907-4231	None	

Critical Equipment Needs/Supplies

Critical Equipment Needs/Supplies	Availability	Replacement Cost	Vendor(s)	Quantity Needed	Related Business Function
Emergency Generator	1	\$500.00	Home Depot	3	Temporary power restoration
Water Pump	1	350	Home Depot	1	Pumping water during flood
Battery Powered Flood Light	2	1900	Grainger	3	Provide light if electric went out
Chain Saw	5	500	Campbell's	2	Clearing trees/limbs
Wet Vac	2	300	Peoples Janitorial	2	Mitigating flood water

Safety and accessibility of electronic data and files

The purpose of business continuity is to ensure that critical business processes continue during the emergency or resume quickly after, so the department and facilities can return to normal in the shortest possible time. It is essential for continuity of operations to have access to electronic data.

Facilities Management electronic data is stored on local and network drives. Local data suggested to be backed up to H:\ drive. Network data is backed up nightly.

1. How often are the network folders backed up.
Network data backed up nightly.
2. Contact person in case of data corruption/wipe out.
Jason Berry, Director of Network & Enterprise Services, is the contact person for network data.
3. How quickly data would be available for restore.
Depends on many factors. Data could be available immediately or it might takes days to recover. Just depends on the circumstance.
4. In case of temporary to long term network unavailability, ways to access data.
Currently there would be no way to access data until responsible service is restored.

Safety and accessibility of archived hard copies of documents

It is essential to have hard copies of archived documents preserved in case the facility is lost. The following documents should be scanned and be available in electronic copies as backup files:

- Copies of contracts.
- Building as-builts and construction drawings.
- O&M for equipment.
- Leases.
- Invoices and payments.
- Warranties and certificates of occupancy.
- Contracts and service history of equipment to support valuation for insurance companies.
- Employee files if separate from Human Resources files.
- Essential correspondence.

Emergency Management and Response

Emergency Response Plan:

1. Emergency command center defined (according to type of emergency).
2. Response crew is defined (consist of Facilities team, Public safety team, first responders EMS, Fire Department, Utility companies).
3. Chain of command is established.
4. Communication plan defined.
5. First responders are contacted by the Emergency Command Center:
 - A. CSU Public Safety Department.
 - B. Local Police department (if required).
 - C. Fire Department (if required).
 - D. Utility Companies (if required).
6. Emergency Management:
 - E. Evacuate people to a safer zone.
 - F. Plan for alternative locations if assigned space is inaccessible.
 - G. Provide access to records and data files.
 - H. Disconnect/Secure/Safeguard Equipment safely as needed.
 - I. Contact Risk Management (for Insurance and damage assessment).
7. Risk Assessment and Management:
 - J. Review Campus ERM plan and mitigation according to the plan.
 - K. Identify business functions (mission-essential and secondary functions).
 - L. Identify Critical and Secondary Assets involved in the Business Continuity Plan.

- M. Adjust activities according to the defined essential business functions.
8. Start recovery Management:
 - N. Perform damage assessment.
 - O. Insurance review and documenting/reporting (Cindy Knight)
 - P. Recovery or reconstruction process according to insurance response.
 9. Post event debrief, review, revision and evaluation of plans.
 10. Training and drills.

Emergency Preparedness and Lesson Learned

Emergency Preparedness Plan includes scheduled on annual basis meetings and audits with key personnel of the departments to discuss any updates to the plan.

1. Conduct annual drills or follow departmental essential functions changes with drills.
 - A. Does everyone knows emergency meeting place?
 - B. Are the evacuation maps updated?
 - C. Do building coordinators knows where evacuation chairs and defibrillator stations located?
 - D. Is 100% team cooperation met during the drill?
2. Conduct training and practice events
 - E. Are the supplies and equipment in place and operable?
 - F. Are the employees contact numbers listed in the emergency plan current?
 - G. Have all employees received copies of the plan and training to follow them?
 - H. Do all employees know their responsibilities in case of emergency?
3. Review Risk Management plan.
 - I. Have indicated in the risk management plan risks have gone away or new risks appeared?

Conclusion and Checklist

To continue our operation during an emergency we have discussed the following questions for corrective measures and posed ourselves to mitigate/address the problem if we ever face any catastrophe.

1. Do we know all of the threats to our organization? - Enterprise Risk Management plan prepared.
2. Do we understand the impact to our organization in a disaster?
3. Will we have alternate facilities from which to operate? – In case of temporary incapability of physical access to facility, remote VPN will allow access to data, employees involved in essential business processes will be defined and report to identified locations of work.
4. Will we be able to effectively communicate with our people? – Refer to steps 1-4.
5. Have we documented all of our critical processes? - ERM
6. Do my people know where to report? Refer to steps 1-4.
7. Do we know who will do what and when in an emergency? - Refer to step 7.
8. Will we have access to all our vital records and data files?- Refer to Safety for Electronic data and files
9. Have we learned from the past and corrected ourselves to tackle the future emergency of such? – Review, Debrief, Revise Plans.