



MidwestContingencyPlanners.org

Membership Meeting Minutes of December 12, 2007

CALL TO ORDER

President, Shelly Hogan called the meeting to order at 11:35am. Shelly welcomed everyone to our 87th meeting and asked that everyone sign-in on the Membership Roster or the Guest Register.

GRATITUDE TO HOST

Shelly expressed thanks to all of the vendors which included SunGard, Rentsys, Lighthouse Readiness, OfficeSpace, N|Frame, Jack Henry & Associates, and IBM. She also thanked Mike Alley for his work in organizing the meeting and luncheon.

BUSINESS MEETING

- Shelly asked for members to introduce themselves, company affiliation and position as well as what they would like for Christmas.
- Minutes of the October 2007 meeting were approved as submitted.
- Our current membership is 43 member companies, which includes 3 new companies and no cancellations.
- 5 expressions of interest in membership.
- To our 3 new member companies – **WELCOME:** Phelco Technologies, Lincoln Financial and Rentsys.
- The next meeting is scheduled for February 12th at Farm Bureau. It will be a presentation on the National Congress for Secure Communities. The April meeting will be held at Sallie Mae.
- Upcoming events include: DRJ Spring – March 30-April 2; brochures were on the back table for this event.
- Shelly announced the Board recommendation to create 2 new committees: the Communication Committee, to be chaired by Lisa Workman, which will help with the MCP website and other methods to communicate and build our memberships; and the Program Committee, to be chaired by Mike Alley, which would help with planning future meetings. Shelly asked for a vote to create these committees, and it was approved. She then asked that anyone who would like to



MidwestContingencyPlanners.org

volunteer for either of these committees should see any one of the board members.

- Shelly announced the Board recommendation to have a special reduced rate on the membership fee for retirees and students of \$25. She then asked for a vote, and it was approved. There was a recommendation from the membership to make Sam Brummett a lifetime member based on his significant contributions. This will be taken into consideration during the next Board meeting.
- Dues progress – 34 paid; 9 unpaid.
- Phil gave the treasury report – beginning balance as of 9/30/07 was \$2,701.14 and the ending balance as of 11/30/07 is \$2,184.68. The treasurer's report was approved by the membership.
- On the evaluations from the last meeting there were some questions asked regarding pandemics. Shelly posed these questions to the membership and guests for response:
 - Question #1: How do you convince the boss that pandemic is a real threat? Janet Archer, Chief Nurse Consultant for the Department of Health, responded saying that maybe it won't happen, but wouldn't it be a shame if it did and you weren't ready?
 - Question #2: How will health insurance and workmans comp be affected by a pandemic? The membership responded stating that it depends on the company you work for, and you should investigate this with your company ahead of time. Janet stated that if the risk is NOT greater that you would contract the virus at work, then it's not workmans comp.
 - Question #3: What needs to be done in the HVAC in a building during a pandemic? The response was that nothing needs to be done. It doesn't need to be shut off.
- Mike talked briefly about the National Congress for Secure Communities. This is a pilot program involving 3 counties in the Unites States. Hamilton County was selected as one of those counties. As a representative from Hamilton County Mike, the local sheriff, County Commission and the EMA Director will all go to Washington DC. There they will learn about the template that will be used by emergency response personnel and how it works. They will then present this template at the meeting in Feburary.
- Shelly formally closed the business portion of the meeting.



MidwestContingencyPlanners.org

Mike announced that we would begin lunch, and before the exercise started each vendor would give a brief presentation on their company and what types of services they offer. These vendors include:

Rentsys, Kevin Bruce
OfficeSpace, Thad Coyne
Lighthouse Readiness Group, Rick Ball
IBM, Mike Elkin
N|Frame, Eric Miller

PROGRAM

Mike alley introduced Jim Anthony from SunGard who gave a brief speech about SunGard services and then introduced the SunGard staff who would be facilitating the exercise: Dave Schulenburg who would lead the exercise assisted by Susan Smith and Rob Liotta.

Dave began by giving some background information on the Avian flu\pandemics. First of all, there are two different sources of infection: bacteria, which is found everywhere and is treatable with antibiotics; and a virus which is an organism that relies on a host. It evolves and there is no treatment. It must run its course. There are some vaccines but they treat the symptoms only. There are 10-20% of the world's population that get the flu of some form every year, and an average of 36,000 people in the U.S. alone that die annually from it. Spanish, Asian, Hong King and SARS are some of the most commonly known flu outbreaks.

The Avian H5N1 is the most current flu at risk. There have been a total 207 cases reported throughout the world so far with 61.6% resulting in death. There is suspected human-to-human transmission. Some symptoms include fever and cough which leads to pneumonia, and it lasts 15-20 days. There is no vaccine at this time.

Some of the results of a pandemic include: travel curtailed; transportation industry affected; curfews; shortages; absenteeism up to 40%, maybe higher; impact on industries such as poultry.

The exercise centered around a company called SunFoods. Each table was assigned a role as a different department which included:



MidwestContingencyPlanners.org

Facilities & Security
Human Resources
Information Technology and Finance
Production
Sales and Customer Service
Corporate Communications

Handouts were provided giving details on the company and each department. This company has not made any preparations for dealing with a disaster. Dave Schulenburg acted as the Incident Manager for the exercise. He began the exercise by announcing to the group that the CEO has stated there is a potential outbreak of the Avian flu, and he wants each department to discuss how they are prepared to handle such a situation.

Each group then reviewed the handouts for their respective department as well as the other departments and began discussing their risks and exposures. After about 20 minutes of group discussions, the Incident Manager asked for a spokesperson from each team to stand up and give a report.

Corporate Communication: This team reported that they need to establish and identify who is responsible for what; work with HR; assess, evaluate gaps and establish a program; work on internal and external communications. All communication should be centralized through Corporate Communication and they should design scripts for agents.

Production: They need to know what are the requirements; meet with managers at production sites; talk to HR regarding overtime, hire additional staff; can retirees come back and work since they know the business; does Finance have the funds available—can we buy what we need; resources for staff and overtime pay; need to know from Sales what we need to produce.

Sales and Customer Service: This team identified risks and impacts such as: sales would fall off; work with Communications team to determine\notify that our food is safe since we sell eggs; there is a concentration of work force; 60% of sales is done online; at some point there will be a complete drop in sales; we need to plan how to weather the storm.

Facilities & Security: Prepare to maintain facility; identify critical personnel; talk to Security vendors for their level of support; obtain hand washing signs and stock pile masks for those that have to work; obtain device for security guards to take temperatures



MidwestContingencyPlanners.org

as employees enter the building; question employees—although must be careful due to HIPPA regulations; check with janitors for more frequent cleaning; reserve places to keep sick employees.

It was asked if a company like this would be shut down since they make food products. The answer was no because this virus cannot be transmitted through food – although there might be a different perception from the general population.

IT: Critical business system functions are covered; there will be a need for increased budget for laptops for people who need to work from home—need to determine how many; this department already suffers from a 20% turnover rate; need to document procedures; need help with a new phone system going out soon; they have an RTO of 72 hours for sales and production teams; they put SunGard on alert to test (this might not be the best time for a test); the generator is low on fuel and they need to establish a process to keep it fueled; they backup weekly with daily incrementals but they don't go offsite; they were caught off guard by the request to work from home.

Finance: They are working on a succession plan for CFO; they have a staff of 5 that is not critical but could help in other areas; need to review budget for overtime pay.

Some observations from the first round included:

- Do we have business interruption coverage?
- Departments tended to work as an island.
- There was a need for an incident management group.

Now the exercise jumped two months ahead and the incident manager reports there has been human-to-human transmission. The departments continue to work on their plan to handle the situation. Orders are being cancelled; people are calling in sick; and the Incident Manager announces that the CEO has just passed away. The Call Center is experiencing heavy call volumes, long wait times and dropped calls. The website is down due to a DoS attack and SunGard has been called for assistance. A no-travel policy has been issued by HR. It was decided that there needed to be regular meetings with the Incident Management team. Throughout the exercise SunGard reps passed out envelopes to different teams that gave them updates about events affecting their department such as large orders being cancelled, the DoS attack on the network, etc.

The departments reported the following:



MidwestContingencyPlanners.org

Facilities & Security: They can no longer maintain the building as the generator only has a few hours left and then there will be no water (was he kidding???)

Corporate Communication: They are working on communications; a question was asked “who is the PIO?”

Production: Need to re-evaluate the situation; they are losing work force, sales and funding is down; they can’t get deliveries. Should they get doctor’s notes for workers returning to work? No, there won’t be time. The Health Department will publish symptoms so works will know when to stay at home.

Sales: Decreasing; with the website being down, it has a heavy impact on sales; many employees calling sick; they are communicating to customers that “we are still in business.”

Human Resources: There are policy shortcomings in how and when to pay employees; they recommend creating a task force to restructure and reallocate resources.

Is there an ethical issue: this is not a critical business so do we need to say in business and keep contributing to the situation?

Finance: There is a \$1 million debt due next week; we have to restructure; can we pay employees? It was asked if we could get some type of national emergency fund to pay employees, and the answer was no.

Some of the final observations included:

- Business interruption insurance and/or a plan before hand is critical.
- Why did SunGard break the teams into departments? To make it seem more like the real world. It was a real learning experience for everyone. Some felt it was beneficial being in the teams while others felt it made communicating more difficult.
- Communication is very important. The breakdown of communication causes the most problems.

Mike thanked SunGard for facilitating the exercise and again thanked the vendors for their participation.