



# Business Continuity Plan Human Resources

Last Revision

4/28/17

*Respond → Communicate → Recover*

Quick Reference by Scenario

1. Life Safety issue
  - a. Contact 911 immediately
  - b. Contact Security Liaison
  - c. Alert your direct report
  - d. If immediate message should be sent out company-wide, contact BC Coordinator/Corporate Communications Liaison who will enact the Crisis Communication Plan
  - e. Follow instructions found in the Communications portion of the BC Plan for further detail.
  
2. Loss of IT Function
  - a. Review Unit Specific Resources section of the plan for IT resource Contact
  - b. Contact IT Duty Officer
  
3. Loss of Critical Functioning
  - a. Gather information regarding the event
  - b. Convey the message up/downstream through your organizational structure (employees below you and your direct report)
  - c. If immediate message should be sent out company-wide, contact BC Coordinator/Corporate Communications Liaison who will enact the Crisis Communication Plan
  - d. Follow instructions in the Recovery Portion of the BC Plan for further detail
  
4. Facilities Issue
  - a. Alert your direct report
  - b. Contact Workplace Liaison
  - c. If immediate message should be sent out company-wide, contact BC Coordinator/Corporate Communications Liaison who will enact the Crisis Communication Plan
  - d. Follow the instructions in the Facilities portion of the BC Plan for further detail

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## Description and Contacts

### Human Resources Information

**Location:**

Headquarters  
1234E. German St.  
Indianapolis, IN 46202

**Occupancy:**

8,608 sq. ft.  
Possible 41  
Current 30

**Description:**

Human Resources provides quality services to attract, develop, engage, and retain an innovative and entrepreneurial workforce. The department is composed of talent acquisition, benefits, HRIS, onboarding, and compensation.

### Human Resources Plan Assumptions

The plan will be implemented if Midwest Contingency Planners Emergency Management declares a disaster.

- Though the plan accounts for potential unavailability of specific individuals during a disaster, personnel with required technical skills will be available among the labor pool.
- The occurrence of a city wide event causing outage to all of Midwest Contingency Planners areas is considered to be impossible.
- Alternate temporary work space will be provided for critical staff.
- Telecommunications will have phone lines available in temporary location.
- Most staff will work from a remote location until infrastructure is functional or rebuilt.

**General Impact Assumptions:**

- Human Resources is a Recovery Priority 2.
- The Recovery Time Objective (RTO) is for the overall department 4 days.

Human Resources BCP Team

Primary Name & Title	BC Role	Office Phone	Cell Phone	Email address
Christine Jones, Program Manager Human Resources	Team Leader	218.803.2560	404.386.112	<a href="mailto:christinej@mcp.com">christinej@mcp.com</a>
Eric Houston, Executive Assistant	Alternate	218.803.7251	716.785.0015	<a href="mailto:erich@mcp.com">erich@mcp.com</a>
Bill Black, HRIS Manager	Alternate	218.803.0119	218.730.7028	<a href="mailto:billb@mcp.com">billb@mcp.com</a>
Louise Packard, Talent Acquisition Specialist	Alternate	218.803.9901	218.771.6012	<a href="mailto:louisep@mcp.com">louisep@mcp.com</a>
Jack Frank, Program Manager Business Continuity	Business Continuity Coordinator	218.713.6019	812.630.4013	<a href="mailto:Jackf@mcp.com">Jackf@mcp.com</a>
Christine Rolan	Corporate Communications	218-396- 9014	218-446- 5201	<a href="mailto:Christiner@mcp.com">Christiner@mcp.com</a>
IT Duty Officer (Rotating Position)	IT Duty Officer	218.672.0101	218.672.0101	NA
Chris Younder	Campus Security	218.808.9705	NA	<a href="mailto:chrisy@mcp.com">chrisy@mcp.com</a>
Jake Hacker	Workplace Liaison	218.803.9401	218.450.7706	<a href="mailto:jackh@mcp.com">jackh@mcp.com</a>

**Human Resources Contacts**

Updated: 2/1/2017

Full Name (Last,First)	Department	Manager Name	Primary E-Mail	Employee Phone
Backman, Jeffrey	Human Resources	Trisha Ackman	jeffba@mcp.com	(218) 860-1216
Bisment, Katherine	Human Resources	Trisha Ackman	katherine.b@mcp.com	(218) 396-0513
Backer, Becky	Human Resources	Trisha Ackman	beckyb@mcp.com	(218) 803-9819
Chris, Cory	Human Resources	Trisha Ackman	coryc@mcp.com	(218) 803-4672
Daniels, LaTanya	Human Resources	Terry Cline	latanyad@mcp.com	(218) 396-1509
Dackerer, Richard	Human Resources	Terry Cline	richardd@mcp.com	(218) 803-4660
Frene, Michelle	Human Resources	Terry Cline	michelle.f@mcp.com	(218) 396-1093
Grover, Elaine	Human Resources	Terry Cline	elaine.g@mcp.com	(218) 653-2467
Gala, Henry	Human Resources	Terry Cline	henry.g@mcp.com	(218) 653-2534
Hampton, Matthew	Human Resources	Terry Cline	mattha@mcp.com	(218) 396-1581
Henrickson, Matthew	Human Resources	Terry Cline	matthe@mcp.com	(218) 396-9128
Humphrey, Alison	Human Resources	Tanya Smith	alisonh@mcp.com	(218) 803-7551
Jackson, Alison	Human Resources	Tanya Smith	alisonj@mcp.com	(218) 803-2430
Levents, Lori	Human Resources	Tanya Smith	lori.l@mcp.com	(218) 677-0870

**Human Resources Vendor Contacts**

1. The Vendor Contacts are the third party vendors that your unit communicates with directly.

Vendor	Purpose	Contact	Phone	Email
Oracle	HR Information System, Applicant Tracking System & eLearning	Tasha Beckson	914.503.6003	<a href="mailto:tasha@oracle.com">tasha@oracle.com</a>
CareWish	Leave Administration	Kimberly Neveda	604.763.7017	<a href="mailto:kimberly@carewish.com">kimberly@carewish.com</a>
Bankawesome	401k Administration	Michael RSSERT	211.616.0111	<a href="mailto:michael@bank.com">michael@bank.com</a>
Employee Plus	Employment Verification & Unemployment	Steven Kifton	304.684.0111 302.465.3014	<a href="mailto:steven@employee.com">steven@employee.com</a>
Oracle	HR Information System, Applicant Tracking System & eLearning	Tasha Beckson	914.503.6003	<a href="mailto:tasha@oracle.com">tasha@oracle.com</a>
CareWish	Leave Administration	Kimberly Neveda	604.763.7017	<a href="mailto:kimberly@carewish.com">kimberly@carewish.com</a>
Bankawesome	401k Administration	Michael RSSERT	211.616.0111	<a href="mailto:michael@bank.com">michael@bank.com</a>
Employee Plus	Employment Verification & Unemployment	Steven Kifton	304.684.0111 302.465.3014	<a href="mailto:steven@employee.com">steven@employee.com</a>
Oracle	HR Information System, Applicant Tracking System & eLearning	Tasha Beckson	914.503.6003	<a href="mailto:tasha@oracle.com">tasha@oracle.com</a>
CareWish	Leave Administration	Kimberly Neveda	604.763.7017	<a href="mailto:kimberly@carewish.com">kimberly@carewish.com</a>
Bankawesome	401k Administration	Michael RSSERT	211.616.0111	<a href="mailto:michael@bank.com">michael@bank.com</a>
Employee Plus	Employment Verification & Unemployment	Steven Kifton	304.684.0111 302.465.3014	<a href="mailto:steven@employee.com">steven@employee.com</a>
Oracle	HR Information System, Applicant Tracking System & eLearning	Tasha Beckson	914.503.6003	<a href="mailto:tasha@oracle.com">tasha@oracle.com</a>
CareWish	Leave Administration	Kimberly Neveda	604.763.7017	<a href="mailto:kimberly@carewish.com">kimberly@carewish.com</a>
Bankawesome	401k Administration	Michael RSSERT	211.616.0111	<a href="mailto:michael@bank.com">michael@bank.com</a>
Employee Plus	Employment Verification & Unemployment	Steven Kifton	304.684.0111 302.465.3014	<a href="mailto:steven@employee.com">steven@employee.com</a>



## Crisis Communications

### Communication Plan

1. **Trigger:** An event occurs; the corporate Crisis Communication Plan is activated and a disaster requiring the Business Continuity plans is declared
2. **Event notification:** Initial notification of emergency events will be disseminated through the emergency notification system in place at Midwest Contingency Planners (see Crisis Communication Plan for process).

Crisis Communications will be channeled through numerous forms:

- |                        |                      |
|------------------------|----------------------|
| a. Email               | d. Social Media      |
| b. Notification System | e. SharePoint Site   |
| c. Voicemail           | f. Public Broadcasts |

Additionally, Team Leaders/Alternates will receive notification from the Crisis Communication Coordinators to activate your BC plan. Follow the initial communications and recovery tasks. Report completion and findings of tasks to your BCP Coordinator.

**Note:** If you are first to discover the event, immediately notify necessary personnel and the BCP Coordinators so that the Crisis Communication Plan may be activated.

### 3. **Human Resources Communications:**

- a. Ensure the safety of your immediate surroundings if there is an immediate threat or emergency; refer to Emergency Response Instructions found near exits, notifying 911 and Campus Security if necessary.
- b. Begin tracking all emergency and recovery actions on an Activity Tracking sheet.
- c. Contact team members/necessary personnel; instruct them of the situation and to remain at a safe location if necessary and await further instructions.
  - i. If you require assistance in contacting your department, contact the Corporate Communications Liaison or your BC Coordinator.
  - ii. Contact information may be found on the "[Business Unit Contacts](#)" page of this plan or in the Directory found on the employee F: Drive.
  - iii. Provide following information to your business unit if not included in company-wide notification:
 

▪ What happened?	▪ Who is involved?
▪ When it happened?	▪ What are the current instructions?
- d. Use discretion when disseminating information to employees and third parties. Initially provide only relevant information for life safety or immediate continuation of vital system functions. The Crisis Communication team will determine the level of all other information to be released.

- e. Throughout incident, contact BCP Coordinators for situational updates as they will work as liaison for several processes.
- f. Alert any necessary vendors with approved message of a delay in production (Do not convey specifics of the incident). See “[Business Unit Contacts](#)”. For assistance in this process or for further information, contact the Corporate Communications Liaison.

#### 4. Human Resources Communication Roles and Responsibilities:

Title	Name	Level	Contact
SVP, People & Performance	Jason Abonte	1	Office: 018.801.0014 Cell: 631.809.7010
Director, Human Resources	Tasha Roster	1	Office: 018.653.0183 Cell: 850.208.9301
Sr. Director, Talent Acquisition	Jason Riddick	2	Office: 018.396.0130 Cell: 850.753.0015
Sr. Manager, Benefits	Grant Saturn	2	Office: 018.713.0111 Cell: 210.693.4018
Program Manager, Human Resources	Alex Jessup	1	Office: 018.003.2030 Cell: 400.386.1018
Executive Assistant	Alex Hacker	2	Office: 208.803.0151 Cell: 016.785.0015

1. Level 1 team members:
  - Responsible for evaluating event, reviewing plan and recommendations from Level 2, evaluating business impact, activating, deactivating, and communicating decisions to Level 2 for implementing.
2. Level 2 team members:
  - Responsible for activating and communicating plan as directed by Level 1. Level 2 is responsible for keeping Level 1 informed of Level 3 progress in supporting business processes and making recommendations.
3. Level 3 team (all other HR team members not specified above in Level 1 and Level 2):
  - Responsible for activating and deactivating plan and performing business critical processes at the direction of Level 2. Communicates with staff, updates rosters and determines alternative and emergency work locations and needs.

**5. Verifying Departmental Resources:**

- a. Once the immediate threat or event has ceased, begin the resumption process
  - i. Follow procedures in “Recovery Tasks” page of this document.
  - ii. Communicate all findings to Business Continuity Coordinator and to business unit responsible for maintaining the resource.
  - iii. Utilize the following Business Continuity documentation to resume any affected Critical Functions or processes.

**6. Alternate Facilities Considerations:**

- a. Review “Facilities Considerations” section of this plan.

*\*See “Communications Flow Chart” in Supplemental Documents.*

## Recovery Tasks

### General Tasks

1. Complete the following tasks as quickly as possible (after authorization to re-enter if structure is damaged) and inform BCP Coordinator of findings.
2. Contact Workplace or BCP Coordinator if unsure about structural integrity or safety of a facility.

Task	Assignment	Contact
a) Are there any injuries?	Team Leader/Alternate	911/Campus Security
b) Is there power?	Team Leader	BCP Coordinator
c) Are phones, computers, and internet access functional?	Alternate	IT Duty Officer
d) Are server based systems functional?	Team Leader/Alternate	IT Duty Officer
e) Have Facilities been affected?	Team Leader/Alternate	Workplace Liaison
f) Have VPN Capabilities been affected?	Team Leader/Alternate	IT Duty Officer
g) Based off direction from BC Coordinators, establish a team work schedule. This may include personnel working from home or a remote location. Track all hours worked by employees.	Team Leader/Alternate	BCP Coordinator
h) For individual Critical Function recovery, refer to that function's recovery procedures detailed in the Critical Function portion of this plan.	Team Leader/Alternate	BCP Coordinator

**Unit Specific Resources**

1. These are resources that are unique to your business unit that are required for normal operations or support a Critical Function but not deemed a Critical Function in itself.

Resource Required	Purpose	Business Need		IT Capability		Resource Contact	3 <sup>rd</sup> party vendor ?
		RTO	RPO	RTO	RPO		
a) Oracle	Required for general operation.	24 Hrs.	24 Hrs.	2Hr	2Hr	IT Duty Officer	Yes
b) Midwest Contingency Planners Network	(S:), (R:), & (Y:)	24 Hrs.	24 Hrs.	2Hr	2Hr	IT Duty Officer	No
c) Ceridian	The payroll team utilizes Ceridian to process biweekly pay. Used to verify employee PTO usage and earnings statements.	Refer to Payroll	Refer to Payroll	2Hr	2Hr	IT Duty Officer	Yes
d) Equifax	Used to coordination unemployment claims and also supports The Work Number which manages employment verifications.	72 Hrs.	72 Hrs.	2Hr	2Hr	Vendor	Yes
e) HireRight	Completes requested background checks.	24 Hrs.	24 Hrs.	2Hr	2Hr	Vendor	yes

Critical Function Recovery

Compensation	
Description:	Compensation ensures that all pay grades, quota bonuses, and adjustments are correctly identified, controlled, and managed.
Responsible Persons:	Ashton Freeze, Compensation team
Required Resources:	<ul style="list-style-type: none"> <li>• Shared Drives, specifically (F:).</li> <li>• Access to Salary.com.</li> <li>• Access to Oracle.</li> <li>• Access to Relodirect.</li> </ul>
Dependencies:	Downstream: <ul style="list-style-type: none"> <li>• Finance</li> </ul> Upstream: <ul style="list-style-type: none"> <li>• None</li> </ul>
Communications:	Alert all dependencies, SVP of HR and COO of any outage
Recovery Time Objective:	Recovery within two (4) business days.
Impact:	Impact would be to new hire offer production, new position pricing and posting, quarterly bonus processing, pay increase processing, compensation plan development or amendment. Relative impact depends on timing of impediment. New compensations plans could not take affect and quota bonuses may be incorrect.
Recovery Costs:	Cost associated with potentially losing candidates or current employees based on delay in processing offers or increases or compensation changes.
Remote Capabilities:	Team is able to work from home or an alternate location. All team members have a laptop.
Recovery Steps/Alternative Methods:	Determine pending and/or time sensitive new hire offers or internal increases and communicate appropriately to candidates or employees. Deliver offers or increase statements as soon as system/network availability returns. Compensation would continue from historical data and reconciled once function is recovered. Standard operating procedures detail alternative methods for function.
SOP's:	SOP's including alternate work methods may be found on the HR shared drive under file name SOP's They are also maintained by the HR SVP on a jump drive

## Benefits, Disability, Leave Administration & Workers Compensation

Description:	All employee benefit procedures
Responsible Persons:	Chris Actable, Charles Vander
Required Resources:	<ul style="list-style-type: none"> <li>• Shared Drives, specifically (P:).</li> <li>• Access to Oracle.</li> <li>• Access to Ceridian.</li> <li>• Web access to: Money Funds, Anthem, Delta Dental, EyeMed, and Banker.</li> </ul>
Dependencies:	<p>Upstream</p> <ul style="list-style-type: none"> <li>• HRIS</li> <li>• Payroll</li> <li>• Health &amp; Wellness Team (Including Clinic)</li> <li>• Accounts Payable</li> </ul> <p>Downstream</p> <ul style="list-style-type: none"> <li>• Employees &amp; Managers</li> </ul>
Recovery Time Objective:	Recovery within one (1) business day.
Impact:	Delayed benefits payment, eligibility, and processing; delayed or incorrect payroll deductions; delayed withdrawals from retirement plan; delayed leave administration and inability to confirm FML status.
Recovery Costs:	Potential interest payments on delayed carrier/partner reimbursements.
Risks/Threats:	Risk is associated with Oracle's ability to restore functionality if their servers are impacted.
Remote Capabilities:	Team is able to work from home or an alternate location. All team members have a laptop.
Recovery Steps/Alternative Methods:	<p>Advise partner vendors of issue(s) at hand (see vendor contact list).</p> <p>Vendor websites can be accessed remotely for manual updates (termination of benefits, etc.).</p> <p>Many Benefits can be adjusted/updated retroactively. Close communication with third party vendors is critical during this time.</p> <p>Ensure communication to employees impacted.</p>
SOP's:	SOP's including alternate work methods may be found on the HR shared drive under file name SOP's They are also maintained by the HR SVP on a jump drive

## Talent Management

Description:	General management of employees, including onboarding and exiting. Provides guidance to managers across all departments.
Responsible Persons:	Jessica Farn, Director, Human Resources Missy Jackson; Sr. Manager, Human Resources Michelle House; Manager, Human Resources
Required Resources:	<ul style="list-style-type: none"> <li>• Access to Oracle.</li> <li>• Access to Ceridian.</li> </ul>
Dependencies:	<p>Upstream</p> <ul style="list-style-type: none"> <li>• Talent Acquisition</li> <li>• Compensation</li> <li>• Benefits</li> <li>• Payroll</li> <li>• Legal</li> <li>• Workplace</li> </ul> <p>Downstream</p> <ul style="list-style-type: none"> <li>• Business Leaders</li> </ul>
Recovery Time Objective:	Recovery within one (3) business days.
Impact:	<p>Potentially delayed response to employee relations concerns, leave administration, worker’s compensation facilitation, unemployment processing or completion of the exit process.</p> <p>Additionally, the Talent Management team provides guidance to managers across the organization on matters of sensitivity – may delay response in these situations.</p>
Recovery Costs:	The cost associated with lost productivity and potentially separation/replacement of employees.
Risks/Threats:	The compromised ability to report perceived adverse actions, worker’s compensation or other time sensitive issues.
Remote Capabilities:	Team is able to work from home or an alternate location. All team members have a laptop.
Recovery Steps/Alternative Methods:	<p>Team can be available via phone to help counsel managers or employees if in-person options are unavailable.</p> <p>For any in-process investigations or sensitive matters, proactive communication with impacted parties providing an updated resolution time frame.</p> <p>Periodically save employee directory/data to desktop and/or jump drive to utilize accessible contact information, in the event Oracle is not available.</p>



SOP's:

SOP's including alternate work methods may be found on the HR shared drive under file name SOP's  
They are also maintained by the HR SVP on a jump drive

## HR Information Systems

Responsible Persons:	Jessica Janssen; Manager, HRIS Homer Frank; Analyst, HRIS
Required Resources:	<ul style="list-style-type: none"> <li>• Shared Drives, specifically (F:).</li> <li>• Access to Oracle.</li> <li>• Access to Ceridian.</li> </ul>
Dependencies:	<p>Downstream</p> <ul style="list-style-type: none"> <li>• Talent Management</li> <li>• Talent Acquisition</li> <li>• Compensation</li> <li>• Benefits</li> <li>• Payroll</li> </ul> <p>Upstream</p> <ul style="list-style-type: none"> <li>• None</li> </ul>
Recovery Time Objective:	Recovery within one (2) business day.
Impact:	Inability to process employment changes, terminate employees systemically, provide routine and ad-hoc reporting, and hire/onboard new employees.
Recovery Costs:	Cost would be associated with inability to terminate or hire employees systemically.
Risks/Threats:	Risk would be associated with the inability to access Oracle's system, remotely or on-site.
Remote Capabilities:	Team can work from home or remotely until main campus is available. Team members take their laptops home with them daily.
Recovery Steps/Alternative Methods:	<p>If impacted timeframe coincides with time-sensitive payroll cycle, ensure communication is timely and accurate to impacted employees, and Midwest Contingency Planners payroll team (i.e. ensure all necessary HR-related changes have been submitted, timecard data submitted, bonus data submitted, etc.)</p> <p>Ensure communication to the SVP of HR.</p>
SOP's:	<p>SOP's including alternate work methods may be found on the HR shared drive under file name SOP's</p> <p>They are also maintained by the HR SVP on a jump drive</p> <p>Due to the nature of the function, SOP's may not cover all processes.</p>

## Orientation/Onboarding

Responsible Persons:	Sr. Director, Talent Acquisition
Required Resources:	<ul style="list-style-type: none"> <li>• Shared Drives, specifically (F:).</li> <li>• Access to Oracle (Specifically, the Learn Module).</li> </ul>
Dependencies:	<p>Downstream</p> <ul style="list-style-type: none"> <li>• Talent Management</li> <li>• Talent Acquisition</li> </ul> <p>Upstream:</p> <ul style="list-style-type: none"> <li>• None</li> </ul>
Recovery Time Objective:	Recovery within one (3) business week.
Impact:	Inability to hold new hire orientation and onboarding activities or to complete any compliance training (bound by a particular date, if that date coincides with the outage/emergent event).
Recovery Costs:	Potential cost associated with a delay of hire – if orientation/onboarding needs to be adjusted.
Risks/Threats:	No current risks.
Remote Capabilities:	Team can work from home or remotely until main campus is available. Team members take their laptops home with them daily.
Recovery Steps/Alternative Methods:	<p>If a new hire is scheduled to work at an office location affected by an event, inform the new hire of the situation and that s/he may not be able to report; if a new hire is scheduled to work at an office location NOT affected by an event, inform the new hire of the situation and instruct him/her to proceed with scheduled start date.</p> <p>If necessary, email a new hire any required paperwork for completion. For all new hires scheduled to start during impacted timeframe, ensure I-9 information and documentation is obtained and badges assigned, as available.</p>
SOP's:	SOP's including alternate work methods may be found on the HR shared drive under file name SOP's They are also maintained by the HR SVP on a jump drive

## Talent Acquisition

Responsible Persons:	Director, Talent Acquisition Manager, Executive Search
Required Resources:	<ul style="list-style-type: none"> <li>• Shared Drives, specifically (F:).</li> <li>• Access to Oracle</li> <li>• Web access to careers.mcp.com.</li> <li>• Web access to HireRight, SkillSurvey, and LinkedIn.</li> </ul>
Dependencies:	<p>Downstream</p> <ul style="list-style-type: none"> <li>• Business Leaders/Hiring Managers</li> <li>• Talent Management</li> <li>• Compensation</li> <li>• Orientation/Onboarding</li> </ul> <p>Upstream</p> <ul style="list-style-type: none"> <li>• None</li> </ul>
Recovery Time Objective:	Recovery within one (3) business days.
Impact:	Impact in the potential delay of hiring, possibly losing candidates. This would increase the overall time to hire.
Recovery Costs:	Cost associated with potentially losing candidates due to delay in processing or starting with the organization.
Risks/Threats:	Risk would be associated with the inability to access Oracle's system, remotely or on-site.
Remote Capabilities:	Team can work from home or remotely until Firehouse/main campus is available. Team members take their laptops home with them daily.
Recovery Steps/Alternative Methods:	Identify candidates to be contacted immediately if interviews or follow-ups need to be rescheduled/postponed. Updated contacts for new hires may be found on the HR shared folder, Talent Acquisition. The manager of Talent acquisition is responsible for contacting all new hires and alerting them of the situation.
SOP's:	SOP's including alternate work methods may be found on the HR shared drive under file name SOP's They are also maintained by the HR SVP on a jump drive

**Facilities Considerations**

1. Safely assess the condition of your current facility and its resources.
2. Alert the BCP Coordinators of the conditions and assessment. The BCP Coordinator will work with the Workplace liaison to initiate your move to the alternate site and determine the safety and structural integrity of your facility.
3. Gather a list of all vital resources required for the move (See table below).
4. Determine if remote working from home is a possibility for employees and inform BCP Coordinator. (“Business Unit Contacts”)
5. Should an alternate site be required, contact the BCP Coordinator to initiate the relocation process. The Workplace business unit is responsible for relocation.
6. Based off the information in the table below, the BCP Coordinator will work with the Workplace Liaison to procure the items at an alternate site
7. Once the BCP coordinator has been alerted of your requirements, await further instruction as they coordinate with the Workplace liaison.
8. Once the site is ready, the BCP Coordinator (or Workplace liaison) will contact the BCP Team leader of the instructions for relocation.
9. Relay the instruction for relocation to your business unit.
10. Once relocated, follow steps in the “Recovery Tasks” portion of this plan to ensure resources are available and functional.

Alternate Site Considerations	Information	Resource Contact
a. 23 employees in business unit	8 amount are the minimum required at Alt. Site	BCP Coordinator
b. 20 Laptops	0 required at Alt. Site	BCP Coordinator
c. 3 Desktops	0 required at Alt. Site	BCP Coordinator
d. 23 phones	8 amount required at Alt. Site	BCP Coordinator
e. List of Unique Business Items required at Alt. Site	No unique business items are required for HR functioning. Only access to Shared drives and an onsite printer.	BCP Coordinator

\*Although functions can be performed remotely, HR requests presence at any alternate site due to the nature of their work.

\*For facility move procedure SOP’s reference the Workplace BC Plan.

**Work at Home**

1. Key Human Resources team members are equipped with laptop computers, and will be required to take them home daily, in case of need to activate the HR BCP. This group will test ability to log on to all critical HR systems, servers, and file folders from home (Wi-Fi, VPN and broadband) at least quarterly.

**Call Forwarding Procedures**

1. Contact the IT Duty Officer for instruction on how to forward phone systems to personal or alternate devices.
  - a. If entire phone system is down, monitor your e-mail and personal devices for instructions sent from IT for call forwarding procedures
  - b. Contact your BCP Coordinator if no notification has been sent

## Plan Sign Off

This document describes the anticipated activities that will be needed to resume or continue business functions in the event of disruption to normal business activities.

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Human Resources Director

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Date

Dates of recent plan Testing:

4/17/2017 – Tabletop discussion of a 5 day outage.

Supplemental Documents



Human Resources Activity Tracking Sheet

1. Please utilize this section for note taking during an event.

<b>Detail the type of Event:</b>	
<b>Alternate Site Required?:</b>	
<b>Employees and/or Vendors contacted?:</b>	
<b>BCP Coordinator contacted?</b>	
<b>Event Notes:</b>	Please detail steps taken towards recovery
1.	
2.	
3.	
4.	
5.	
6.	

## Risk Assessment

### *General Findings:*

#### **Tabletop 2017: (5 day facility outage due to severe storm)**

4/17/2017- Due to the ability to work most vital function remotely, HR would not be heavily affected by this outage. Key team members take their laptops home daily and would need to continue core functions, which can all be performed remotely. After initial notification of the event, Leadership would connect utilizing the defined call tree structure from the BC plan. The functions that can't be performed remotely, New Hire Onboarding and Interviews, would be addressed through obtaining the necessary contact information from the Shared drive and reaching out to the necessary people. So long as network connectivity remains, all other tasks can be performed remotely through VPN.

#### *Action Items:*

- Update contacts in the BC plan to reflect departmental changes.
- Test remote log into systems

*Financial Impact of Human Resources Outage:*

\*Findings based off 2017 BIA

Revenue Segment	Potential Cost of Peak Time 6 Hour Outage	
	January 2017	May 2017
Human Resources	NA	NA

Human Resources	<b>Financial Impacts</b>
	NA
	<b>Impact Explanation</b>
	NA

Supporting Documentation

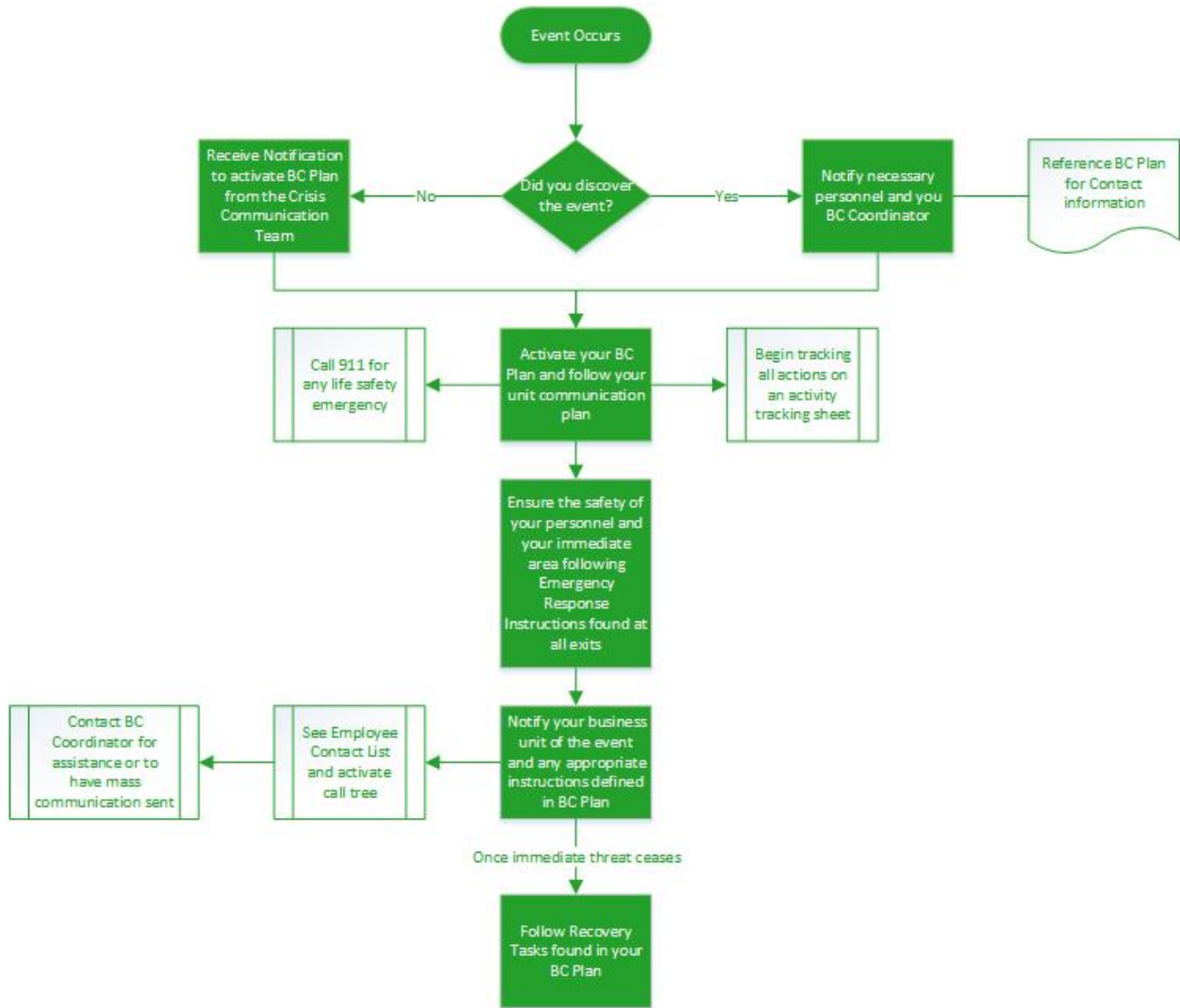
1. List all supporting documentation and their storage locations, including any SOP's.

Document	Description
Midwest Contingency Planners Employee Directory with Personal Contact information	F: drive Continuity Project folder
HR Team Roster and emergency contact information	F: drive Continuity Project folder
List of all HR Vendors and contact information	F: drive Continuity Project folder
Service Level Agreements and Disaster Recovery information for all of our critical HR Vendors	F: drive Continuity Project folder
Executive Comp info	F: drive
Event Safety Procedures	F: drive

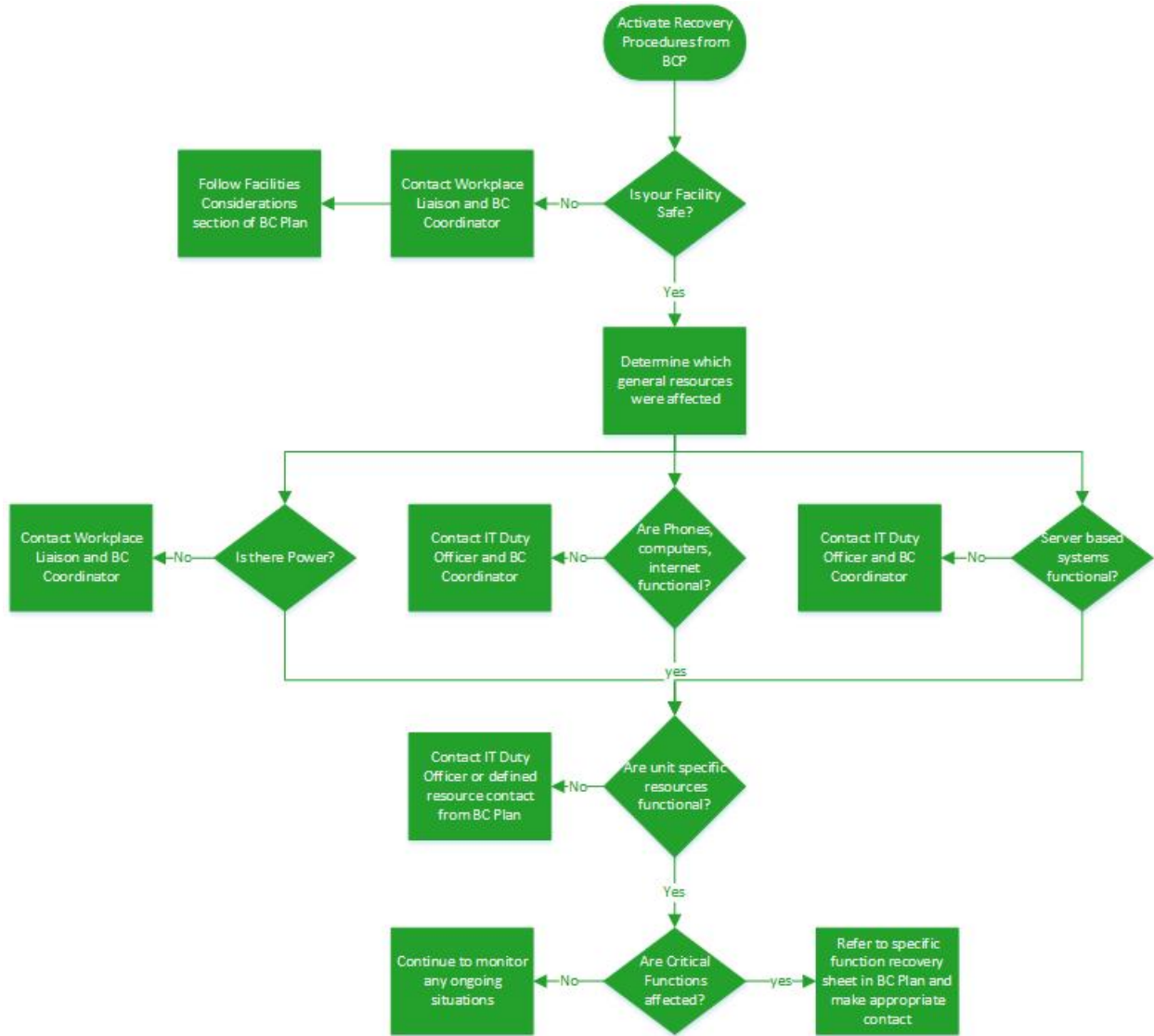
## Pre-Disaster Activities

1. Identify internal Business Partners critical to maintaining HR business continuity (e.g. finance, payroll, communications, IT, information security, workplace, etc.) Meet with key leaders from each area to review HR Business Continuity Plan, seek input and identify and resolve any gaps in BCP.
2. Identify all critical HR responsibilities by function and ensure key processes are documented and housed in a central location on HR shared drive, and master thumb drive. Ensure back-up plan exists to complete each (or have vendor complete) in case of emergency
3. Create complete vendor roster, including services provided and contact information. In some instances vendors may be able to perform backup services for Human Resources. Contact lists should include those individuals providing backup services.
4. Ensure critical staff members have laptops with VPN access, Wi-Fi or hotspot, and Lync downloaded to device to work remotely. Ensure remote Wi-Fi access is encrypted for secure/confidential receiving and sending of company and employee information.
5. It is the responsibility of the Human Resources Business Interruption Committee to ensure that off-site laptops are upgraded, tested periodically (at least monthly), and stored in a safe place at their primary alternative business site.
6. Committee members with only a laptop will be responsible for the safe transport of their laptop from the Midwest Contingency Planners offices to the primary alternative business site on a daily basis.
7. Verify, at minimum quarterly, that all HR contact information in Oracle is up to date.
8. Confirm which HR members have texting capability. Ensure call trees are updated and tested. Perform quarterly test of calls and texts.
9. Review HR Business Continuity Plan with entire HR team, at minimum quarterly. Also meet with each functional team (i.e. benefits and compensation, talent acquisition, client management, etc.) to discuss any specific needs each may have related to the BCP.
10. Confirm that a plan is in place for cross-training staff for backup HR coverage for key HR responsibilities (Oracle, benefit systems)

Communications Flow Chart



Recovery Task Flow Chart



## Definitions

- **Assumptions-** The elements required by aspects of the BC plan that are not defined within the BC plan, usually defined elsewhere.
- **Business Continuity/BCP-** A documented collection of procedures and information that is developed, compiled, and maintained in readiness for use in an incident to enable an organization to continue to deliver its critical products and services at an acceptable predefined level.
- **Business Continuity Coordinator** – The responsible person for ensuring BC plans are developed, maintained, and enacted upon across the organization.
- **Business Impact Analysis-** The process of analyzing business functions and the effect that a business disruption might have upon them.
- **Crisis Communication-** The communication procedures developed for an abnormal situation which threatens the operations, staff, customers, or reputation of an enterprise.
- **Critical Function-** The vital functions without which an organization will either not survive or will lose the capability to effectively achieve its critical objectives.
- **Dependencies-** The resources and procedures that a function is reliant upon for operation. There are upstream (something relies on this function) and downstream (this function relies on something) dependencies.
- **Impact-** The evaluated consequence of a particular outcome.
- **Recovery Priority-** An assigned rating of a particular aspect of the enterprise utilized to determine the order in which given enterprise aspects are recovered.
- **Recovery Tasks-** The defined, detailed steps to recover a specific aspect or function of an organization.
- **Recovery Point Objective (RPO)-** The target set for the status and availability of data (electronic and paper) at the start of a recovery process. It is a point in time at which data or capacity of a process is in a known, valid state and can safely be restored from.
- **Recovery Time Objective (RTO)-** The target time for resuming the delivery of a product or service to an acceptable level following its disruption.
- **Risk/Threat-** Combination of the probability of an event and its consequence.
- **Team Leader/Alternate-** Person/s assigned to maintain the BC Plan from the individual business unit.
- **Unit Specific Resource-** Resources outside of the general resources that are unique to a business unit.