



Case Study in Motion.

Impacts and Execution of Recovery Plans - Global

Michael Sciarrotta | 16 November 2017



Michael Sciarrotta, CBCP
Director

Global Solutions – Workplace
Recovery

Regus

215/390-6480

Michael.Sciarrotta@regus.com

About Regus.



- Primary business is serviced office space – 3,000 locations, 120 countries....and growing
- Workplace Recovery offering takes advantage of capacity – 100,000+ available seats globally

Regus workplace recovery

3,000 locations 900 cities 120 countries

SEARCH LOCATIONS



About Regus.



*Annual # of Regus Invocations made up of actual annual WR invocations (3%), a detailed survey of local emergency support (48%), area-wide disasters (47%), and Reserve offices (2%)

Hurricane Harvey.









**YARD
OF
THE
MONTH**



Harvey Quick Stats●

- **82 people lost their life**
- **Fortune magazine reported up the 500,000 vehicles destroyed**
- **51.88 inches in Cedar Bayou on the outskirts of Houston.
"Harvey Broke a National Record Rainfall for a Single Tropical Storm," Vox, August 30, 2017**
- **Over 203,000 homes damaged by water**
- **Nearly 700 businesses were damaged according to the Texas Department of Public Safety**

Harvey Quick Stats for Regus.



- 49 locations, 225 employees (3 lost their home, 9 lost their cars)
- 3 buildings had water damage, all back online but one
- 68 Recoveries, 1,136 desks
- 4 firms activated recovery plan prior to landfall, 35 in week one, 29 in week two
- 385 enquires for recovery space from firms that did not have a formal recovery plan with 3rd party vendor

Major Impact Events

- 740,000 businesses
- 80,000 gone
- 300,000 employees displaced
- \$209b in losses



Japan - 2011

- ~100,000 businesses
- 30% gone
- 52% lost sales/ revenues
- 65% customer issues
- 47% employee issues



Sandy - 2012

Major Impact Events



Paris -2015

- Businesses were closed or had to find alternative solutions for their employees
- Brussels was locked down for 6 days



Joplin - 2011

- People killed: 161
- People Impacted: 17,000
- Buildings destroyed: An estimated 7,500

Executive Summary●



Differences in priorities between employees and business continuity practitioners in case of disaster may lead to challenges in executing recovery plans

- 26% of end users and 16% of experts feel that their organization's business continuity priorities are not fully consistent with end user priorities
- End users place greater emphasis of the safety of their families than employers (Family safety ranked #6 out of 6 by experts vs #2 out of 6 by end users in case of event affecting organization's facilities)

Employees and experts differ in their perceptions of critical employee designation – many employees seem to overestimate the ability of their organization to offer them a workplace recovery solution

- Three-quarters of end users consider themselves critical, while 64% of experts believe only 20% of employees fall in this category
- Nearly four out of every five end users believe that there is a workplace recovery plan for them in the case of a disruption

Organizations adopt different workplace recovery arrangements, relying on own or 3rd party locations

- 45% of experts and 20% of end users expect to recover in one or multiple alternative locations owned by the organization, while 21% of experts and 13% of end users plan to recover in one or multiple alternative locations provided by a 3rd party

There is gap in attitudes regarding working from home as a workplace recovery arrangement between experts and end users

- Work-from-home received less consideration as a workplace recovery approach from experts than from employees (26% vs 44%)
- 45% of end users are not happy to work from home for more than 2 weeks
- When deciding whether to work from an alternative location or home, 32% of employees base their decision on ease of reaching alternative sites, while 20% focus on access to key enterprise systems and 15% on having appropriate office infrastructure

Types of Workplace Recovery.

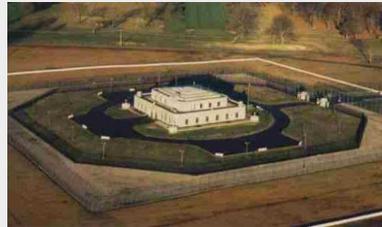


Do It Yourself

Undated

Large Corporates with excess office space

For Campus companies/
Large Call Centers



Static Recovery

Circa 1980s, still currently seen

Outsourced DIY to Single-site, named recovery facility, has close friend – Mobile Recovery

For Campus companies that want to share with others



Work From Home

Circa 2010s, emerging option

Recovery strategy tells people to stay at home

For companies where Production work force largely works from home already, non-critical employees



Dynamic Recovery

More Recent...

Multiple-site recovery options where employees can get to after the event

Enabled by IT advancements and connectivity, more secure than WFH

Do it Yourself Sites

1

Too close to the disaster

If the recovery site is too close to a disaster, then it may be affected by the same incident.



Static Sites

2 Too small
If you have bought 'syndicated' seats which are available on a first-come first-served basis, you may find that all available seats have already been taken.

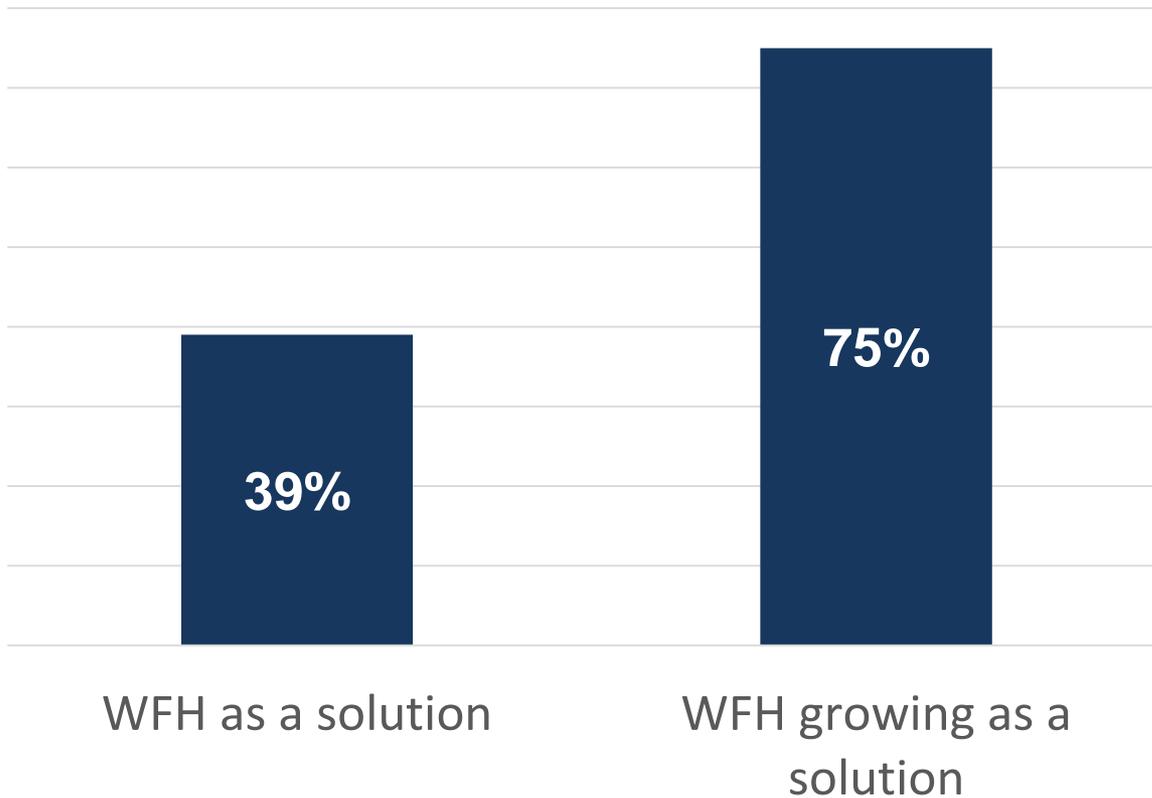


Do it Yourself & Static Sites

- 3 Too far away**
If the recovery site is too far away, workers may be unable to travel long distances leaving families and other commitments.



Work from Home



Only **14%**
of our respondents had looked
whether their staff's homes were
suitable for home working.

A white icon of a house with a Wi-Fi signal inside, set against a red background.

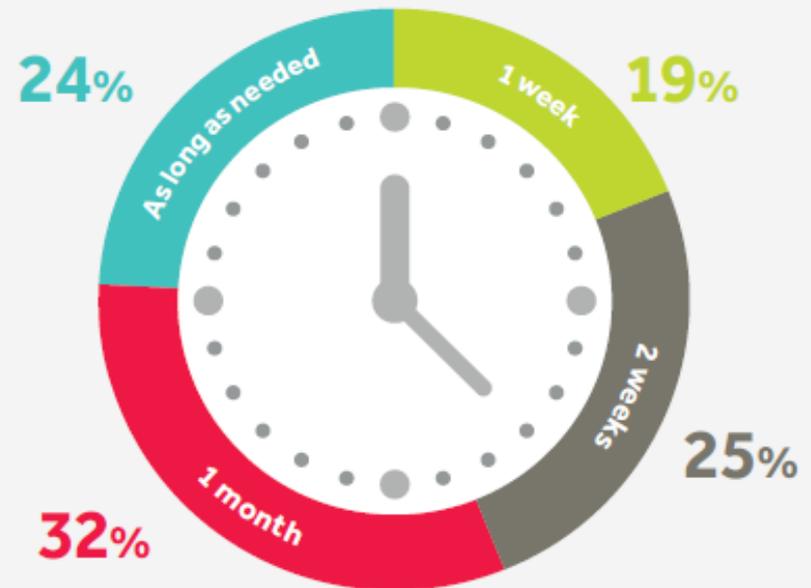
Work from Home

Almost three-quarters

73%

of businesses shared our concern about security. From this, we can reason that security is one of the biggest factors in selecting alternative office locations, so it comes as a surprise to discover that only 25% of the businesses in our research have assessed the security risk associated with working from home.

Working from home, how long is this viable?



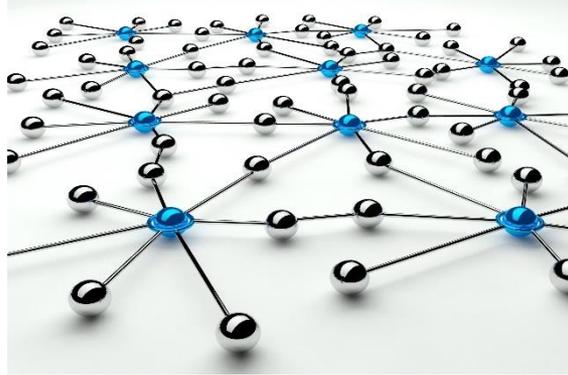
Dynamic Solutions

Local Recovery



- Recovery near your primary office or close to employee's homes
- Location determined at the time of the disaster

Resiliency from multiple sites



- Single site facility could be inaccessible
- Alternative sites need to be available

Guaranteed access

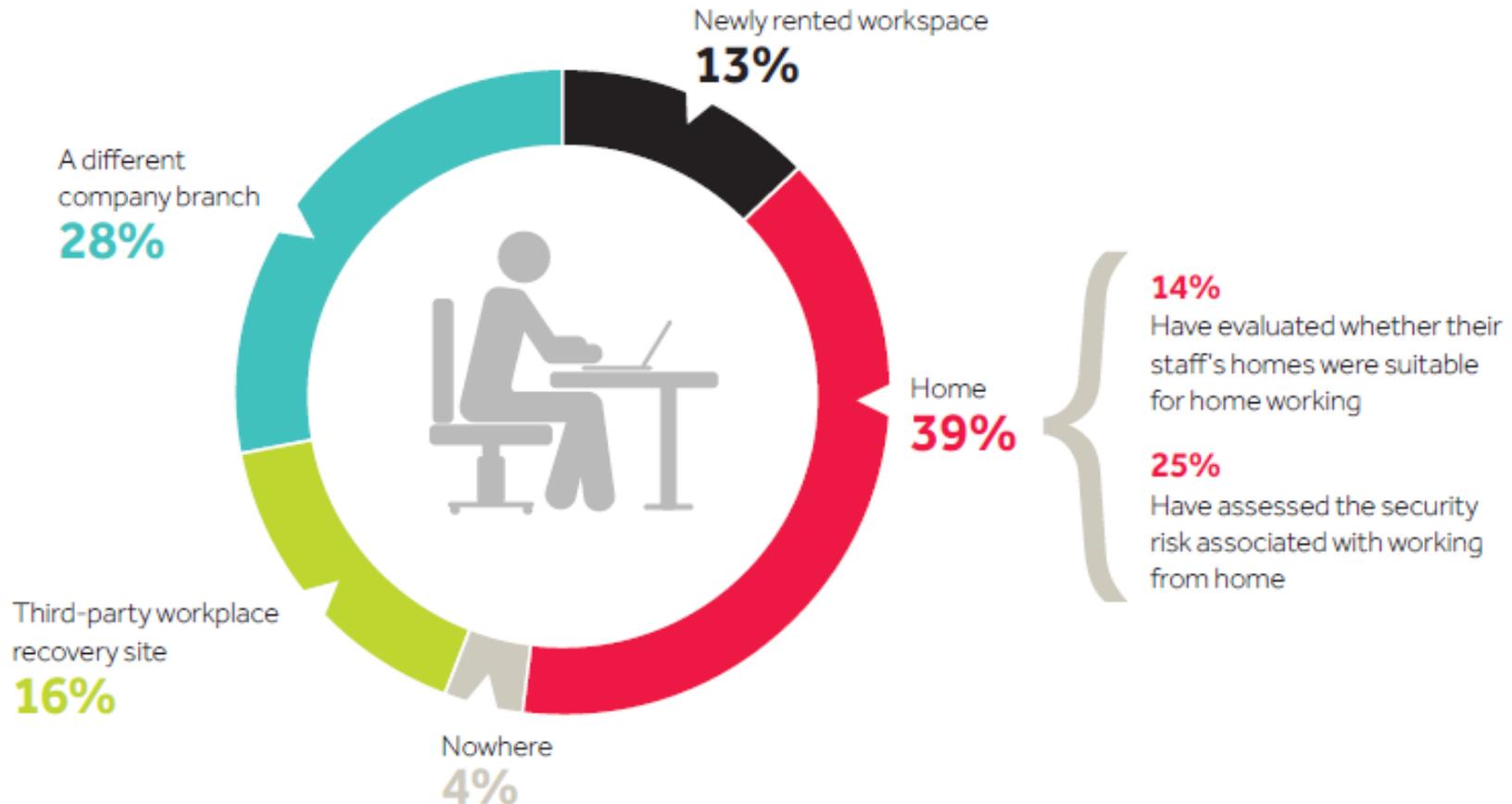


- No oversubscription
- No competition for seats at the time of a major widespread event

Where Do Companies Recover?

Our research shows that DIY is shrinking and Work From Home is the most popular recovery solution

Where will your staff work during a disaster?



Conclusion



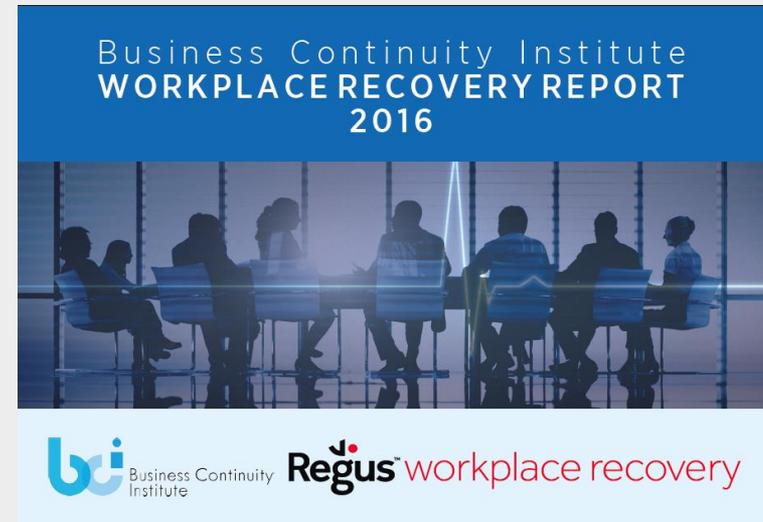
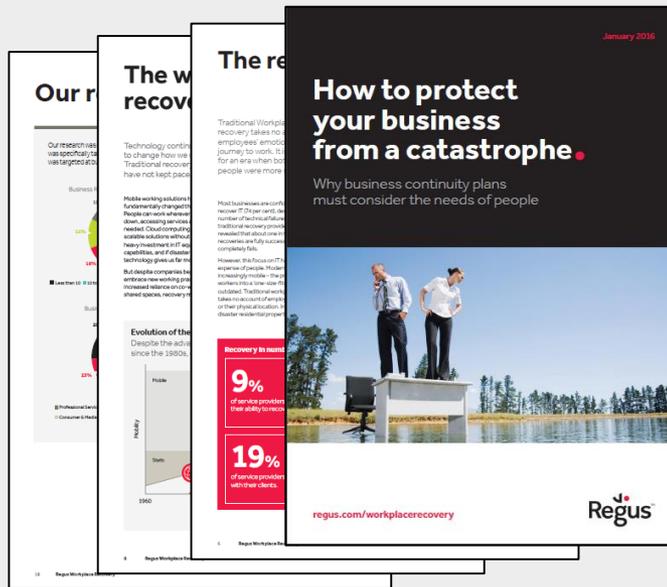
•Conclusion

Workplace recovery is a useful business continuity strategy which may help raise overall levels of resilience. If deployed appropriately as part of a holistic business continuity program, workplace recovery can enable organizations to deliver priority products and services during times of disruption.



- 1 •Effective business continuity and resilience rely heavily on the 'human factor'.**
 - The success of a chosen strategy such as workplace recovery depends on its proper implementation by staff, led by a capable business continuity or resilience team. Results reveal experts have a basic level of confidence in the capability of staff to effectively execute workplace recovery during disruption. However, there are still gaps in awareness and implementation that need to be addressed.
- 2 •The safety of employees remains a key priority for both workplace recovery experts and end users.**
 - This needs to be articulated by practitioners as it can facilitate staff buy into workplace recovery and enable embedding of business continuity throughout the organization. While priorities among experts and end users differ down the line, it is useful to communicate the importance of workplace recovery as a chosen strategy in appropriate language and along staff priorities.
- 3 •Adverse weather is a key driver for invoking workplace recovery arrangements.**
 - It is important for practitioners moving forward to revisit their adverse weather policies and their arrangements for dealing with denial of access arising from inclement weather and its effects like flooding. Ensuring continuity and resilience regardless of adverse weather would require deploying appropriate tactics (e.g. working from home or an alternate site) that fit an organization's context and operational constraints.
- 4 •Working from home remains a common tactic in delivering workplace recovery.**
 - Many employees also reveal a preference for working from home during an incident. This may be related to their desire to be close to their families during a crisis – a fact that should be strongly considered prior to selecting a single recovery facility that is a long distance from where the employee lives. This also carries significant implications to organizations such as ensuring that employees' homes are conducive to such an arrangement from a business continuity, risk or health and safety perspective.
- 5 •Validation is key to the success of workplace recovery or any other strategy deployed as part of a business continuity plan.**
 - The results show how experts use a variety of methods to validate the effectiveness of their workplace recovery arrangements. Nonetheless, there is still a minority of organizations who do not validate their arrangements at all. This must be addressed in future awareness efforts.

Latest Research Around WR.



- 777 BC professionals
- 2,962 Business users
- 78 Countries

- 565 BC professionals
- 349 Business users
- 78 Countries

To Learn More

- Micchae.sciarrotta@regus.com

www.regusworkplacerecovery.com

