

IT CAN HAPPEN TO ME

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Symposium Ready at a moment`s notice

Disclaimer

- ▣ Personal presentation, does not reflect Shell Energy Canada position on emergency response.
- ▣ Personal experience
- ▣ Not a Corporate speaker representing my employer

Presentation

- ▣ Introduction
- ▣ Why it can happen to me
- ▣ Planning
- ▣ Execution
- ▣ Close out phase
- ▣ Conclusion

It can happen to me

- ▣ Insurance
 - In case something should happen
 - Deep inside, we do not believe that it will happen
 - Complaisant
 - Our ability to react will be based on our level of preparedness
 - Some examples
 - ▣ First Gulf war 1990
 - ▣ Quebec Ice Storm 1998
 - ▣ Northern Alberta forest fire evacuation
 - Success based on the same principles
 - ▣ Commercial – military same

Planning

- ▣ Most important phase
- ▣ On going
- ▣ Subject to revision
- ▣ Training based on current planning
- ▣ Nothing ever happened as plan
 - Still it provides a common reference point
 - Redeployment from Haiti - last plane

Planning (Cont)

- ▣ Success factors
 - Corporate vision – **Most important factor**
 - ▣ It can happen to “US”
 - ▣ Must recognize that unforeseen events can jeopardize production
 - ▣ Do the business case if investing in BCP is worth ?
 - ▣ Invest not only in having BCP prepared
 - Planning still relevant
 - Keeping up to date
 - Validating
 - Exercising

Planning (Cont)

- ▣ Standard Operating Procedures
 - Critical – generic
 - Covering all scenarios
 - Gulf war deployment – Shadow unit
- ▣ Contingency planning
 - Scenario specific
 - All scenarios should be addressed
 - Never be used as planned – will save time when the emergency occurs
 - Will need to be dusted up as situation evolves towards a crisis

Planning (cont)

- ▣ Plan specific to a crisis
 - Anticipate , Anticipate, Anticipate – Forest fires
 - Better plan and leave them on the shelves than planning and executing all at once
 - Simplicity
 - Validate
 - ▣ Assumptions
 - ▣ Data
 - ▣ Table top exercise
 - Rehearse
 - ▣ Exercise

Execute

- ▣ No substitute for leadership
 - Better to have goats led by a lion than lions led by a goat – Ghenghis Khan
- ▣ Coordination – Key factor
 - Crystal clear executive order
 - Regular meeting – no ambiguity
 - Clear delineation of task
 - Acknowledge understanding
 - Anticipate – Anticipate – Anticipate
 - Oversight – be present as executive agent
 - Reporting up and down
 - If planned properly execution will be that much easier

Close out phase

- ▣ Where there are most issues
 - Moving towards close out
 - ▣ Complaisant
 - ▣ Ice storm closing stages
 - ▣ It is not over until the last ball has been thrown in the game – Baseball axiom
- ▣ Return equipment in original stage
 - Never know when it will be required again (Haiti – Ice Storm)
- ▣ Lessons learned
- ▣ Incorporated into SOPs and contingency planning
 - Weak area

Conclusion

- ▣ Naive to believe that events will not occur that will force us into a crisis situation
- ▣ Foresight that yes, it may happen, even to us
- ▣ Contingency planning is an investment
 - Hopefully, we will never have to use it
 - If we do we will reap benefits (financially and from a reputation)
 - ▣ BP is a good example
- ▣ Be prepared

Questions

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