

# Engagement in Preparedness Panel

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**Philadelphia, PA**

August 25, 2011



# Overview of ULA

- ❑ Officially Formed December 2006 with the Combination of Two World Class Launch Systems: Boeing's Delta & Lockheed Martin's Atlas Expendable Launch Vehicle Businesses
- ❑ Single Provider of Launch Services to U.S. Government Customers
- ❑ Includes Evolved Expendable Launch Vehicles
- ❑ 3,800 Employees
- ❑ ULA's locations had solid Crisis Management Plans
  - Each were written specific to their site and heritage organization



# ULA Crisis Management Overview

# ULA Crisis Management Overview

## *Starting Out*

- Seven months after ULA's formation, natural disaster severely impacted one of our facilities.
  - Full loss of power from local services
  - 75% of facility was flooded
  - Disaster recovery firm required
  - Long-tail to recovery
  - While repair to infrastructure was required, no inventory loss and production was virtually uninterrupted.
  
- Response
  - Crisis Management Plan was state of the art for preparedness
  - Communication plans must be readily available, robust, tested and followed
  - Enterprise must be integrated and understand their roles
  - Disaster recovery firm engagement critical
  - Firm must be scalable and able to respond to the unique needs of the business
  - You may need to involve the local government into your planning to mitigate future damage

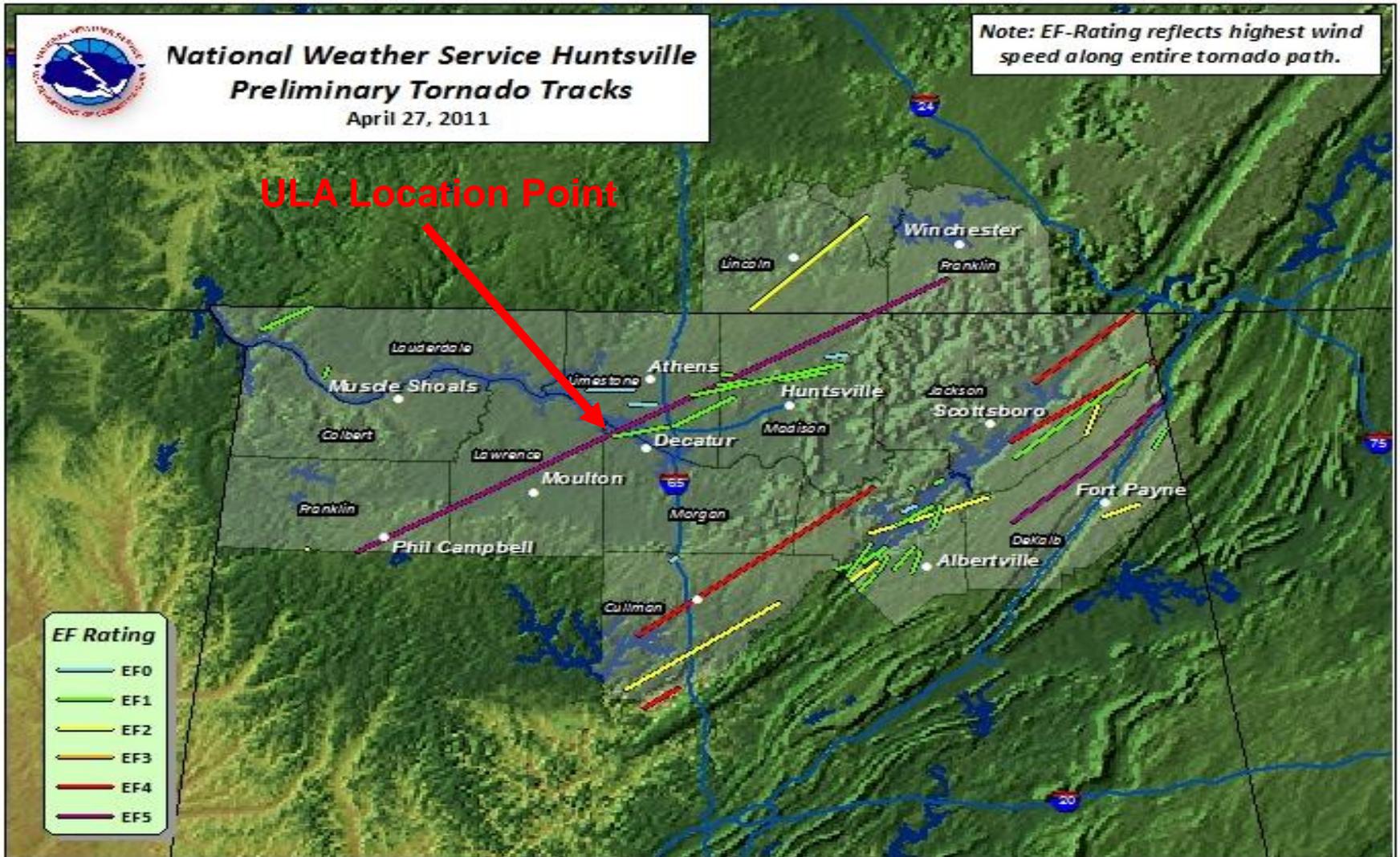
# ULA Crisis Management Overview

## *2011 Alabama Tornado Disaster*

- ❑ Tornado registered as EF-5
  - Conditions:
    - Winds estimated at 105 mph to 200 mph
    - Minor water intrusion
- ❑ Times of events: 0520 – 1600
  - 5 Evacuations
  - Delta Mariner notified via phone of weather conditions
  - 1530 Complete power lost to factory
  - 1600 Plant closed
  - 1630 All employees off site
- ❑ 1720 Emergency Operations Center Activated
  - Site lead, S&ES and plant operations
  - Monitored local conditions
  - Risk Management Notified - Disaster recovery firm activated
  - Executives notified

# ULA Crisis Management Overview

## 2011 Tornado Tracks



# ULA Crisis Management Overview

## *2011 Disaster Response*

- ❑ 4-28-11 EOC fully staffed
- ❑ Disaster recovery firm on site
- ❑ ULA employees and onsite customers being accounted for
- ❑ Hardware and structure evaluation conducted
- ❑ Return to work preparation and communication being developed

### **Lessons Learned:**

- ❑ Include engineering and production lead into EOC
- ❑ Improve communication with employees
- ❑ Improve fueling process for site
  - Fuel diesel and gas units onsite
- ❑ Improve IT support
- ❑ Implement contracts with suppliers

***IMPLEMENT LESSONS LEARNED IN BUSINESS  
CONTINUITY PROGRAM***

# ULA's Business Continuity Program

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## *Maturity Model Engagement in Preparedness*

# ULA's Business Continuity Program

## *Maturity Model Engagement in Preparedness*

### ❑ Business Continuity Program Today:

- Executive sponsored
- Active steering committee
- Business impact analysis nearly complete
  - Learning and active responses during the mapping

### Includes:

- Crisis Management Program
  - Consistent plans readily available throughout organization
  - EOCs at sites understood
  - Regular exercises with Enterprise team
- Information Technology Disaster Recovery Planning
- Pandemic planning
- Disaster recovery firm formally engaged

# ULA's Business Continuity Program

## *Maturity Model Engagement in Preparedness*

- ❑ Challenges and Lessons Learned on Business Continuity Planning
  - Get executive support
  - Active steering committee
  - Define required resources
  - Implement planning that fits the business
  - Awareness and training essential
  - BCP is NOT a project but a program
  - Ownership and accountability at the process level crucial
  - Understand your supply chain
  - Metrics matter
- ❑ Tips to Our Success:
  - Loss Control Program can be your partner
  - Don't delay action
    - Engagement of day-to-day learning and improvement necessary
  - Partner with disaster recovery firm capable of meeting your business needs
  - Test. Test. Test.
  - Communicate