Radon Business Continuity Planning

The 30-Second Pivot

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Learning Objectives

Objectives

- Identify the risks – Risk Assessment

- Analyze the risks – Business Impact Analysis

- Create the plan – Strategy & Plan Development

- Measure – Test, Train & Maintain

Definitions

Business Continuity

• The capability of the organization to continue delivery of products or services at acceptable predefined levels following a disruptive incident.

Business Continuity Management

• A management process that identifies potential threats to an organization and the impacts to business operations those threats, if realized, might cause, and which provides a framework for building organizational resilience with the capability of an effective response that safeguards the interests of its key stakeholders, reputation, brand and value creating activities.

Business Continuity Management System

• Part of the overall management system that establishes, implements, operates, monitors, reviews, maintains and improves business continuity.

Why is Business Continuity Important

- **Regulatory Compliance:** Maintain legal or regulatory requirements such as State licensing and National standards & certifications.

- **Financial & Contractual:** Minimize revenue loss and meet existing service agreements.

- **Reputation Management:** Maintain client trust and professional integrity by demonstrating resilience.

- **Public Health Mandate:** Ensure continuous services to protect clients.

Business Continuity Management System

According to the Institute for Business and Home Safety, an estimated **25 percent** of businesses do not reopen following a major disruptive event.
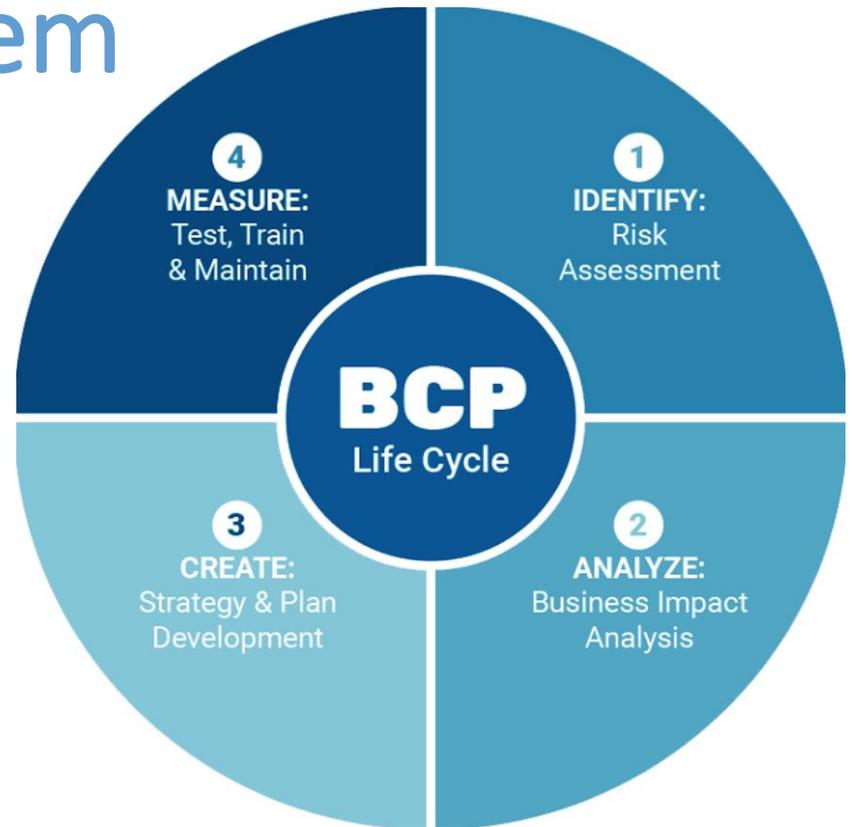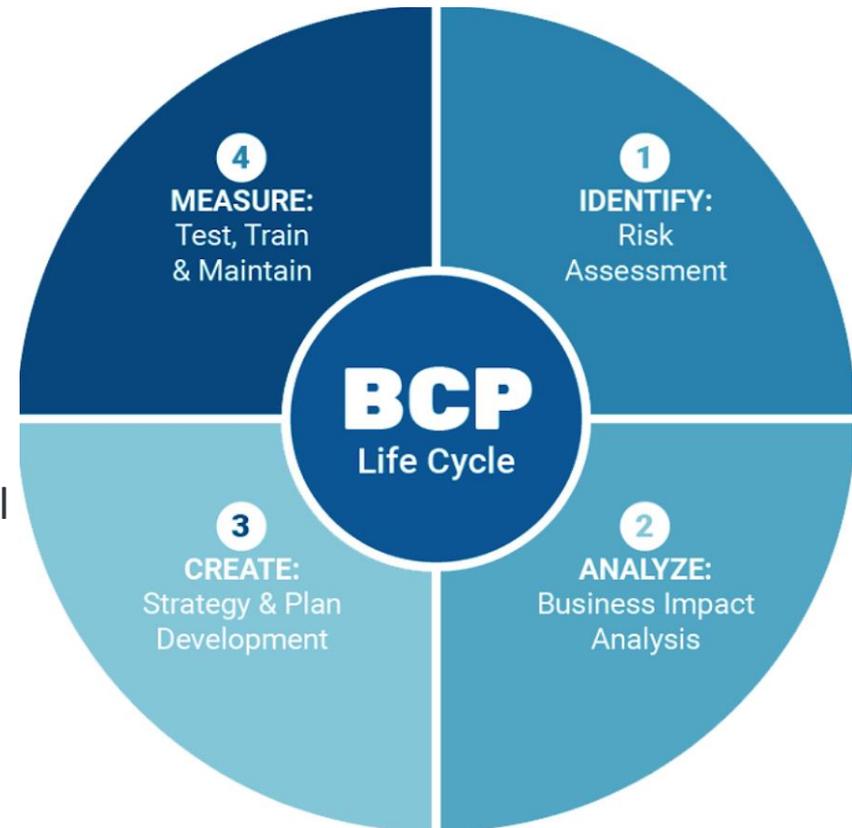
Step 1: IDENTIFY the Risks

Purpose: Identifying what the business does and what could go wrong.

Risk Assessment: Identifies specific (e.g., natural disasters, cyberattacks, supply chain failures) and evaluates their likelihood and impact.

Determine Recovery Time Objective (RTO): The maximum tolerable downtime for a critical function.

Key Disruptions to a Radon Business

- **Physical Loss:** Fire, flood, vehicle damage, or loss of primary office/shop/warehouse.

- **IT/Data Failure:** Loss of client records, testing data, mitigation plans, or financial files.

- **Personnel Incapacity:** Illness or injury to key personnel (e.g., sole certified technician).

- **Supply Chain Interruption:** Inability to source monitors, mitigation fans, or piping.

Risk Assessment

- **Identify Threats:** Natural (e.g., floods, ice storms), Technical (e.g., hardware failure), Human (e.g., illness, key staff loss).

- **Rate Threats:** Assign a value to Probability and Impact (Low, Medium, High).

- **Focus Strategy:** Prioritize continuity strategies for High-Probability/High-Impact events.
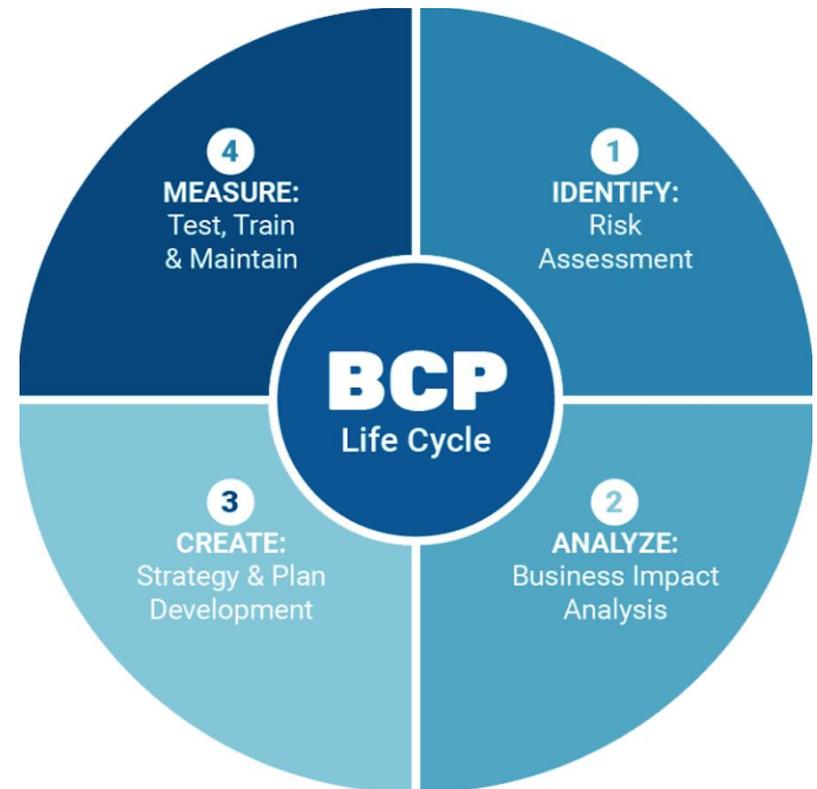
RISK MATRIX
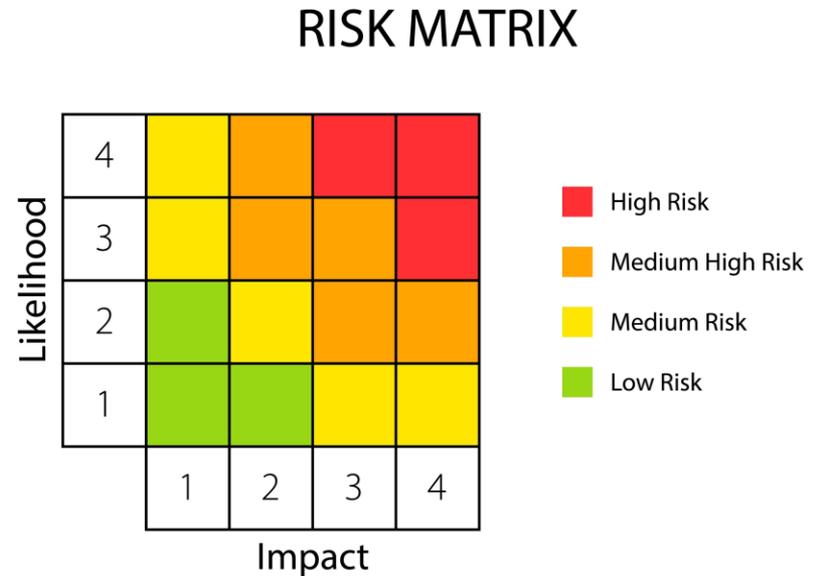
Example: Loss of Testing Equipment (High Impact, Medium Probability) requires a strategy for rapid replacement or rental.

Step 2: ANALYZE – Business Impact Analysis

Purpose: Determining how the organization will respond to identified risks.

- **Workforce/Personnel:** Cross-training key mitigation tasks; maintaining contact lists for certified subcontractors; clear delegation of authority.

- **Work Location:** Identify a pre-arranged alternate workspace (hot site, home office, shared space) for administrative functions.

- **Technology/Data:** Cloud-based backup of all testing results, contracts, and certifications. *This is non-negotiable.* You must be able to access your data remotely and securely.

BCP Life Cycle

4 MEASURE: Test, Train & Maintain

1 IDENTIFY: Risk Assessment

3 CREATE: Strategy & Plan Development
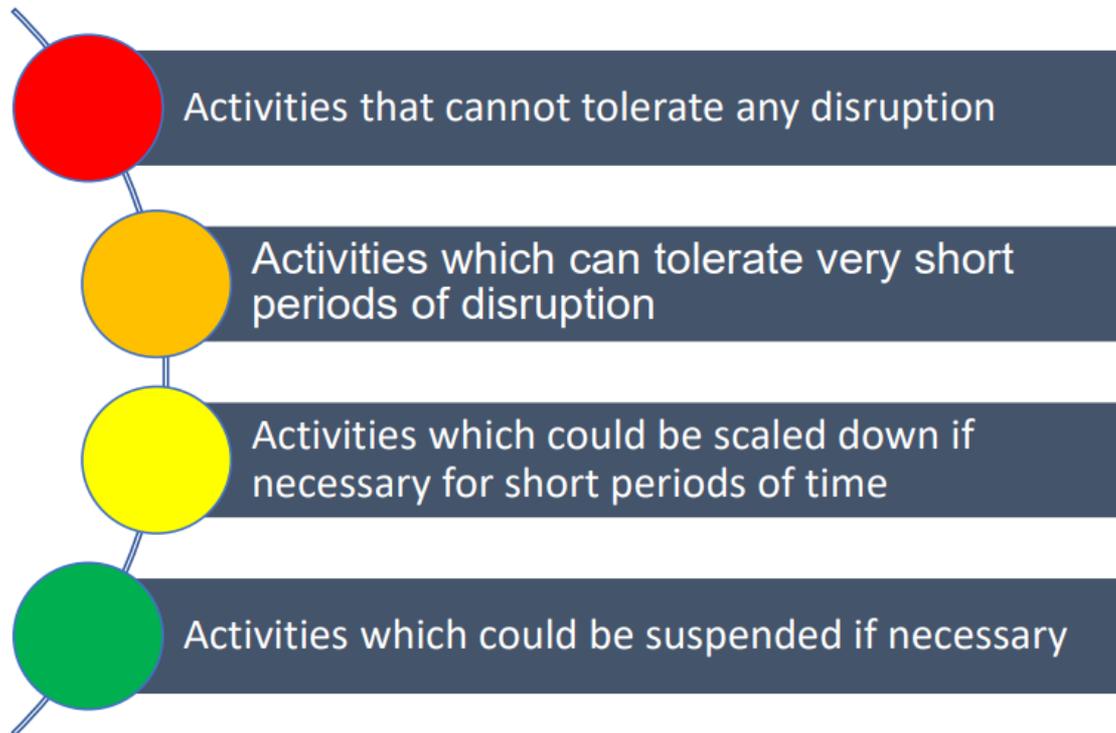
2 ANALYZE: Business Impact Analysis

RTO & MTPD

Recovery Time Objective (RTO)

• A period of time following an incident within which a product or service must be resumed, or activity must be resumed, or resources must be recovered.

Maximum Tolerable Period of Disruption (MTPD)

• The time it would take for adverse impacts, which might arise as a result of not providing a product/service of performing an activity, to become unacceptable.

Maximum Tolerable Period of Disruption (MTPD)

Activities that cannot tolerate any disruption

Activities which can tolerate very short periods of disruption

Activities which could be scaled down if necessary for short periods of time

Activities which could be suspended if necessary

🔴 Critical (No Disruption Tolerated – 0 to 24 hours): Activities essential for immediate safety or legal compliance.

> **Examples:** Access to financials, checkbook, credit cards and lines of credit. Access to Specialist's certification, training and exposure logs. Access to payroll.

🟠 High (Short Disruption Tolerated – 24 to 72 hours): Activities that can pause for a few hours but must be resumed to prevent data loss or system failure.

> **Example:** Downloading data from Continuous Radon Monitors (CRMs) currently deployed in the field. Mailing of test devices to the lab. Installation of a radon system for a real estate transaction.

🟡 Medium (Can be Scaled Down – 3 to 7 days): Activities that are important but can operate at a reduced capacity for a short window.

> **Example:** Post-mitigation testing. Non-real estate mitigation system installations.

🟢 Low (Can be Suspended 1 to 2 weeks+): Non-essential administrative or business development tasks.

> **Example:** Marketing to new radon clients or general administrative filing that isn't tied to an active property.

Step 3: CREATE the Plan

Purpose: Turning strategies into actionable plans. This phase involves creating the "Playbook" that your staff will follow when a disruption occurs

Establish and Implement BC Procedures
- **Documentation:** Creating specific, step-by-step instructions for what to do during an incident.
- **Implementation:** Rolling out these procedures across the organization so teams understand their roles during a crisis.

Business Continuity Strategy / Leadership
- **Strategy:** Deciding on the best approach to maintain or recover critical activities (e.g., remote work, alternative suppliers, or data backups).
- **Leadership:** Ensuring management commitment, resource allocation, and clear accountability
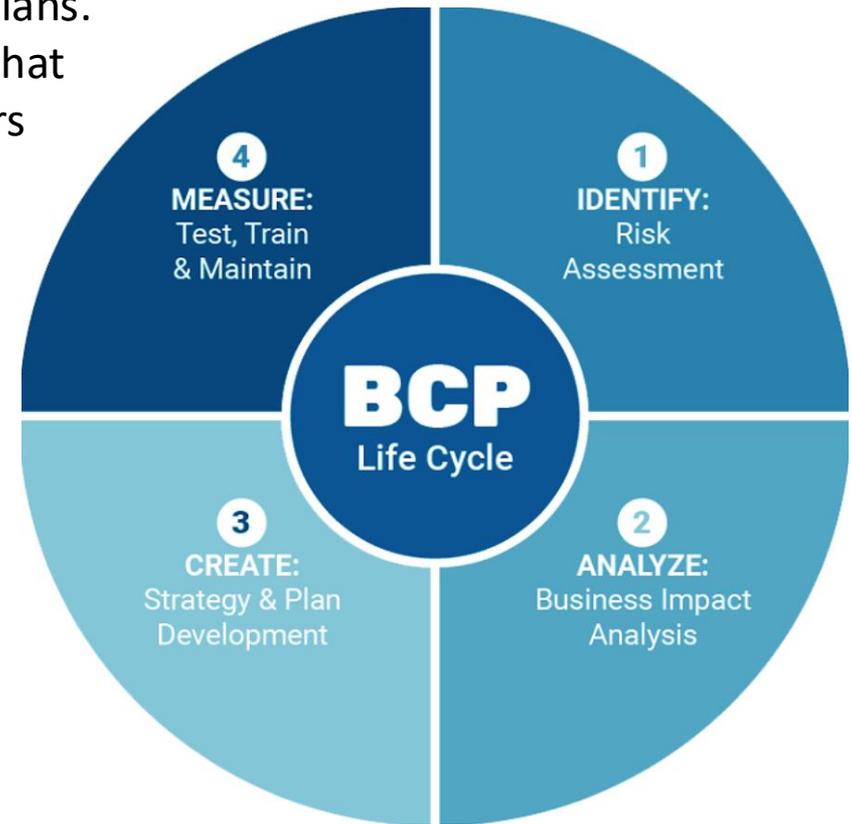
1. People

Strategy: This includes your licensed mitigation specialists and measurement technicians. Strategy here involves cross-training so that if one person is unavailable, another can step in to manage a specific critical function.

2. Premises

Strategy: Establishing alternative staging areas for equipment or remote office protocols if your primary warehouse or office becomes inaccessible. This refers to your office or equipment storage. If your primary location is inaccessible, where will you stage your fans, pipes, and CRM monitors?

3. Technology

Strategy: Maintaining your fleet of Continuous Radon Monitors (CRMs) and ensuring that field hardware can sync with your reporting software via secondary networks. The specialized hardware and software you use. This includes your Continuous Radon Monitors (CRMs) and the cloud-based platforms used to generate reports for homeowners.

4. Information

Strategy: This is your most vital asset—the property-centric data. You must ensure that even if your business faces a hurdle, the history of a house's radon levels and its mitigation system specs are preserved and accessible.

5. Suppliers and Partners

Strategy: A strategy for "Suppliers" usually involves having secondary vendors pre-approved in your system. Detailed lists of secondary suppliers for essential hardware (fans, manometers, sealants) and the specific account details needed to place emergency orders.

6. Stakeholders

This includes homeowners, real estate agents, and regulatory bodies (NRPP/NRSB).
Strategy: Outline how you will communicate a delay or a change in service to these parties during a crisis. Pre-written messages for homeowners and real estate partners to explain service delays or the activation of remote monitoring protocols, ensuring Stakeholders remain informed.

Step 4: MEASURE – Test, Train & Maintain

Purpose: Validating that the plan actually works.

Test Annually: Conduct a Tabletop Exercise (simulation) to test the plan's validity and expose gaps.

Exercises: Simulating disruptions (like "tabletop" exercises) to find gaps in the procedures.

Testing: Physically checking that backup systems or communication channels function as intended.

Feedback Loop: The results of these tests feed back into the first stage to refine the Risk Assessment and BIA.

Review and Update: Update the plan whenever there is a significant change in staffing, office location, technology, or regulatory requirements
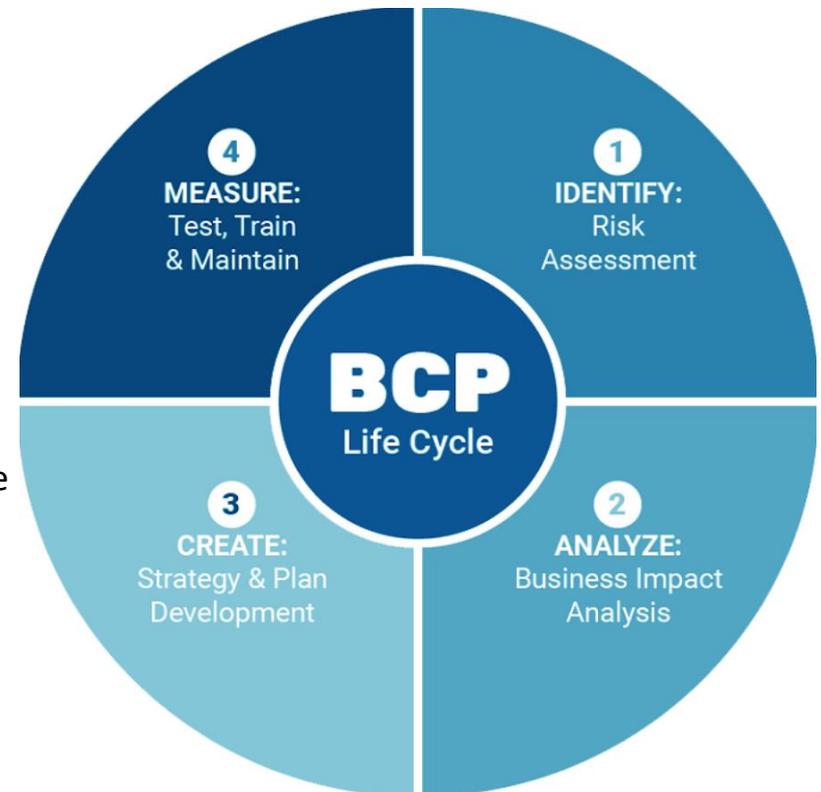
•**Validation of the Recovery Path:** Confirming that your "Controlled response" to a warning actually prevents your business from dropping to a total stoppage.

•**Time-Trial Testing:** Checking if you can reach your **Recovery Time Objective**—the goal for resuming property-level activities within an acceptable timeframe to maintain safety standards.

•**Gap Identification:** Using exercises to find out where your "Mitigating, responding to, and managing impacts" phase is weak (e.g., if a backup database fails to load historical property data).

•**Performance Comparison:** Proving that with your BCP, you will experience a **shortened disruption** compared to the "Without business continuity" baseline.

The Impact of Business Continuity

Unplanned Disruptive Event – No Warning
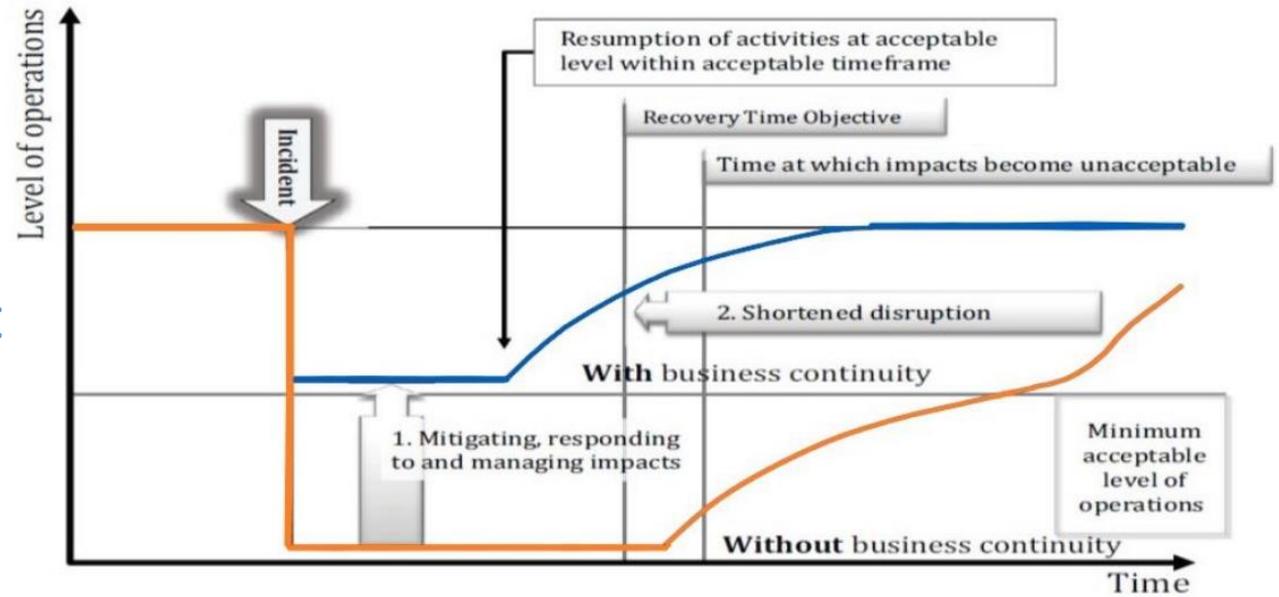
Planned Disruptive Event – With Warning
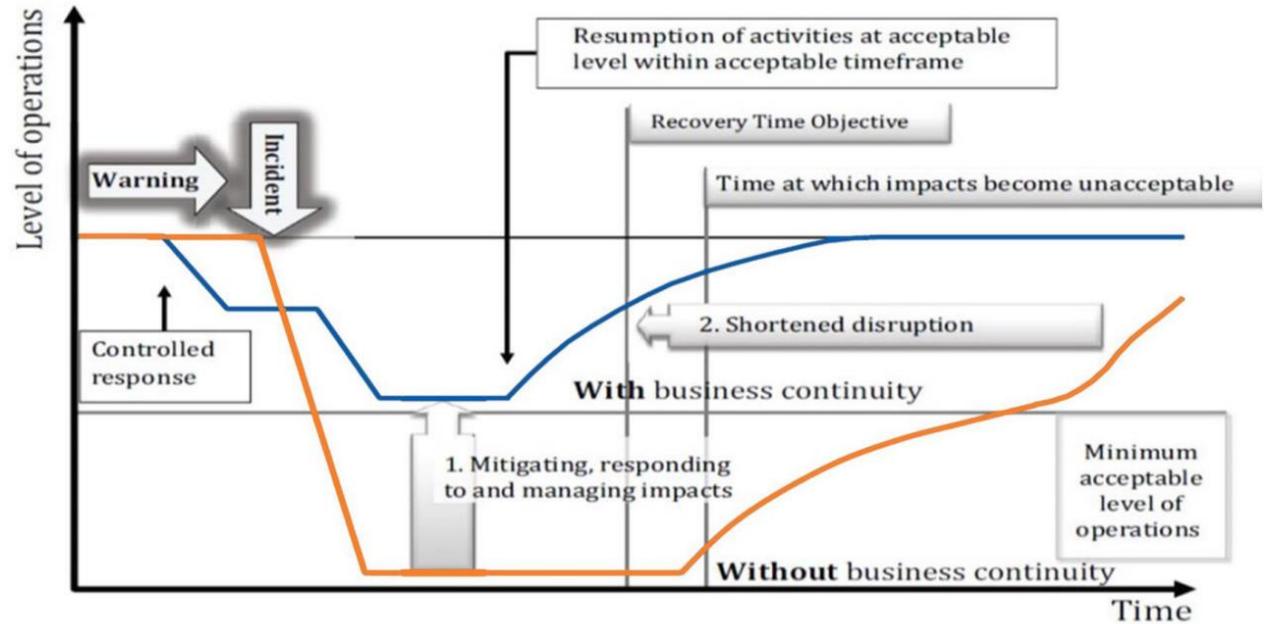
Logs Vital Information: Captures the essential technical data regarding the incident, such as specific property access issues or equipment failures.

Documents a Timeline: Creates a chronological record of the event, which is essential for analyzing the "Resumption of activities" and your "Recovery Time Objective".

Documents Decisions: Records both the decisions made and, crucially, the decisions not made and why. This is vital for showing that property safety remained the priority.

Financial & Legal Protection: Helps track the financial impact of the disruption and provides necessary documentation for legal follow-up or insurance claims.

Safety Accountability: Details any "casualties or near misses" that occurred during the response, ensuring technician safety is analyzed alongside property safety.

Communication Clarity: Clarifies the communication channels used, which is critical if the incident becomes protracted and involves multiple stakeholders like homeowners or regulatory bodies.

Why is record keeping so important?

Undertake record keeping training

Logs vital information about the incident

Documents decisions made

Documents a timeline of the incident

Helps keep track about financial impact

Details of casualties or near misses that occur

Documents decisions not made and why

Legal follow up

Clarifies communication channels if protracted incident

The Fire

Scenario: Complete destruction of the primary office and shop.

Impact: Loss of all paper files, on-site servers, stored fans/piping inventory, and vehicles parked adjacent to the building.

Critical Functions at Risk: Client Reporting, Scheduling, Equipment Storage Location, Transportation, and Inventory.

BCP Activation: Fire Response in Action

Immediate Response

- **Personnel:** Call Tree activated; all staff confirmed safe and directed to work from the alternate site.

- **Location:** Alternate Work Location (AWL) is activated immediately for administrative functions.

- **Data:** All client and testing data (RPO) is recovered from the cloud backup, ensuring compliance records are safe.

Service Recovery

- **Equipment:** Replacement radon monitors and mitigation equipment ordered through pre-approved vendors to meet 24 - 48 hour RTO.

- **Client Communication:** Pre-written client message deployed to manage expectations, maintaining professional reputation.

- **Financial:** Insurance contacted using stored contact info; immediate funds secured for initial operating expenses (e.g., replacement vehicle rental).

Summary: The BCP Cycle

- **IDENTIFY**
  - Risk Assessment

- **ANALYZE**
  - Business Impact Analysis

- **CREATE**
  - Strategy & Plan Development

- **MEASURE**
  - Test
  - Train
  - Maintain

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