



# **IWE 2008**

# **EXERCISE RAFFLES II**

**Industry Briefing 4**

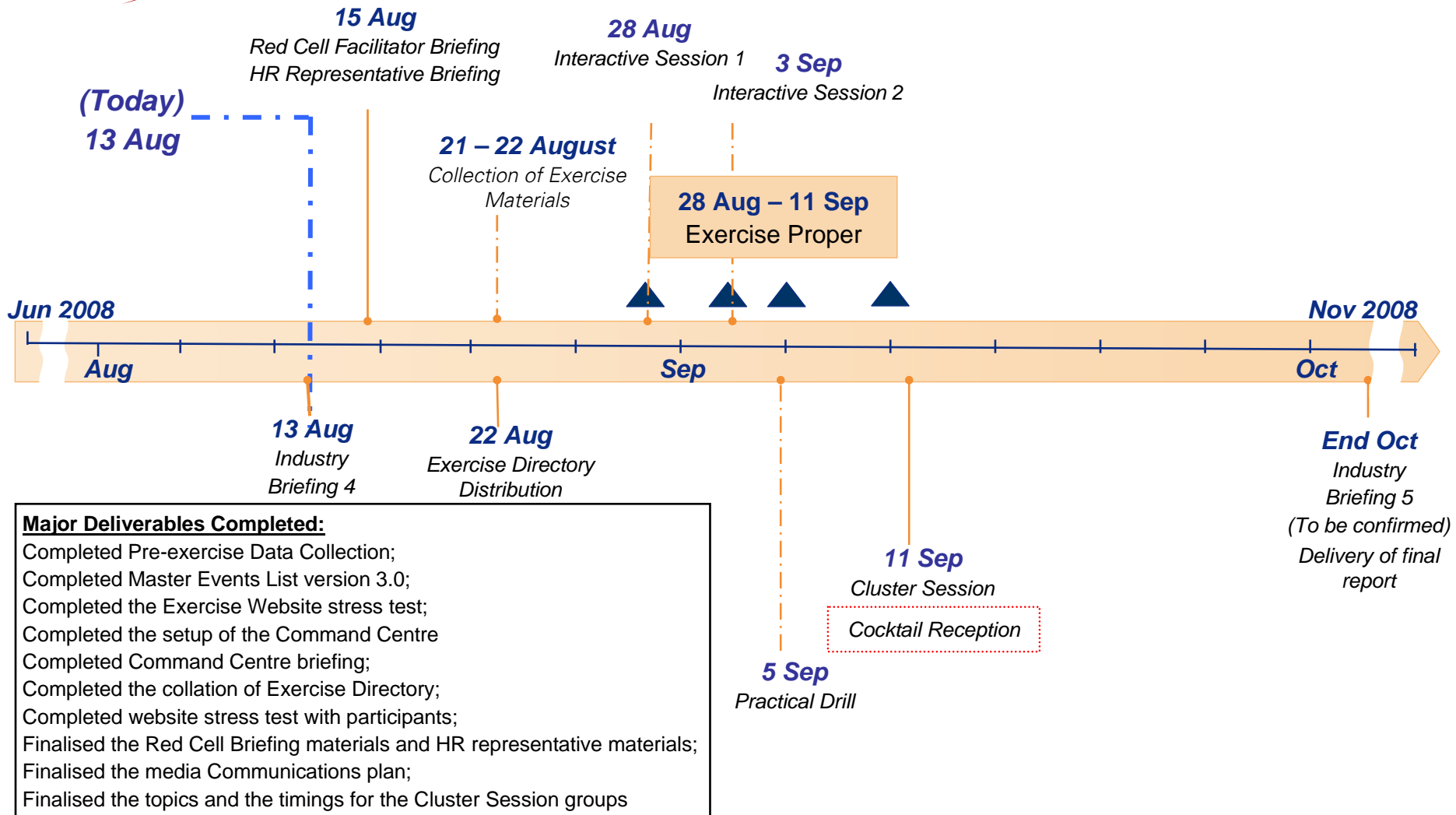
**13 August 2008**

**ABS**  
THE ASSOCIATION OF BANKS  
IN SINGAPORE



## Agenda

- Flu Pandemic Preparedness for Financial Sector Resilience - briefing by MAS
- Project Update
- Preparations for Exercise:
  - Interactive Session
  - Practical Drill
  - Cluster Session
  - Post-exercise Data Collection
- Key Differences between Exercise Raffles and Raffles II
- Q & A



- Interactive Session 1: 28 August 2008 (2pm – 5pm)
- Interactive Session 2: 3 September 2008 (2pm – 5pm)
- Practical Drill Day: 5 September 2008
- Cluster Session: 11 September 2008

### Preparation by Participating Institutions

- Institution's Pandemic Response Plan
- Submit pre-exercise Data Collection Questionnaire
- Nominate Red Cell Facilitator for Briefing
- Prepare HR absenteeism listings
- Prepare and submit Exercise Directory Information
- Collect Exercise Raffles II materials from the Project Office
- Provide a local facility, e.g an equipped meeting room, at least a configured workstation (and video projector) with an internet connection to access and display the exercise websites, writing materials, phones, fax, whiteboard/flip-chart and conference-bridge.
- Receive pre-exercise Start State information

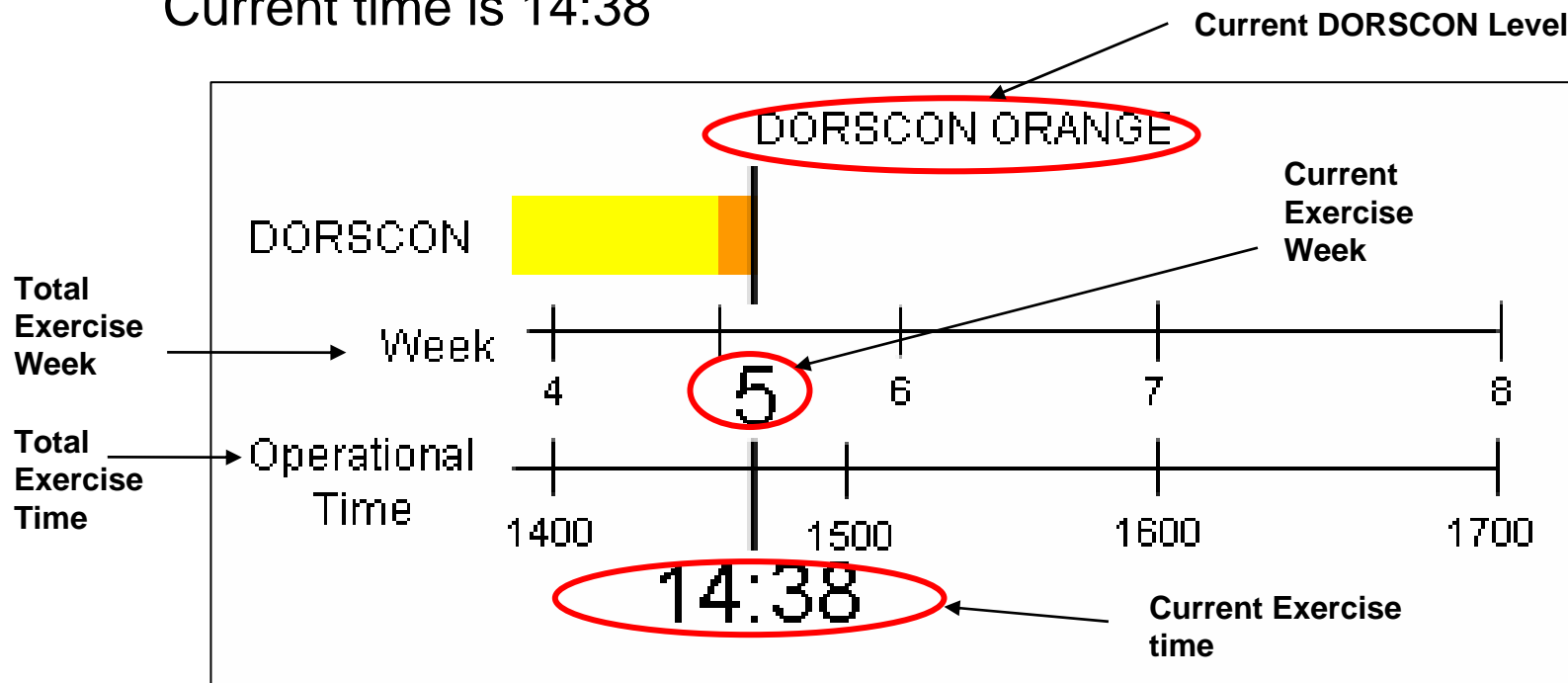
- Participants will receive their exercise login details on 22 Aug
- Each exercise User ID only allows a single logon
- The number of User IDs to be given per institution is allocated according to the participation costs.

- Sample of DORSCON Slider on Exercise Website

DORSCON ORANGE

Week 5

Current time is 14:38



- Actual implementation of measures at DORSCON RED level
- Participants to display A2 posters at their premises to create public awareness
- The A2 posters reads “ Financial Sector Industry-wide Business Continuity Exercise (28 Aug – 11 Sep 2008) - A Flu Pandemic Drill will take place on 5 September 2008 from opening hour till 11 am.”
- A standee will be given to each participating institution to be put up at their premises during Practical Drill Day
- The standee will portray a life-size person holding a notice with the following wordings in 4 languages: “Flu Pandemic Drill in progress till 11am. Thank you for your cooperation”
- Request for additional standees (cost to be borne by requestor) are to be sent to the Project Management Office by 15 Aug

- Participants to put up link to Practical Drill information on their internet website (if any)
- Minimum Participation
  - Infection Control measures at any of their client facing business functions
  - Internal Pandemic Drill
  - Activity-based drill (only for informed participants)
- Media coverage at selected locations within CBD. Selected participants will be informed separately by ABS
- Participants should still be prepared for media coverage by the Press

- Participants to be equipped with issues encountered from earlier sessions for discussion
- Objective of the Cluster Session is to identify and agree on the key action points derived from issues raised and discussed
- Representatives (preferably an exercise participant) for the cluster sessions are expected to be of a reasonably senior position and possess a good knowledge of the industry issues
- Participants to share experiences, identify issues and to strengthen functional response to pandemic scenario collectively across the industry
- Session is meant to be open and informal without assessment/rating of participants' responses

### Approach

- Facilitated sessions focusing on issues drawn from the earlier IWE interactive sessions and practical drill
- Participants to be organised into breakout groups or “clusters”, with discussions **facilitated jointly** by a senior representative or functional expert from a pre-defined participating bank/securities trading house/insurance company (a “**Cluster Champion**”) and an **ABS BCM Standing Committee representative or other BCM specialist**
- 45mins provided for issue identification and 40mins for an action plan framework
- Participation from the MAS, MHA, medical experts and utility/service providers

Cluster Number	Category	Timing (am/pm)
1	<b>Human Resources</b> Policies/strategies to address staff absenteeism, incentives, remuneration, anxiety, family issues, repatriations, succession planning, staff residential densities etc	9am
2	<b>Legal and Compliance</b> Min. employer responsibilities, declaration of force majeure, regulatory forbearance (trading, reporting, settlements etc), internal oversight measures etc	9am
3	<b>Communications</b> Response to escalating media coverage (hype vs facts), communication to staff/clients/customers (when, what, how) etc	9am
4	<b>Insurance</b> Insurers' ability to meet claim servicing and payments, delay in meeting premium collections, potential insolvency due to rise in claims, etc	9am

Cluster Number	Category	Timing
5	<b>Technology</b> Remote working, home bandwidth issues, video conferencing, thin client technology, use of modern bank technology, internet banking etc	2pm
6	<b>Workplace Hygiene &amp; Security</b> Desk cleaning, common area cleaning, building management responsibilities, minimum protection for contract cleaners, frequency, cleaning staff resourcing, use of isolation rooms, maintaining min. security standards with reduced manpower, cash thefts, pandemic exploitation, etc	2pm
7	<b>Securities/Derivatives</b> Ability to meet clearing/settlement obligations, disruptions or delays in market data feed, identification of essential services/operations, etc.	2pm
8	<b>Retail/Institutional Banking</b>  <b>Retail</b> - Branch counter services for deposits/withdrawals, cash distribution for branches, ATM services, EFTPOS (e.g. NETS, VISA, Master, etc)  <b>Institutional</b> - Liquidity, cash management, cheque/GIRO clearing, payments including MEPS+, settlements	2pm

- Participating Institutions are to collect the following exercise materials from the Project Office from 21 – 22 Aug (0900 – 1700hrs):
  - Posters
  - Standee to be put up at their premises on Practical Drill Day
  - Contingency CDs
  - Pre-exercise Information to Participants
- Red Cell Facilitators' pack will be provided on 15 Aug

- Each Session lasts 3 hours
- Injects provided via exercise website (news, video, sound bytes, financial market data)
- Possibility of SMS, email, and phone injects
- Command centre to activate injects, support Red Cell Facilitators upon their request
- Red Cell Facilitators to facilitate discussions locally
- Data collection at the end of each session
  - Part 1 to be completed by noon the following day
  - Part 2 to be completed within 3 days

- Cocktail Reception is on 11 Sep 2008 (1730 – 1930)
- Objective of this reception is for senior management of participating banks/institutions to network and share their exercise experience
- Invitations have been sent by ABS on 1 Aug 2008 to inform participating institutions on the number of representatives they are able to send from their organisation without charge
- Cost per additional participant for the cocktail reception is at \$75 each, on a cost recovery basis

Differences	Exercise Raffles II	Exercise Raffles
Theme	<ul style="list-style-type: none"> <li>• Based on a flu pandemic</li> <li>• Events unfold over a few weeks to months in compressed time</li> </ul>	<ul style="list-style-type: none"> <li>• Based on a Terrorist Attack</li> <li>• Events unfold rapidly in real time</li> </ul>
Scale/Scope	<ul style="list-style-type: none"> <li>• Larger scale which consists of the following:               <ul style="list-style-type: none"> <li>➤ Data Collection</li> <li>➤ Interactive session (2 table-top exercise over 3 hours each)</li> <li>➤ Practical drill</li> <li>➤ Cluster Session</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Table-top exercise over 3 hours</li> </ul>
Format	<ul style="list-style-type: none"> <li>• Facilitated Issues based table-top exercise</li> </ul>	<ul style="list-style-type: none"> <li>• Table-top exercise whereby participants react and respond to scenario injects.</li> </ul>
Participating Options	<ul style="list-style-type: none"> <li>• All participants participate in all activities of the exercise</li> </ul>	<ul style="list-style-type: none"> <li>• 3 options               <ul style="list-style-type: none"> <li>➤ Participate in the exercise from own premises</li> <li>➤ Participate in exercise from a hosted venue</li> <li>➤ As observers from a central location</li> </ul> </li> </ul>

- Red Cell Facilitator Briefing: 15 Aug (0900 – 1300)
- HR Representative Briefing: 15 Aug (1400 – 1600)
- PR/Corporate Communications Briefing: 15 Aug (1600 – 1800)
- Collection of Exercise Materials: 21 - 22 Aug
- Exercise Directory Distribution via email: 22 Aug
- Exercise Website ID Distribution: 22 Aug
- Login to exercise website and report issues before exercise: 22 Aug – 26 Aug

### **Press Enquiries** – ABS Secretariat

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### **Information Portal** – [www.iwe08.com.sg](http://www.iwe08.com.sg)

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