

BCP

Business continuity

“Business continuity” refers to measures by a company to avoid any interruptions to its important business, or if there is an interruption being able to recover from it as quickly as possible, even after suffering damage from a large-scale disaster such as an earthquake or an outbreak of an infectious disease such as a new strain of influenza.

Due to the highly public character of banks, the Banking Act also requires measures for “continuity of operations.” Shiga Bank considers “business continuity” to be one important management issue from the perspective of corporate social responsibility (CSR) as well, so we have constructed a system which enables us to operate smoothly and continuously even when a crisis occurs.

Toward operation of an effective “Business Continuity Plan”

The Bank formulated its Business Continuity Plan (BCP) based on the scenario of the occurrence of a major earthquake and its Business Continuity Plan “Infectious Diseases Countermeasures” based on the scenario of an outbreak of a new strain of influenza in March 2007 and December 2009 respectively.

Based on these business continuity plans (BCPs), learning from the Great East Japan Earthquake, the Bank formulated the “**Earthquake Disaster Initial Response Manual**” and the “**Nuclear Power Facility Accident Initial Response Manual**” to make initial responses at the time of a disaster clear, and the Bank also established regulations, manuals and procedures for crisis management, disaster prevention and other areas.

Moreover, we ran training and education based on our annual schedule that included initial response and decision-making drills for the Crisis Response Division, working to ensure and enhance its effectiveness for all employees. Moreover we regularly hold meetings of the BCP Committee chaired by the Senior Managing Director, keep everyone in the bank informed, and continuously revise our in-house systems.



Training at Emergency Headquarters

Disaster measures

The Bank has taken measures to develop in-house infrastructure so that even when a disaster such as a major earthquake occurs, it can still fulfill its role as a financial institution and maintain the functions necessary for the livelihoods of its customers, the economic activities of the region, and settlements.

● Maintaining the functions of on-line systems

The core element of business continuity is maintaining the functions of on-line systems. For this reason, we have installed all of the important computer equipment in an administrative building that has its very own 72-hour power generation capacity. Also in the Kanto region, we have installed a system backup center.

● Maintaining the functions of branches

At each of the branches, we carry out seismic diagnoses and anti-seismic reinforcement, and in the main branches within a certain area, we have installed equipment that will enable business to continue even when a disaster occurs, including emergency-use power-generating equipment.



● Introduction of satellite cell-phones

When the Great East Japan Earthquake occurred, many fixed-line telephones and cell phones stopped working so in November 2011 we introduced satellite cell-phones with the goal of diversifying our communication methods.

● Distribution of Emergency Supplies

The Bank distributed safety helmets for all employees and visitors to our branches as well as flashlights, emergency toilets and water carriage bags in case of water supply failure and emergency food and drinking water to all our branches. Furthermore, our branches in metropolitan areas are enhancing stockpile of emergency food and drinking water for the case where commuters are stranded at times of disasters.



Emergency supplies