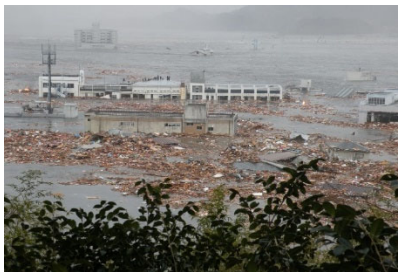


Business Continuity Plan (BCP) based on Lessons Learned from the Great East Japan Earthquake

Rikuzentakata City



City hall flooded by the tsunami



Temporary disaster management headquarters

Situation (background, aims, etc.)

The city of Rikuzentakata suffered catastrophic damage from the tsunami triggered by the Great Eastern Japan Earthquake in 2011. The city hall was flooded and 111 people, or 25% of its employees, lost their lives, which caused major disruptions to government operations.

Details (project outline, etc.)

In the event of a disaster, access to resources including people, things and information is limited. The City of Rikuzentakata has established a business continuity plan (BCP) which determines in advance the operational structure, response protocol, and resources required in order for its services to remain operational even under such severe circumstances. While creating this plan, especially when establishing highest priorities, which would both greatly affect civilian life and require the city all its efforts to coordinate, the city has developed five basic policies based on the lessons learned from the disaster.

Results (features and innovations, future developments, etc.)

The city selected 116 high-priority activities, which they have to ensure to perform in a timely manner, and prepared a sheet that lists the detailed procedures of the tasks to allow all city employees to perform them. This allows important actions to be performed regardless of the presence or absence of specific employees even when a disaster occurs at night or on a holiday. This provides residents with assurance, thus increasing public trust.
