

# WHAT TO DO AFTER A DISASTER

Presented by:

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# WHAT IS A DISASTER?

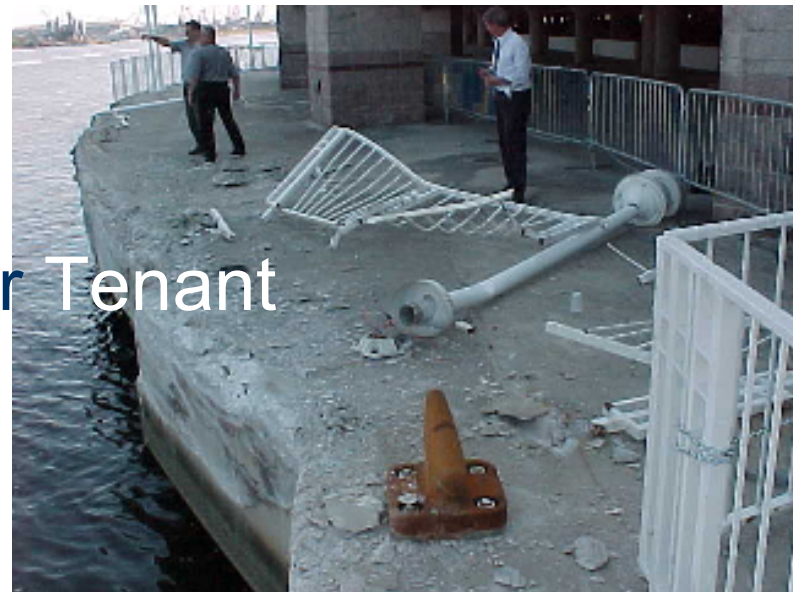
**Any unexpected event that negatively impacts the organization or facility**

# WHAT IS A DISASTER?



# Non-Traditional Disasters

- “Runaway” Barges
- Explosions
- Toxic Gas Leaks
- Riots
- Loss Of Key Person or Tenant



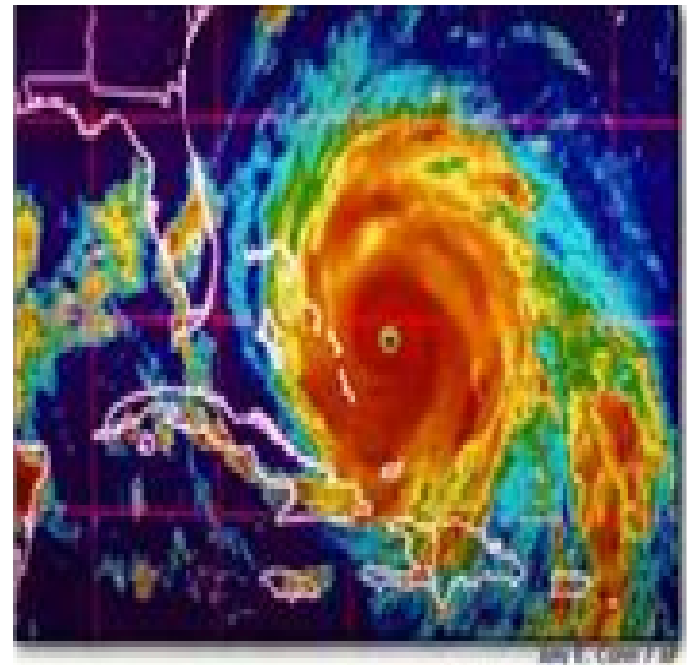


# Non-Traditional Disasters

- You Don't Have to Be The Target



# Are you ready ?



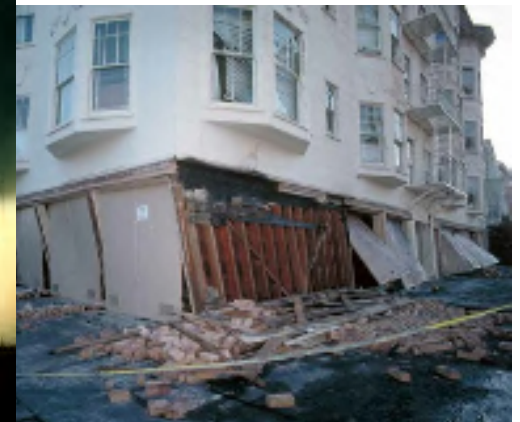
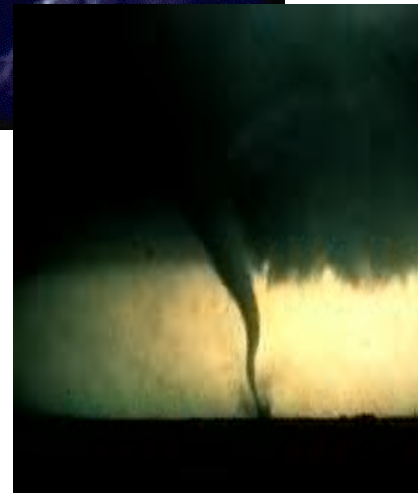
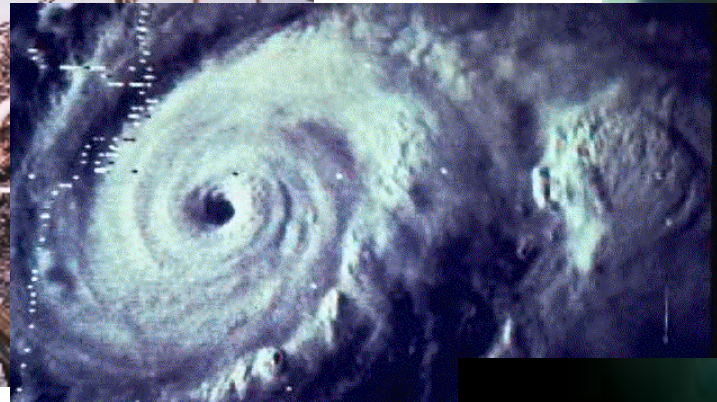
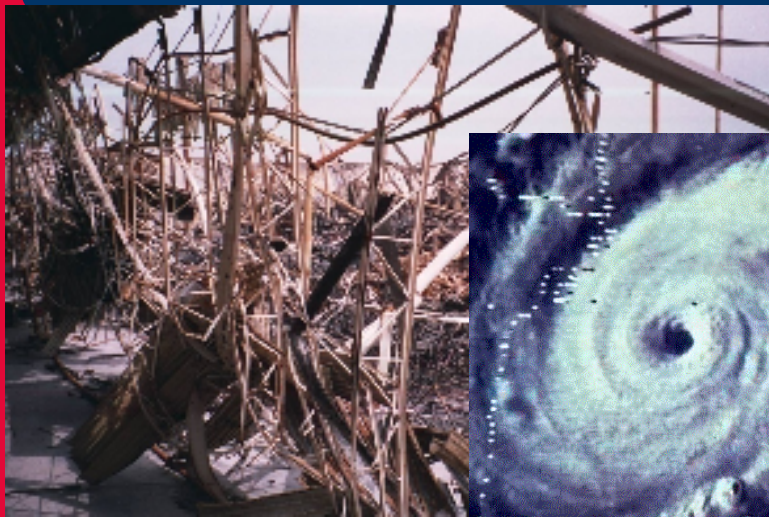
# How to Reduce The Impact of A Disaster

**PREPARATION!!!**





**THE SOURCE OF THE DISASTER IS NOT  
IMPORTANT – THE ABILITIES TO IDENTIFY  
THE EXTENT OF IMPACT & TO RECOVER ARE  
CRITICAL**







# PLANNING

- Business Continuity Planning
- Disaster Recovery Planning
- Contingency Planning
- Recovery Planning



# OBJECTIVE OF DISASTER PLANNING

- To create the *ability* to deal with an unexpected event that negatively impacts the organization



# WHY HAVE A PLAN



- Faster Recovery
- Less Financial Impact
- Availability of Needed Services
- Source of Confidence For Tenants
- Formation of a Recovery Team prior to event

# WHAT IS A DISASTER RECOVERY PLAN

- Team Based Response With All Team Members Familiar With Each Other
- Pre-Defined Responsibilities
- Priority Driven Response, Not Damage Driven

# PRIORITY DRIVEN RESPONSE

- Insurance – Funding Tool
- Funding without a Plan = First Reasonable Request Is Funded
- Funds usually expire before all recovery issues are addressed



# PRIORITY DRIVEN RESPONSE

- Plan is a tactical statement of priorities
- Plan without funding = exercise in creative writing
- Plan without Funding = wishful thinking

# WHO WILL REPAIR YOUR FACILITY?

- Most Contractors Doing Work At Your Facility
  - Do Not Have Major Disaster Experience
  - Are Not Large Enough
  - Are Not Financially Strong Enough
    - Work For 60-90 Days Without Funds
    - Their own residences or business operations are impacted by the same disaster





Dubai Construction Update  
Imre Solt - 2007 ©







2007 2 7





# How To Choose The Outside Technical Experts



- Do They Know your property
- Do They Have Disaster Experience
  - Not “Want-a-be’s”
- Can They Work For 2 Months Without Pay
- Are They Big Enough
- Attitude
  - Availability - At Any Hour

# COMMITMENT & ABILITY

- Response providers must be *committed* and *able* to respond
  - Reconstruction
  - Restoration
- Geographic distribution of offices

# GEOGRAPHIC DISTRIBUTION OF OFFICES

- Survivability Factor
  - Can The Response Provider Survive The Same Event That Impacts Your Facilities?
  - Can The Provider Respond From Another Location?
- If The Response Provider Is Closed By The Same Event - *What Good Are They?*

# WHAT HAPPENS WHEN THE DISASTER IS REGIONAL

- Local Disaster – One or Two Buildings
- Regional Disaster – The Town or City
- Potential effect on Local Suppliers of goods and materials



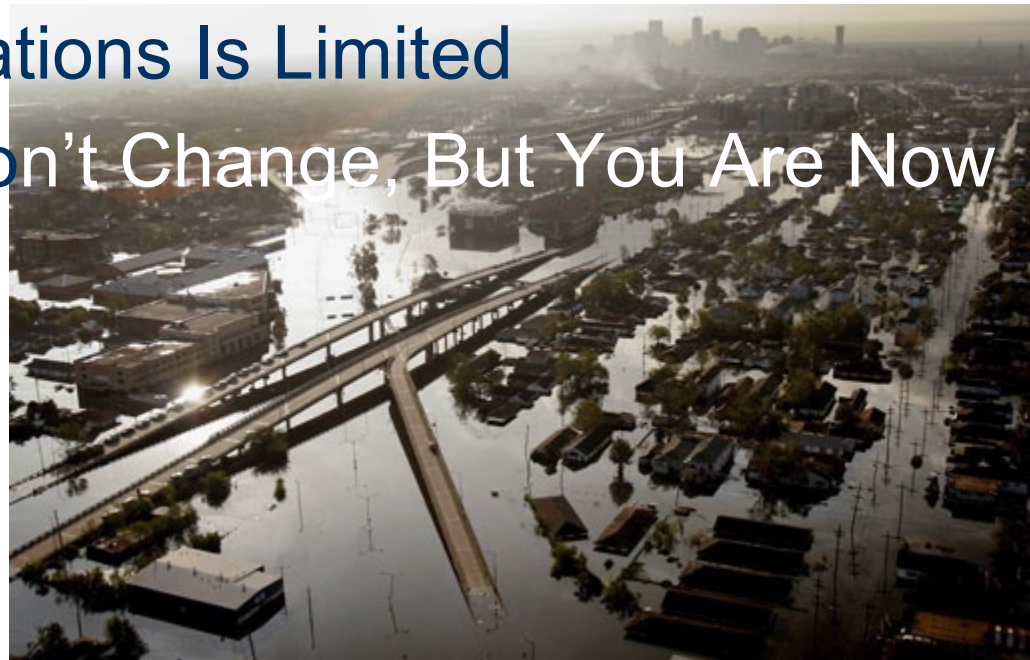
# WHAT IS A REGIONAL EVENT?

- Tornado
- Hurricane
- Flood
- Earthquake
- Terrorist Attack



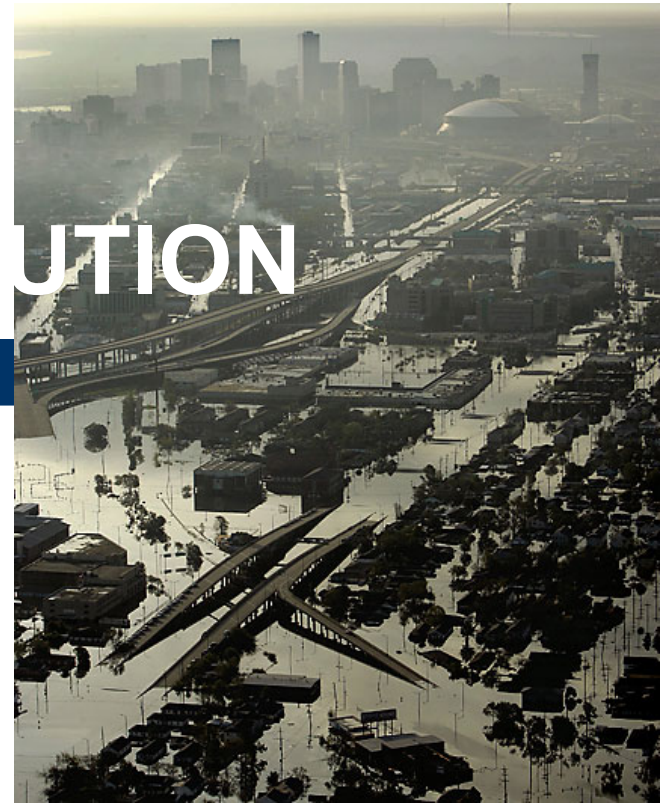
# WHAT HAPPENS WHEN THE DISASTER IS REGIONAL

- Local Service Providers Are Impacted Too
- All Support Services Are Used Up In First Day
- Access to Locations Is Limited
- Your Needs Don't Change, But You Are Now One of Many



# MANPOWER DISTRIBUTION

- Contacting Staff
- Staff Travel
  - In Immediate Area
  - Travel To Other Sites
- Personal Damage to Residence
- Family Safety Issues



# ACCESS TO LOCATIONS

- Marshall Law
- National Guard Mobilized
  - Company Identification
- Police Control of Area\Crime Scene
- Infrastructure Damage – Roads

**NEW YORK CITY  
CLOSED TO  
ALL TRAFFIC**





# HOW WILL YOU GET YOUR CLIENTS & STAFF BACK AFTER REPAIRS?

- What was destination of evacuation
- Set 800 number to call for status
- Predetermined meeting place

# CRITICAL INFORMATION THAT NEEDS TO BE IN YOUR PLAN

- Blue Prints
- Insurance Policy
- Lease Agreements
- Recovery Plan
- Equipment Suppliers
- Support Team Members





**Plan Authorship Is The Single Most Important Factor In The Successful Implementation of a “Plan”.**

# TECHNOLOGY

- **Mold**
- **Odor**
- **Dry vs. Replace**
- **Drying**
  - **Desiccant**
  - **Refrigerant**
- **Documents**
  - **Freeze Dry**
  - **Microwave**
  - **Molecular Sieve**
- **Contaminations**
- **Contingency for HAZ-MAT issues**

# TEST THE PLAN

- Actual Walk Through
- Table Top Practice



# MODIFY THE PLAN



- Change Tactics If Necessary
- Review Insurance Coverages
- Make Sure Tactics Are Funded



## **MEET AT LEAST ANNUALLY WITH THE TEAM MEMBERS**



**There is nothing more ineffective than a “stranger” showing up at a disaster site, saying I’m here to help.**

# How To Keep The “Plan” Effective

- Review The Plan Annually At Budget Review Time
- Talk To All Members of The Team
- Confirm Their Commitment & Ability
- Call A Meeting At Least Once A Year For All Members To Meet Each Other
- Meet With The Building Tenants Annually



# Start Planning Now

- Now You Have Time To Interview Team Members
- Now You Have Time To Consider Alternatives
- Now You Have Time ....

# TIME - THE FICKLED PARTNER

## Before a Disaster

Ally

Flexible

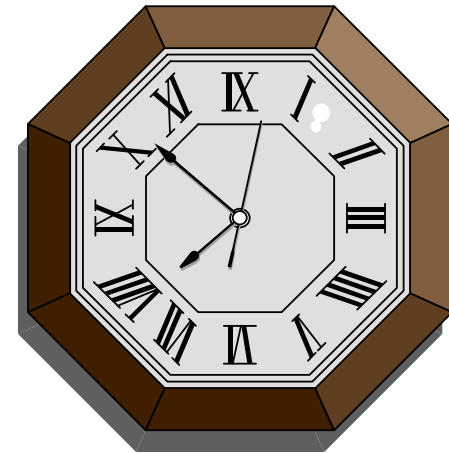
Unlimited

## After a Disaster

Adversary

Limit Alternatives

In Short Supply



# ON PLANNING

**“In Preparing For Battle I have Always Found That Plans Are Useless, But Planning Is Indispensable.”**

**Dwight David Eisenhower**



**“The Art of War”**  
***The Art of Business Continuity***

The art of war teaches us to rely not on the likelihood of the enemy's not coming, but on our own readiness to receive him; not on the chance of his not attacking, but rather on the fact that we have made our position unassailable.

**Sun-tzu**  
***Chinese general & military strategist (~400 BC)***

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