WHAT TO PLAN FOR... AND HOW TO PREPARE FOR DISASTERS

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PLANNING

- Business Continuity Planning
- Disaster Recovery Planning
- Contingency Planning
- Recovery Planning
WHAT IS A DISASTER?

Any unexpected event that negatively impacts the organization or facility
What is a Disaster?

- Fire
- Water Damage
- Freezing
- Flood
WHAT IS A DISASTER?
Non-Traditional Disasters

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

- Your Don’t Have to Be The Target
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
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
WHAT IS A DISASTER RECOVERY PLAN

- It is a tactic to return to normal operations as quickly as possible
- It is a tactic to reduce impact on tenants
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
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
PRIORITIZED RESPONSE

- Funding without a Plan = waste of money
- Plan without Funding = wishful thinking

- PLAN WITH FUNDING = HIGHLY EFFECTIVE RECOVERY PROGRAM
WHO WILL REPAIR YOUR FACILITY?

- Most Contractors Doing Work At Your Facility
  - Do Not Have Major Disaster Experience
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
How To Choose The Outside Technical Experts

- Do They Know the Building
- 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
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
- Have Unmarried Staff on BCP
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.
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
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
OBJECTIVE OF DISASTER PLANNING

- To create the *ability* to deal with an unexpected event that negatively impacts the organization or facility.
“In Preparing For Battle I have Always Found That Plans Are Useless, But Planning Is Indispensable.”

Dwight David Eisenhower
Reconstruction/Restoration Phase

Phase II Analysis (Single Source Solution)

- Structural Evaluation
- Mechanical Evaluation
- Damage Isolation
- Search for hidden damage
- Hand demolition
- Content and merchandise relocation, manipulation, and inventory assistance
- Detailed structure cleaning
- Odor eradication
- Mold remediation