WHAT TO DO AFTER A DISASTER

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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

- Your 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
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
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
“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)
WHAT TO PLAN FOR... AND HOW TO RECOVER FROM DISASTERS

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