



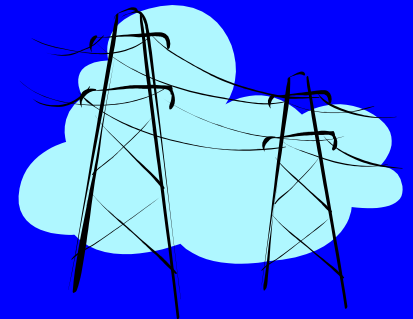
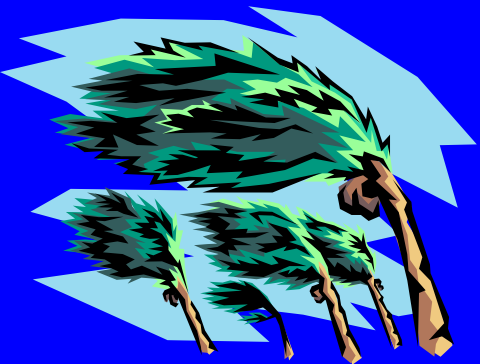
DISASTER/BUSINESS RECOVERY©

Presented by Thomas L. Korkmas

11111 Katy Frwy, Ste 910

Houston, TX 77079

713 973-5761



Types of Disasters

Natural

Hurricane

Flood

Tornado

Fire

Storm

Water leaks

Gas leaks

Man-Made

Arson

Burglary

Loss of key personnel

Loss of critical systems

NBC attack

Electro magnetic pulse

Acts of War

“Telecommunications will likely be overwhelmed early in the pandemic. Some experts speculated that the Internet could shut down within two to four days of the outbreak.... and telecommuting will not be a viable option.”

Simulated Influenza Pandemic World Economic Forum & Booz Allen Hamilton April 27, 2006

Two Essential Components

- Disaster Recovery
 - Clean up & emergency repairs
 - Restoration of Communications/IT
 - Employee assessment
 - Temporary power
 - Replacement of lost items
- Business Recovery
 - Contact suppliers
 - Assess supplier needs
 - Bring back employees
 - Check on competitors
 - Assess customer needs
 - Contact customers

You should own these items prior to a disaster event:

Wet/Dry shop vac

Fans

Trash bags

12v cell phone charger

Power inverter

Power conditioner (UPS)

Extension cords

***Generator, chain & locks**

Mops & brooms

**Telephone that does not
require wall power**

**Battery powered tape
calculator**

Digital Camera

**Emergency lighting –large
flashlights, batteries**

***Laptop computer**

Basic tools

Prepare your business recovery kit!

- Acquire two waterproof or water-resistant boxes.
(I use a large fire safe.)
- Place all of the documents and data mentioned in the following presentation in each box and update on a regular basis. Have one box at your business and the other offsite or where it can be readily accessed in the event you must leave quickly.
- **Send copies to another city at least one hundred miles from your location.**

Inventory of equipment

- Manufacturer, serial number, and specifications on all computers, machinery and IT systems.
- Have in your possession, and off site, the contact data for all equipment suppliers.
- Have software provider info and technical contact data and copy of software in your possession.

Disaster Cyber Security

- Assure that all firewalls and anti-virus software are up-to-date.
- Assure that all employee off site (home) computers have anti-virus software.
- Have employees use passwords on home computers.
- Do not open e-mail that is suspicious.
- Do not allow anyone to use your computer system.
- Back up all data **daily**.

Before the Disaster

Property and Insurance concerns

- Have insurance!!!!
- Is it for replacement cost or actual cash value?
- Know what records you will need to file a claim. Have inventory and photographs of all property **at two locations - local and remote.**
- Photograph your operations prior to leaving.

You may become your own fireman, policeman, repairman and technician.

- Install ample fire extinguishers to control fire before, during and immediately after a disaster.
- Have a first aid kit that is comprehensive enough to treat serious injuries.
- Have plastic, tape, locks, chains and repair hardware to secure damaged areas (broken windows, doors and roof.)
- Have basic computer tools, extra cables, paper and print cartridges.

Continuity Planning

- Supply Chain diagrams for all activities.
- Internal process flow diagrams for manufacturing and administrative.
- Job descriptions for all employees.
- Copies of all proprietary processes and intellectual property including advertising.
- Payroll and accounting data and systems.

Develop alternate sources for all inputs.

- Suppliers-develop relationships and ordering procedures with more than one supplier.
- Employees-know the temporary agencies in the area that may be able to assist you in replacing employees who are not able to come to work.

Develop a succession plan

- Employees who will not, or cannot, return to work, must be replaced. Determine who will replace whom.
- Decide who should be in charge if you are unable to perform your part of the plan.
- **Cross train employees** so that they can perform functions outside their job description.

Employee Involvement

- Determine who should be part of planning.
- In smaller organizations, all employees should be part of the plan.
- Urge employees to have their own recovery plan so that they can return to work quickly.
- Know which employees have home computers, specifications and the type of software. **Can they work from home?**

Concurrent Planning

- Meet with your building or complex management to coordinate recovery planning and implementation.
- Know if elevators will work, Does your building have a generator to power emergency systems?
- Speak with first responders and assure that they know of any special treatments your business may require.
- Determine several other locations that you can move to in the event that your location is destroyed or damaged for a significant period.

Assemble a card with all relevant information

- All employees' contact information.
- Out of area coordination number and address.
- First responders and contact numbers-both 911 and direct numbers.
- Instruction on what to do, who to call, and when to return.

Retailers

- Have multiple battery-powered tape calculators and power source for credit card machines (providing you have phone service).
- Prior to hurricanes or winter storms, inform your bank of how much currency (and the denominations) you will need, and have them order it for you.
- Determine when the bank plans to close and plan to pick up the currency well before they lock their doors.

Service Providers

- Pre-determine if your services are needed after a storm.
- Some service providers will have a great opportunity to help their customers in other capacities. *This allows you to build stronger relationships.*
- Determine what you can do if your services are not needed at the moment, i.e. how do you earn income?

Customer/Client Data

- Customer contact names for at least two employees, their cell phone numbers, company and personal e-mail addresses and home telephone numbers.
- Current status of orders/account information.

Vendor/Creditor Information

- Your bank account numbers and phone numbers for in-town and out-of-town emergency contact.
- A current accounts payable schedule and account numbers.
- A list of all vendors/creditors, two names of employees, their home e-mail and telephone numbers.

BEFORE YOU LEAVE

- Bag all equipment, file cabinets and critical printed data.
- Turn off power-reduces fire threat and surge damage!
- Movable equipment, data and other items should be moved to inside windowless rooms.
- Photograph your efforts to protect property for insurance purposes.
- Have boxes on each floor to move items later.

When you Return

- Assess and photograph any damage
- Check for power
- Check for power surges-call Oncor
- If you have power and communications, immediately go into business recovery phase.
- If you do not have power, you must assess when power and communications will be restored and go to your back up plan.

Recovery Plan for Small Business

- If your facilities are damaged or destroyed you must do two things at once – disaster recovery and business recovery.
- Operate from anywhere – your home, someone else's facilities or even your car.
- Search for a new location and begin operations with whatever is available.

Recovery Plan for Large Business

- Do the same as for a small business except you have the options of the following:
 - Designate certain employees to specific duties such as ordering new equipment, getting power restored, and communications.
 - Other employees should be involved in business recovery operations.

Business Recovery

- No time to waste! Business recovery begins within 1 hour after the disaster is over!
- Business survival depends on your decisive actions!

ASSESS DAMAGE

- Is your facility habitable?
- Is there power?
- Are there telecommunications?
- Is the facility accessible (streets open)?
- Are there other essential services such as fire protection, food services, and security?

Assess what you can do.

- Call all vendors and assess their status-can they deliver the items you need?
- Call all customers and let them know you are operational and ready to serve them.
- Contact your bank and let them know you are operational and/or determine if they are operational.
- ***BE BRIEF WITH EVERYONE.***

Facility not Habitable

- Determine what requires immediate salvage
- Priority of items to be salvaged:

Most priority salvage items, from other than ground floor operations, will be computer equipment, storage disks and proprietary information not already off site.

Large organizations

- If you are not fully functional, activate hot site protocols.
- Utilize open purchase orders to order replacements for what is non-functional.
- Notify employees when to return to work and instruct them on alternate work site locations.
- Assist employees if possible.

Contact Employees

- Determine who can return to work.
- Plan for replacement of those who will be out temporarily or permanently.
- Assist employees with their recovery to the extent possible.
- Implement off-site operations by employees, if feasible.

Your customer retrieval

- Let them know that you are in business and able to serve them.
- If time and circumstances allow, help them with their recovery operations.
- Be available to act as a consultant if they are confused and unfocused.

Assess the capabilities of your competitors

- Call your competitors and determine if they are still in business.
- If they are partially functional, ask if you can provide the services that they are unable to perform.
- If they are non-functional, contact their customers and offer your services.

REGARDLESS OF ALL PREPARATIONS – IF YOU ARE OUT OF BUSINESS...

- Assess whether you should stay or move.
- Determine if your assets allow you to start over.
- Do you want to do the same thing again?
- Consider a SBA Disaster Loan to restart your business.
- Consider becoming a paid employee for the recovery effort.

Starting Over

- Copies of all diplomas
- Birth Certificate
- Passport*
- Professional Certificates
- Deed to your home and assessed valuation statement
- Financial statement
- Social Security number card or other proof.
- Central Contractor Registry number
- Dunn & Bradstreet's number

Wisdom, Forethought and Preparation

**“In a Time of Plenty,
Prepare for a Time of Need.”**