

CELEBRATING 30 YEARS OF
EXCELLENCE IN RISK MANAGEMENT

TNPRIMA

Keys To Disaster Preparedness



**Tennessee Public Risk
Management Association**
-Since 1986-
*Celebrating 30 Years of
Excellence in Public Risk Management!*

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Pre-Planning

What Do I Need?

- ▶ Contingency Plan
- ▶ Disaster Recovery Plan
- ▶ Emergency Response
- ▶ Restoration and Reconstruction
- ▶ Business Resumption



Pre-Planning

- ▶ Identify Recovery Goals
- ▶ Identify Recovery Priorities
 - What Is Mission Critical?
 - Establish Departmental Priorities
 - Identify Critical Equipment
 - Everything Can't Be First!



Pre-Planning

▶ Pre-Qualify Vendors and Experts

- Computers/Data Recovery
- Telephone System Relocation and Repair
- Restoration Contractor
- Specialized Equipment Providers
- Fine Art/Rare Collection Expert



▶ Keep The Plan Simple!



Disaster Recovery Plan

- ▶ Keep The Plan Simple!
- ▶ Practice The Recovery Plan
 - ❖ Tabletop Exercise
 - Discussion of Incident and Recovery Activities
- ▶ Full-Scale Recovery Exercise
 - ❖ Assigned Roles
 - ❖ Provide Incident Details
 - ❖ Work Through Recovery Process
- ▶ Identify Weaknesses
- ▶ Revise Recovery Plan



Disaster Recovery Plan

Critical Issues

- ▶ Emergency Response Agreements
- ▶ Resource Coordination
 - ❖ Facilities Director and Site Staff
 - ❖ Maintenance Cleaning Services
 - ❖ Department Personnel
 - ❖ Subcontractors
- ▶ Communication
 - ❖ Meetings and Walk-Throughs
 - ❖ Phone Calls, Email, Text Messages, Notices
 - ❖ Updates



Disaster Recovery Plan

Know Your Building

- ▶ Space Access
- ▶ Chain of Command
- ▶ Gas and Electric Meter Location
- ▶ Water Main and Fire Suppression Shut-Off Valves
- ▶ Tenant Contact Information
- ▶ Leases



Disaster Recovery Plan

Who Owns What?

▶ Building Owner

- ❖ Exterior Walls and Roof
- ❖ Existing Build-Outs
- ❖ Reverted Leasehold Improvements



▶ Tenant

- ❖ Leasehold Improvements
- ❖ Contents

Emergency Response

Life and Safety Issues

- ▶ Lighting
- ▶ Electrical Power
- ▶ Evacuation
- ▶ Immediate Issues



- ❖ Is The Facility Functional?
- ❖ Is Relocation Required?
- ❖ Partial Occupation?

Emergency Response

Immediate Actions

- ▶ Maintain Security
- ▶ Water Extraction
- ▶ Climate Control
 - ❖ Temperature
 - ❖ Humidity
- ▶ Triage Damages



Emergency Response

Immediate Actions

- ▶ Begin Emergency Recovery
 - ❖ Hazardous Materials?
 - ❖ Recovery Goals
 - ❖ Value
 - ❖ Time-Sensitive Nature
- ▶ Communication
 - ❖ Internal
 - ❖ Subcontractor Resources
- ▶ Public Relations
 - ❖ External



Scope of Services

Quantify Needs

- ▶ Water Damage
- ▶ Fire Damage
- ▶ Smoke and Odor
- ▶ Air Quality
- ▶ Construction Repairs



Scope of Services

Water Losses



Scope of Services

Fire and Smoke Losses



Scope of Services

Mold Losses



Scope of Services

Quantify Needs

- ▶ Equipment Repair or Replacement
- ▶ Building Repair
- ▶ Document Recovery



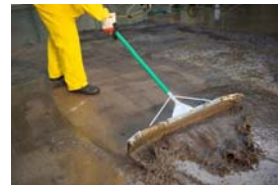
Scope of Services

- ▶ Establish Recovery Timeline
- ▶ Critical Path
- ▶ Measurable Objectives
- ▶ Ensure “Apples To Apples” Comparison



Recovery Activities

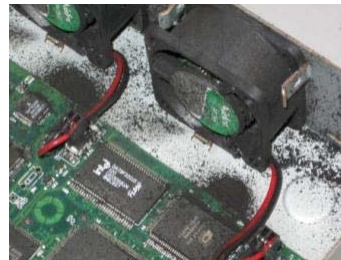
- ▶ Coordinate Priority and Pace of Work
- ▶ Perform Some Work In-House
- ▶ Utilize Outside Resources



Recovery Activities

Fire and Smoke

- ▶ Contents
 - ❖ Order Lead Time
 - ❖ Clean or Replace?
 - ❖ Data Recovery?
- ▶ Structure
 - ❖ Structural Integrity
 - ❖ Engineer's Report
 - ❖ Municipalities (Code Considerations)
 - ❖ Hazardous Materials



Recovery Activities

Fire and Smoke – Data Recovery



Recovery Activities

Fire and Smoke – Document Recovery



Recovery Activities

Water Damage

- ▶ Start At The Source – Understand Damage Events
 - ❖ When, How, Problem Solved?
- ▶ Walls, Ceilings and Floors
 - ❖ Construction Profile
- ▶ Identify Pre-Existing Conditions
 - ❖ Mold, Stains, Other Damage
 - ❖ Documents With Photographs



Recovery Activities

Desiccant Drying Equipment



Recovery Activities

Document Freeze Drying



Recovery Activities

Water Drying Equipment



Disaster Preparedness

Keys To Business Resumption



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Questions ?

Discussions?