



A Guide to Disaster Recovery
Planning

MISSION STATEMENT

THE "DOME" COMMITMENT

"Our mission is to deliver the highest quality disaster restoration, remediation/abatement and general contracting services in a safe, reliable, efficient and environmentally friendly manner. Our vision is to be a recognized performance leader in our industry by exceeding the expectations set by our customers, by achieving operational excellence and by providing a dynamic, challenging and rewarding environment for our employees. We will build value in our company through the strength of our customers' satisfaction and by producing long term, profitable growth."

DOMÉ...



RESTORING
PROPERTIES



...AND LIVES

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DISCLAIMER

The information contained herein is intended for general use and may not be applicable to for every circumstance. It is not a complete guide and does not relieve persons who use this information from their responsibilities under applicable legislation and or industry accepted standards and practices.

Dome does not guarantee the accuracy of, nor assume liability for, the information presented herein.

INTRODUCTION

Types of Disasters

1. Internal

- **Act of God** - broken pipes, backed up sewers, overflowing sinks, electrical fires, collapsing ceilings/walls
- **Vandalism/Arson**

2. External

- **Natural** – flooding, fires, earthquakes, tornados, blizzards, damaging hail
- **Man Made** – terrorist strikes

Even with advances in technology our inability to predicted disasters such as floods, fires, tornadoes, earthquakes and terrorist strikes threatens many businesses (big or small) with temporary or even permanent closure. These kinds of disasters are especially great for small or medium sized businesses because they usually lack the financial resources required for recovery, lack an ability to spread their risk across several geographic locations, lack ready access to alternative suppliers and lack other advantages that most large organizations possess. In addition, large organizations have an advantage by possessing the resources and expertise necessary to engage in professional disaster recovery planning.

Each year disasters such as floods, fires, tornadoes and earthquakes force thousands of businesses to close. But even more common events such as building floods, fires and smoke damage can cause the same result. Many businesses suffer damage to equipment, furniture, computer information, building structure as well as lost productivity due to the displacement of their work force during these trying times.

With some advanced planning you can protect your company, your employees and your customers from the disastrous effects of a major business interruption due to an unplanned loss.

SAFEGUARDING YOUR BUSINESS INVESTMENT

You've invested significant time and resources into making your business work. You have a dedicated customer base. You have a good reputation for paying your suppliers and providing your goods and or services efficiently and quickly. You are a member in good standing of your local business community.

Now imagine that all you've worked for goes up in smoke – literally. Or that your business is hit by a flood. Or an earthquake, tornado. All your efforts simply drown in flood water or get blown away by a natural disaster.

On August 16, 2005 large amounts of sudden rainfall caused hundreds of millions of dollars in damage to homes and businesses across the northern part of Toronto. Without warning rainwater overflowed from storm sewers flooding streets, homes and businesses. Many buildings were damaged and millions of dollars in equipment, furniture and inventory were lost.

Sometimes damage is isolated. A frozen pipe that bursts after hours or on a weekend might not be detected until you arrive the next business day or until security personnel discover it, long after the resulting flood has destroyed inventory, equipment, floors or walls.

Natural disasters and emergency floods and fires that threaten businesses can occur anywhere and at anytime. Putting in place a disaster recovery plan can improve the chances that your business will stay open, avoid closure and minimize the resulting losses.

SELF ASSESSMENT

Questions to Ask Yourself	Yes	No	Unsure
Are you concerned that your business will be interrupted by a natural or man made disaster?			
Have you determined what parts of your business need to be operational as soon as possible following a natural or man made disaster, and planned how to resume those operations?			
Does your business have a disaster recovery plan in place to help assure the safety of you and your staff until help arrives?			
Could you continue to communicate with your staff if a disaster happens during working hours or after work hours?			
Could the building that your business resides in withstand the impact of a natural disaster and are your contents and inventory sufficiently protected so they will not be damaged?			
Are your vital records protected from the harm that could be caused by a disaster?			
Are you prepared to stay open for business if your suppliers cannot deliver, your markets are not accessible, or basic needs (e.g. water, sewer, electricity, transportation) are unavailable?			
Do you have plans to open for business even if you cannot reach your place of business?			
Have you worked with your community, landlord – public officials and other businesses – to promote disaster preparedness and plan for community recovery?			
Have you consulted with your insurance company or broker to ensure you have proper and adequate coverage to help you recover following a disaster?			

SELF ASSESSMENT RESULTS

Your score determines how well you are prepared for the disruption to your business cause by a natural or man made disaster.

7 – 10 Yes: Means you are well on your way.

4 – 6 Yes: Means you have lots of work to do to get ready.

1 – 3 Yes: Means you should get started right away working on your plan.

GETTING STARTED

The three main categories of protection you should focus on to help you survive a disaster are:

- 1) Your human resources
- 2) Your physical resources
- 3) Your business operation

Your Plan Should Include

- 1) Business Continuity Plan – Consists of 13 key forms you will need to complete. The information you record will assist you to recover your essential business functions and communicate to your employees their responsibilities.
- 2) Property Protection Plan – This checklist focuses on hazards such as freezing weather, flooding, high winds, hail, tornados, hurricanes and earthquakes. It covers the building structure (interior and exterior) as well as the building surroundings. This is helpful in determining what hazards are likely to affect you area and place of business.

Choosing Your Team

- If you are a one man operation you may hire a consultant to help you or you may choose to do the plan yourself.
- If you are a small to medium sized operation you may decide to ask one or two of your employees to help you do the plan.
- If you are a larger type organization you may want to form a team, perhaps with a representative from each of your departments.

Others who might be able to help you with your plan include: accountants, lawyers, payroll company, human resources consultant, computer backup company and any other individuals familiar with your type of business.

Regardless of who you decide to help you the most important thing is that you compile all the needed information that will be used to create your plan.

When completing the property checklist you should make sure you involve someone knowledgeable about your buildings characteristics.

PROTECTING YOUR ASSETS

It is of critical importance that you protect your core assets (building, contents, inventory etc.) with adequate and proper types of insurance.

You should review your current insurance policy once a year with you agent. Be sure you understand you policy limits and deductibles.

Insurance Coverage to Consider:

- 1) Most policies do not include coverage for damage caused by flooding or earthquakes. You may need to buy separate coverage for them.
- 2) Consider business income interruption coverage. Your agent together with your accountant can help you estimate your projected revenues, expenses and income and help you determine your losses from a temporary closure.
- 3) Consider extra expense coverage. Your current policy may only cover basic expenses you will incur trying to re-open your business. Again your insurance agent together with your accountant can help you anticipate new expenses resulting from a disaster and which will allow you to make provisions for these expenses so that you can improve your chances of resuming operations quickly.

PROTECTING YOUR CRITICAL RESOURCES

Human Resources

In any size business you have to consider the possible impact a disaster (internal or external) will have on your employee's ability to return to work and how your customers/suppliers will reach you or receive your goods or services. In addition you will need to protect yourself, your employee's, your customers and suppliers from possible injury in the event of a disaster.

Physical Resources

Whether you own your own building or rent the building your business operates from, you and/or your building manager should inspect the physical plant(s) and assess the impact a disaster (internal or external) would have on your facilities. The property protection checklist can serve as a guide for that inspection.

If your business operates in an older building, consider having it inspected by a structural engineer. A building's physical condition and how it will survive a disaster could have an impact on your ability to keep your business open following an incident. An engineer's recommendations will help you safeguard your building from potential hazards.

Business Continuity

Even if your business escapes a disaster (internal or external) unharmed and your employees aren't hurt, there is still a risk that the business will suffer significant losses.

These are broken down into 2 types of losses:

- 1. Upstream Losses** – are those losses that result from an external disaster even if your building is undamaged. These are losses you may suffer if one of your suppliers is affected by the disaster and cannot deliver the goods or services your business needs to stay open.
- 2. Downstream Losses** – these are also losses that result from an external disaster even if your building is undamaged. These losses occur when your customers' lives are affected by the disaster. If your customers business is temporarily closed due to the disaster it will have a negative impact (you will suffer downstream losses) on your sales and cash flow.

When some of the local businesses in your area fail, due to an external disaster, there is a chain reaction because of the impact it has on the local economy. This guide will assist you in accessing the risk and protecting your business' assets from these disturbing possibilities.

DEVELOPING YOUR BUSINESS CONTINUITY PLAN

A small investment of time could go a long way toward averting a serious disruption caused by an internal or external disaster. Even the best designed and well maintained buildings can be damaged, forcing a business to close down. And even if a building sustains no damage, a major catastrophe can close roads, cause power outages or create other problems that force a business to close down. This is why every business needs a continuity plan to get up and running as quickly as possible in the event a disaster strikes.

The business continuity forms are designed to help lead you to an understanding of ways to avoid or minimize downtime in the event of a disaster, as well as to give you a recovery strategy and repository of important recovery information.

This guide includes 13 forms which, when completed, will provide you with a customized business continuity plan. Before you start, gather information you will need to complete the individual records for each form.

The first 3 forms, that you would have completed in advance, will contain key records that will allow you to fulfill your key functions:

Start by recording the following:

1. Employees (including the owner)
2. Suppliers/Vendors
3. Key Contacts

You will then identify the following:

1. Critical Business Functions
2. Recovery Location(s)

These business functions are the ones that are crucial to your business' survival and to the resumption of its operations. You will need to determine which employees, suppliers/vendors and/or key contacts you will need to help you perform these key functions so that you may be able to re-establish your operations. You will then fulfill these functions at your specified recovery location e.g. an alternate site or your primary place of business if it is still available.

The next 4 forms contain items that are needed to perform your essential business functions at your specified recovery locations:

Start by recording the following:

1. Vital Records
2. Critical Telephone Numbers
3. Supplies
4. Equipment/Machines/Vehicles

DEVELOPING YOUR BUSINESS CONTINUITY PLAN

You will then list which business function(s) is associated with each vital record, critical telephone number, supply or piece of equipment, so that the people responsible for that function have the necessary information to get the work completed.

The next 3 forms will contain the items that all employees at the specified recovery location will use:

- 1. Computer Equipment and Software**
- 2. Voice/Data Communications**
- 3. Miscellaneous Resources**

The last form is a checklist of items to help ensure the health and safety of all employees, customers, suppliers or other visitors on your premises when a disaster strikes, and instructions on how to help each other until help arrives:

- 1. Disaster Response Checklist**

THINGS TO CONSIDER WHEN FILLING OUT THE BUSINESS CONTINUITY FORMS

- Make extra copies of blank forms.
- Save a blank version of each form so you can duplicate it as needed.
- Save completed forms in more than one medium, e.g. paper copy as well as on your hard drive or network.
- Store completed forms in several locations, with at least one copy well off site and within reach at all times.
- If you make changes, remember to discard old copies.

Your business continuity plan works best when it is realistic, up-to-date, tested and revised as needed. It must be well known by those responsible for implementation, possibly in the midst of a post-emergency chaos. Meet with employees at least once a year to review your emergency plans and to go over any new information available on disaster preparedness.

Below are some helpful hints that will assist you in filling out the forms:

Employees Form

As an employer, you need to know whom to get in contact with should any of your employees become injured or fall sick on the job. This information is equally important for notification of employees' families in the event the employees cannot leave the workplace following a disaster. This information will also allow you to contact employees to inform them about the status of the business operations, if and where they should report and what to do when they get there.

A call tree should be established and one person should be designated as #1 in the call order. He or she will be responsible for disseminating information to other employees. This call order can be updated as required.

Since your business cannot resume its operations unless employees are able to return to work, you might want to consider some of the following:

1. Alternate forms of employee transportation, e.g. carpooling.
2. Plan ahead if you think you might have to deal with security/access issues for your primary or alternate site. Be prepared, and plan in advance for any security required security clearances or necessary employee badges.
3. Make arrangements for any special licenses your employees may require to continue with their work
4. Ensure that staff has training in first aid and CPR.
5. Emergency housing provisions for displaced employees.
6. Addressing some of the immediate needs of your employees, e.g. short term financial aid.

THINGS TO CONSIDER WHEN FILLING OUT THE BUSINESS CONTINUITY FORMS

7. Provisions for childcare at your primary or alternate site.
8. Provisions for payroll continuity.
9. Direct deposit of paycheques.
10. Overtime pay during disasters.

Suppliers/Vendors Forms

These forms can be used to record information about your current vendors and any other vendors that you might use as an alternate in times of emergency

Operational problems caused by some sort of disaster are not always connected to property damage. They can include any type of disruption in the flow of goods or services to or from you company. Your ability to resume operations is directly related to your ability to receive supplies or ship your goods to your customers. There are several things you can do to ensure the continuity of the supply chain:

- Ensure you principal and alternate suppliers are not in the same geographical region as your place of business.
- Create a notification list and procedures for notification.
- Ensure that all your suppliers have agreements with similar companies so that they can fulfill their commitments to your company if their normal business functions are interrupted.
- Take care of credit checks and other vendor requirements in advance so that vendors can ship replacements immediately.
- Encourage your vendors to have a disaster recovery/continuity plan of their own.
- Have back up vendors and shipping companies in place in case your primary ones are unable to service you.
- Establish these relationships in advance by placing periodic orders and interfacing with back up vendors/suppliers on a regular basis.

Key Contact Forms

Use this form to list your key contacts for:

- Administration personnel e.g. accountant, insurance broker/agent, bank manager, lawyer, etc.
- Emergency response personnel e.g. utilities company, fire dept./ambulance services
- Critical business functions personnel e.g. IT, communications (internal/external), payroll, accounting, operations etc.

THINGS TO CONSIDER WHEN FILLING OUT THE BUSINESS CONTINUITY FORMS

- Customers – you must be able to communicate with your customers at all times and keep them abreast of your abilities to continue to service them. Letting them know in advance that you have disaster recovery plans that will help ensure you continue to meet their needs will definitely help put their minds at ease and develop customer loyalty.

Business Functions Form

Use this form to identify in order of priority (high, medium, low) which business functions are critical to the resumption and survival of your business.

Regardless of what caused the interruption in your business your ability to address and deal with these issues could mean the difference between closure and survival.

Key questions which will help you decide which functions are critical and their respective level of priority:

- What are the most critical and time sensitive business functions?
- Which functions allow me to maintain my reputation, market share, cash flow and at the same time ensure that I meet my legal and financial obligations?
- How much downtime can my business afford for each function?

Examples of time sensitive and critical business functions:

1) Administration

- Communications
 - Internal e.g. employees, management
 - External e.g. customers, suppliers, vendors
- Recovery locations set-up
- Insurance claims
- Accounts receivable
- Accounts payable
- Payroll
- Government filing requirements

2) Production – Goods or services

- Facility/Building – production relocation facility and set-up
- Inventory
- Equipment
- Vital Records
- Utilities
- Support Systems i.e. IT, communications, transportation

- Suppliers

THINGS TO CONSIDER WHEN FILLING OUT THE BUSINESS CONTINUITY FORMS

Recovery Location Form

Use this form to record all necessary information about where you will conduct your business operations from in the event you cannot do so from your current location.

You need to ask yourself, “can I operate out of another location or is my business location specific?”

- Can I operate out of my home temporarily?
- Will I need to rent space at another location?
- Can we operate out of one of our branch offices?
- If we are location dependent, are we prepared to be closed for a short/long period of time?

Factors to consider when selecting an alternative site:

- Consider sites that are not in the same region/power grid.
- Consider how quickly and easily your suppliers/vendors can reach your existing and temporary location with goods and services.
- Consider storing hard to replace equipment, supplies and vital information offsite and away from your primary location.
- Consider making arrangements with your suppliers/vendors in advance for vital supplies you will need to continue operations.

Vital Records Form

Use this form to identify and document which records are vital to your critical business functions. Make sure you indicate if each record is a print copy, microfiche, diskette, DVD or other media form.

The following can help you determine which records are vital and whether or not they should be backed up on multiply media and stored off site.

- Is the record necessary for the continued success of the business?
- Is the record a legal necessity?
- Is the record a government required document?
- Is the record necessary for support of recovery efforts?

THINGS TO CONSIDER WHEN FILLING OUT THE BUSINESS CONTINUITY FORMS

If you answered **YES** to any of the above, then you should answer the following:

- Is the record difficult or impossible to re-create?
- Are copies of the record unavailable at a remote location?

If you answered **YES** to either one of the last 2 questions, you should consider the record vital and make arrangements to have it backed up and included in recovery inventories.

If you answered **NO** to all of the above then the record is not vital and does not need to be included in recovery inventories.

Some examples of vital records include:

- Financial records
- Customer lists
- Supplier lists
- Employee information
- Inventory lists
- Financial records
- Payroll information
- Insurance information
- Building plans/blueprints

Store a copy of your vital records on site and a copy off site (minimum 100kms away).
Make sure you update these vital records at least once a year or when changes occur.

Insurance claims will need to be supported by:

- Historical sales data
- Recent and historical financial records
- Records of equipment and inventory purchases
- Records of expenses incurred as a result of the disaster

A good idea is to photograph or video tape your place of business, equipment, inventory etc.

THINGS TO CONSIDER WHEN FILLING OUT THE BUSINESS CONTINUITY FORMS

Critical Telephone Numbers Form

Use this form to list all telephone and fax lines for your business that are critical to its survival.

Maintaining a seamless communications link with employees, customers, suppliers/vendors following a disaster is vital to the survival of your business. Plan ahead and try to have your phone service provider reroute your lines (phone and fax) to your alternate location. Use recorded messages to keep your employees updated about where they should report to work and the status of the recovery. Planning ahead and communicating your plans to your customers will ensure a smoother transition/recovery and improve your businesses chances of survival.

Supplies Form

Use this form to list any and all the supplies that you will require to fulfill your critical business functions.

A supply is anything you have not listed in previous forms but is still vital to the success of your critical business functions. They can include:

- Cheques
- Administration forms
- Items necessary for the running of equipment e.g. fluids, belts, hoses
- Software programs
- Stationary

Consider storing these supplies off site in case you can't re enter your primary place of business to retrieve them.

Equipment/Machinery/Vehicles Form

Use this form for equipment, vehicles, machinery, tools, spare parts or anything else that plugs in and is critical to the continued operation of your business.

Plan ahead by contacting rental companies to determine the cost of renting replacement equipment during the recovery phase and the cost of replacing equipment damaged during the disaster. Be sure to request written estimates in advance and store these together with the names of the rental companies in the appropriate section of your business continuity forms. Also ensure that you have adequate contents insurance, and that your insurance covers you for the replacement of critical equipment or machinery.

THINGS TO CONSIDER WHEN FILLING OUT THE BUSINESS CONTINUITY FORMS

Computer Equipment and Software Form

Use this form to list all computer equipment, hardware and software you will need to fulfill your critical business functions.

Any interruption to your business, be it by internal or external disaster, can be devastating without access to data and information your business operations can come to a standstill and even lead to permanent closure. The following are just some of the things you can do to ensure that vital data is available to your business after a disaster strikes:

- Consider using the services of a data center and disaster recovery facility, where your data is backed up on a regular basis and available to you if your normal business operations are interrupted.
- Keep backup copies of your computer's operating system, boot files, software programs as well as copies of your operations manuals.
- Maintain up-to-date copies of all computer login codes and passwords
- Make arrangements with suppliers/vendors for written estimates and quick delivery of replacement/rental computer equipment, hardware and software to the recovery location.
- Keep your hardware and software licenses up to date.
- Ensure that all computer equipment is elevated off the floor to prevent damage caused by flooding.

Voice/Data Communications Form

Use this form to list your voice and data communications needs. Examples of voice communications include modem, voice mail, automatic call distribution and standard telephone. Examples of data communications include cable, DSL, or dial up for your internet and e-mail access.

Communication with employees, suppliers/vendors, customers, emergency officials and other key contacts is vital to your ability to resume business operations following an internal or external disaster.

You should consider some of the following safety nets in case phone/cable service in your area is overwhelmed or unavailable:

- Arrange for one remote voice mail number on which you can record messages for employees.
- Ensure that you can call forward your business lines from a remote location.
- Make arrangements with suppliers, in advance, to be able to redirect your phone, fax and data lines to your recovery location.

THINGS TO CONSIDER WHEN FILLING OUT THE BUSINESS CONTINUITY FORMS

- Consider alternate forms of communications, such as pagers and 2 way radios, in case phone lines aren't available.
- Communicate via email, postings to web sites or an emergency messaging system.

Determining voice communication requirements at recovery location

- Will you require speakerphones, voice mail or the ability to record conversations?
- Will you require conference calling to better communicate with employees, customers, key contacts and suppliers/vendors and to assess disaster damage and to make recovery decisions.

Reminders:

- "Plain old Telephone Service" (POTS), where the handset is connected to the base, will likely work during a power failure.
- Cordless phones rely on electricity on site and may be useless.
- Cell phones may work if cell phone towers are still functional.
- Surge protection for all computer and phone lines can prevent power surges that would otherwise wipe out phone and computer systems. You may also want to invest in a battery backup system.

Miscellaneous Resources Form

Use this form to list what basics you will require to make your recovery site operational e.g. office furniture, office supplies etc.

Disaster Response Checklist Form

When an internal or external disaster strikes it may take some time (several hours to several day) before emergency crews respond or arrive to assist you and your staff. This checklist should include any supplies that will help take care of your staff, clients, visitors and you until help arrive. Some of the basic supplies you might need include, but is not limited to:

- Portable Generators
- Bottled Water
- Blankets
- Sleeping Bags
- Flashlights
- First Aid Kits

**THINGS TO CONSIDER WHEN FILLING OUT
THE BUSINESS CONTINUITY FORMS**

- Canned Food
- Emergency Cell Phones
- CB Radio

Practice Makes Perfect

1. Meet with employees at least once a year to review all your emergency recovery plans
2. Consider CPR, First Aid and other emergency training for employees
3. ***Do mock disaster drills***
4. Designate one employee from each work shift to be safety coordinator
5. List emergency numbers (disaster restoration contractor, plumber, fire department, and ambulance service) in a highly visible place
6. Stress the importance of emergency procedures such as:
 - Safe evacuation of building
 - Knowledge of emergency exit routes
 - Where to meet (designated meeting place)
 - Whom to report to
 - When to leave the designated meeting place
 - How to make contact with others if someone doesn't make it to designated meeting place
7. ***Do mock disaster drills***
8. ***Do more mock disaster drills***

BUSINESS CONTINUITY FORMS

Maintain an up to date copy of all information contained in the following forms and keep them in an accessible and secure location.

EMPLOYEE CONTACT LIST FORM

Name: _____

Position: _____

Key Responsibilities: _____

Home Address: _____

City, Province, Postal Code: _____

Home Phone: _____ Cell Phone: _____

Office Phone: _____ Pager: _____

Office Fax: _____

Work Email: _____ Home Email: _____

Emergency Contact: _____ Relationship: _____

Emergency Contact Phone: _____ Alt Phone: _____

Notes: _____

Call Order: _____

Certifications:

- First Aid
- CPR
- Emergency Medical Technician (EMT)
- Volunteer Firefighter/Policeman
- Ham Radio Operator
- Other

KEY SUPPLIER/VENDOR INFORMATION FORM

Status:

- Current Supplier/Vendor
- Back up Supplier/Vendor

Company Name: _____

Account Number (If Relevant): _____

Materials/Service Provided: _____

Street Address: _____

City, Province, Postal Code: _____

Company Phone: _____

Primary Contact: _____ Title: _____

Primary Contact Phone: _____ Primary Contact Cell: _____

Primary Contact Pager: _____ Primary Contact Fax: _____

Primary Contact Email: _____

Alt. Contact Person: _____ Title: _____

Alt. Contact Phone: _____ Alt. Contact Cell: _____

Alt. Contact Pager: _____ Alt. Contact Fax: _____

Alternate Contact Email: _____

Website Address: _____

Recovery Notes: _____

KEY CONTACTS FORM

Type:

<input type="checkbox"/> Accountant	<input type="checkbox"/> Hazardous Material Waste Co.
<input type="checkbox"/> Bank	<input type="checkbox"/> Hospital
<input type="checkbox"/> Billing/Invoice Service	<input type="checkbox"/> Insurance Broker/Agent
<input type="checkbox"/> Benefits Administration	<input type="checkbox"/> Insurance Co. (Claims)
<input type="checkbox"/> Building Manager	<input type="checkbox"/> Key Customer
<input type="checkbox"/> Building Owner	<input type="checkbox"/> Payroll Processing
<input type="checkbox"/> Building Security	<input type="checkbox"/> Police Department
<input type="checkbox"/> Creditor	<input type="checkbox"/> Public Works Department
<input type="checkbox"/> Hydro Company	<input type="checkbox"/> Phone Company
<input type="checkbox"/> Fire Department	<input type="checkbox"/> Other:

Name of Business or Service: _____

Account Number (If Relevant): _____

Materials/Service Provided: _____

Street Address: _____

City, Province, Postal Code: _____

Company/Service Phone: _____

Primary Contact: _____ Title: _____

Primary Contract Phone: _____ Primary Contact Cell: _____

Primary Contact Pager: _____ Primary Contact Fax: _____

Primary Contact Email: _____

Alt. Contact Person: _____ Title: _____

Alt. Contact Phone: _____ Alt. Contact Cell: _____

Alt. Contact Pager: _____ Alt. Contact Fax: _____

Alternate Contact Email: _____

Website Address: _____

Recovery Notes: _____

CRITICAL BUSINESS FUNCTIONS FORM

Business Function: _____

Priority:

- High
- Medium
- Low

Employee in Charge: _____

Timeframe or Deadline: _____

Money Lost (Or fines imposed) if not done (If Relevant): _____

Who performs this function? (List all that apply)

Employee(s): _____

Vendor(s): _____

Key Contact(s): _____

Who provides the input to those who perform the function? (List all that apply)

Employee(s): _____

Vendor(s): _____

Key Contact(s): _____

Who uses the output from this function? (List all that apply)

Employee(s): _____

Vendor(s): _____

Key Contact(s): _____

Briefly description of procedures to complete the function: (Consider writing procedures for 2 scenarios, one for a short disruption, and the other for loss of everything.) _____

Recovery Notes: _____

RECOVERY LOCATION FORM

Recovery Address: _____

City, Province, Postal Code: _____

Building Owner/Manager: _____

Phone: _____ Alt. Phone: _____

Pager: _____ Email: _____

Directions to recovery location (Map if possible): _____

Business functions to be performed at recovery location: _____

Employees who should go to recovery location: _____

Recovery Notes: _____

VITAL RECORDS FORM

<u>Name of Vital Record</u>		
Media:	<input type="checkbox"/> Network	<input type="checkbox"/> Print Version
	<input type="checkbox"/> Hard Drive	<input type="checkbox"/> Microfilm
	<input type="checkbox"/> Laptop	<input type="checkbox"/> Internet
	<input type="checkbox"/> CD	<input type="checkbox"/> Other
	<input type="checkbox"/> Diskette	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>
Is it backed up?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
	<input type="checkbox"/>	<input type="checkbox"/>
Media:	<input type="checkbox"/> Network	<input type="checkbox"/> Print Version
	<input type="checkbox"/> Hard Drive	<input type="checkbox"/> Microfilm
	<input type="checkbox"/> Laptop	<input type="checkbox"/> Internet
	<input type="checkbox"/> CD	<input type="checkbox"/> Other
	<input type="checkbox"/> Diskette	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>
How often is it backed up?	<input type="checkbox"/> Hourly	<input type="checkbox"/> Quarterly
	<input type="checkbox"/> Daily	<input type="checkbox"/> Semi-Annually
	<input type="checkbox"/> Weekly	<input type="checkbox"/> Yearly
	<input type="checkbox"/> Monthly	<input type="checkbox"/> Never
	<input type="checkbox"/>	<input type="checkbox"/>
Can the record be recreated?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Where is it stored?		
Business function it supports:		
Recovery Notes:		

SUPPLIES FORM

***Note:** Do not include basic office supplies or office furniture on this list. They should be listed in the miscellaneous resources form. You should include things like checks, special forms, items necessary for running equipment, stationary etc.

<u>Item</u>	<u>Item Order Number</u>	<u>Quantity</u>	<u>Supplier/ Vendor</u>	<u>Related Business Function</u>

Recovery Notes: _____

EQUIPMENT/MACHINERY/VEHICLES FORM

***Note:** Computer equipment should be listed in the computer equipment and software form; telecommunications equipment in the voice/data communications form; and office furniture for your recovery location in the miscellaneous resources form.

Item: _____

Model: _____

Status:

- Currently in use
- Will lease/buy for recovery location

Primary Vendor/Supplier: _____

Alternate Vendor/Supplier: _____

Recovery location for installation: _____

Related business function(s): _____

Backup available:

- Yes
- No

Order time for replacement: _____

Recovery Notes: _____

COMPUTER EQUIPMENT AND SOFTWARE FORM

Item: _____

Type:

- Computer Hardware
- Computer Software

Status:

- Currently in use
- Will lease/buy for recovery location

Primary Supplier/Vendor: _____

Alternate Supplier/Vendor: _____

Title & Version or Model No. _____

Serial Number: _____ Purchase/Lease Date: _____

Purchase/Lease Price: _____ Recovery Install Location: _____

Quantity (equipment) or No. of Licenses (software): _____

License Numbers (enter one per line): _____

Recovery Notes: _____

VOICE/DATA COMMUNICATIONS FORM

Type of Service	<input type="checkbox"/> Telephone	<input type="checkbox"/> Fax Machine
	<input type="checkbox"/> PC Data Communications	<input type="checkbox"/> Two-Way Radio & Pager
	<input type="checkbox"/> Cell Phone	<input type="checkbox"/> Other
Description & Model #		
Status	<input type="checkbox"/> Currently in use	<input type="checkbox"/> Will lease/buy for recovery location
Voice Communications Features	<input type="checkbox"/> Voice mail	<input type="checkbox"/> Conversation recorder
	<input type="checkbox"/> Speaker	<input type="checkbox"/> Other
	<input type="checkbox"/> Conference	
Data Communications Features	<input type="checkbox"/> Cable	<input type="checkbox"/> Dial Up
	<input type="checkbox"/> DSL	<input type="checkbox"/> Other
Quantity:		
Primary Supplier/Vendor:		
Alternate Supplier/Vendor:		
Recovery Install Location:		

Recovery Notes: _____

MISCELLANEOUS RESOURCES

<u>Item</u>	<u>Quantity</u>	<u>Primary Supplier/Vendor</u>	<u>Alternate Supplier/Vendor</u>	<u>Recovery Install Location</u>
Chairs				
Desks				
Extension cords				
Surge Protectors				
Power Strips				
File Cabinets				
Mail Bins				
Portable Air Conditioners				
Fans				
Safes				
Tables				
Waste Baskets				
Other				

DISASTER SUPPLIES CHECKLIST

- ❑ **Smoke detectors and fire extinguishers**
Set a schedule to test smoke detectors and fire extinguishers once a year.
- ❑ **First Aid Kit**
This kit should include things like: scissors, tweezers, band aids, guaze pads, tape, first aid ointment, first aid book, anti bacterial solution etc.
- ❑ **Flashlights/lightsticks**
Keep flashlights and extra batteries in an easy to find location(s).
- ❑ **Battery Powered Radio/CB Radio**
Keep extra batteries close at hand. Consider wind up radios as well.
- ❑ **Bottled Water**
You should store at least one gallon per person for each day disaster might last. The water should be in small transportable containers.
- ❑ **Non Perishable Food Items**
Stock food items such as peanut butter, tuna, beans, crackers, ready to eat canned meat, fruits and vegetables. Also stock comfort food such as candy, canned juices, powdered milk etc. Make sure you have a manual can opener as well.
- ❑ **Paper Supplies**
Stock things like paper plates, napkins, towels, toilet tissue, pens, markers, note pads, pencils etc.
- ❑ **Tools and Other Supplies**
Stock supplies such as duct tape, tarp, compass, screwdrivers, wrenches, hammers, garbage bags, shovels, crowbar, dust masks, eye protection, brooms, work gloves etc.
- ❑ **Blankets**
Stock a supply of blankets, pillows, mats or cots etc.
- ❑ **Cameras/Cell phones**
Stock a disposable camera to document damages. Keep a cell phone on hand just for these types of emergencies.
- ❑ **Cash/Atm and Credit Card**
Keep enough cash in a safe place for immediate needs and an ATM/Credit Card for emergency use.
- ❑ **Emergency Contact List**
Maintain an up to date emergency contact list in several places and in several forms (PDA, PC at home, safe). This list should include numbers for your disaster restoration contractor, police, fire, ambulance, employees, key clients etc.
- ❑ **Portable Generators**
Keep a generator, preferably one that runs on gas or diesel, in a safe location.

DISASTER RESPONSE, RECOVERY & RESTORATION CHECKLIST

❑ Move to a safe place

Leave building

If a partial or complete building evacuation is required, all employees will quickly move to their pre-planned meeting points out of doors. Designated person will conduct a roll call and report any missing employees and visitors.

Shelter-in-a place

A severe thunderstorm, blizzard, tornado or terrorist incident may dictate that employees and visitors seek safety and shelter in interior sections of the building.

❑ Determine the type and extent of the disaster

- ❑ What happened?
- ❑ When did it happen?
- ❑ What was suspected cause?
- ❑ What is the civil authority response?
- ❑ When can you have access to the building?
- ❑ What are the security issues?
- ❑ What can you do to avoid additional damage?

❑ Alert employees

Notify employees of the incident, its impact, and what you want them to do (It may be as simple as “stay at home” until further notice).

❑ Activate Business Continuity Plan

❑ Manage the incident

- ❑ Gather your resources
- ❑ Prepare your alternate site (if appropriate)
- ❑ Activate your critical business functions/procedures

❑ Restore your business

When you have resumed business operations – that is you have recovered your critical business functions – take steps to fully restore your business.

❑ Debrief

Learn from the business interruption. If needed, modify your business continuity plan to be better prepared for the next incident.

PROPERTY PROTECTION CHECKLIST

The following checklist has been created to help building owners/tenants look for items that have an important bearing on the safety of their building, and to protect your building, its contents and occupants. This list is designed to help make your property more disaster resistant but is not an all inclusive list. Tenants may want to discuss this list with their landlord to property manager to avoid any surprises during a disaster. Ensuring regular maintenance checks of mechanical, HVAC and electrical equipment will help prevent small scale problems from becoming large ones.

This checklist can be used for multiple purposes such as:

- ❑ Guide for improving building security
- ❑ Guide for possible building upgrades and maintenance
- ❑ Guide for people considering buying or leasing space

In Cold or Freezing Weather Regions

Check for:

- ❑ A secondary moisture barrier that extends from the edge of the eaves to at least 24 inches beyond the inside of the exterior wall, if the roof is sloped. Heat that escapes into the attic space warms the underside of a sloped roof, causing snow to melt and refreeze when it reaches the roof eave, outside the area of warmth (ice damming). Moisture barriers prevent melted snow that backs up underneath the roof covering (shingles) from entering the building.
- ❑ No attic or mechanical room with heat sources directly under the roof. Heat sources directly beneath a roof can cause ice damming and water backups.
- ❑ Sealed and insulated recessed light fixtures that may be installed in the ceiling immediately below the attic space or mechanical room. This keeps heat from melting snow on the roof and causing water backups.
- ❑ Attic penetrations properly sealed and insulated to prevent heat intrusion into the attic.
- ❑ Access doors to attic space or mechanical room properly insulated, sealed, weather stripped or gasketed to prevent heat intrusion into the attic.
- ❑ Insulation installed over water or sprinkler supply piping located in exterior walls, unheated drop ceilings, or other unheated spaces, to prevent frozen or burst pipes.
- ❑ If space is unoccupied for more than 24 hours e.g. holidays, vacations, weekends, there should be a plan in place to inspect the building once a day for freezing pipes during the winter months.

PROPERTY PROTECTION CHECKLIST

In Windstorm Regions (Hurricane, High Wind, Tornado/Hail Storms)

Check for:

- ❑ A roof in good condition has all metal flashing secured to the structure and free of rust, preventing uplift and peeling off of roof coverings. Roof coverings are secure and show no signs of weather damage (cracking, rust, punctures, etc.). All vents and other roof penetrations are flashed and sealed, and all roof equipment is bolted down. The roof drainage system is working properly, with no “ponding” of water. There are no leaves or other debris blocking drainage.
- ❑ On asphalt shingle roofs, shingle tabs that overlap and adhere to the shingles below. Loose shingle tabs can be fixed by applying a dab of asphalt cement on their underside.
- ❑ If you have a low slope roof (“flat roof”), and /or a steep slope roof with any kind of roof covering other than asphalt shingles, have a roofing consultant evaluate your roof’s condition to determine if there is a need for repair or replacement.
- ❑ Roof to wall straps, brackets, or other connectors that attach each rafter or roof truss (whether wood or light frame steel) to the wall, to keep the roof from blowing off the building.
- ❑ Carports, canopies, and /or overhangs secured to the structure with rust free anchors and tightened bolts/nuts.
- ❑ Signs, vent stacks, rooftop mechanical equipment and other vertical projections secured to the structure of the site foundation with rust free anchors, tightened bolts/nuts, guy wires, or other secure methods – do not use sheet metal screws alone.
- ❑ Ensure exterior windows and doors have the proper minimum design pressure rating as indicated by your local building codes.
- ❑ Exterior doors with a deadbolt and supported by at least three hinges. In general, the more hinges your doors have the more wind resistant they are. A deadbolt latching mechanism adds to wind resistance and security.
- ❑ Exterior double doors with head and foot bolts on the inactive door, or another method of securing the door, such as locking it into a mullion/centre post.
- ❑ Impact resistant windows and doors.

PROPERTY PROTECTION CHECKLIST

In Windstorm Regions (Hurricane, High Wind, Tornado/Hail Storms)

Check for:

- ❑ An exterior lightning protection system. Look at your roof to see if there are metal rods or probes. The lightning protection system needs to be securely anchored to the roof. Otherwise it may whip around in a storm and damage the building.
- ❑ Surge protectors on all computer systems, telephone lines, and other electronic systems, to protect against lightning damage that often occurs in windstorms.

In Flood Regions

Check for:

- ❑ Contact your local building or planning office to determine the flood elevation and design elevation levels for your area.
- ❑ If you are in a flood hazard area you should ensure that all electrical, plumbing and HVAC equipment are installed above at least the flood elevation level in your area.
- ❑ Even if you are not in a flood prone region you should consider having flood insurance.

In Earthquake Regions

Check for:

- ❑ Windows, skylights and doors with either tempered glass or safety film applied on the interior side of the glass, to reduce the chances of glass shattering. Check for etching in the corner of the window that says “tempered” or “laminated”. Safety film is an adhesive film applied to the inside of the glass.
- ❑ Natural gas lines with flexible connections and an automatic shut off valve. A flexible gas line is not rigid. It is made of a material such as rubber or plastic that you can bend yourself. This reduces the chances of the line rupturing, resulting in a fire. The automatic shut off valve is typically installed near the gas meter.
- ❑ Flexible supply line to toilet(s).
- ❑ Flexible couplings on fire sprinkler system.
- ❑ Major appliances, such as boilers, furnaces, and water heaters, braced to the wall and/or floor such that the appliance will not overturn or shift in the event of an earthquake.

PROPERTY PROTECTION CHECKLIST

In Earthquake Regions

Check for:

- ❑ Hangers (usually strips of sheet metal or stiff steel rods), less than 12 inches long, that support your mechanical and plumbing systems. Longer hangers may allow too much sway during a tremor.
- ❑ Computer and other electronic equipment secured to the floor or desk with braces, Velcro, or some other means of attachment, so it will not overturn.
- ❑ Suspended ceilings braced to the structure to limit the amount of displacement during and earthquake.
- ❑ File cabinets with locks or latches that must be released manually in order to open the drawers. Locks or latches will keep cabinet drawers from swinging open during and earthquake and spilling contents.
- ❑ Cabinets, bookcases and storage racks secured to the walls and/or floor, to keep them from tipping over.
- ❑ If you are in an earthquake area, consider adding earthquake coverage to your insurance policy.

In Wildfire Region

Check for:

- ❑ Ensure that space around your building is cleared of brush and other fuel sources and maintained so that a wildfire will not spread to the structure. A good space clearance recommendation would be anywhere from 30 feet in low risk areas to 100 feet in high risk areas. The space clearance should be increased if the outside of the building is made of combustible materials (including vinyl, PVC, and plywood less than ½” thick) or if on any side of the building there is a downward slope away from the building.
- ❑ Use of fire rated roofing materials
- ❑ Eaves enclosed by fire resistant materials and screens over soffit vents (fire resistant materials include aluminium or other metals and plywood ½” or more thick).
- ❑ Attic, crawlspace and/or foundation exterior vents of non-combustible materials. The vents should be less than one foot by one foot and covered with non-combustible screening with openings of ¼” or less. This prevents sparks from entering your building.

PROPERTY PROTECTION CHECKLIST

In Wildfire Region

Check for:

- ❑ Exterior walls covered with a non-combustible siding/veneer. Examples of non-combustible siding include stucco, brick veneer, and concrete block. Examples of combustible siding/veneer include vinyl siding and wood veneer.
- ❑ Double pane tempered glazing or windows. Double pane tempered glazing filters out extreme heat better than single pane or non tempered window glazing.
- ❑ A monitored smoke alarm system, to automatically alert the local fire department if fire breaks out.
- ❑ A fire sprinkler system, to automatically start fire suppression.
- ❑ Underside of above ground decks and balconies enclosed with fire resistant materials.
- ❑ Address numbers that are non combustible, at least 4 inches, reflectorized, on contrasting background, and visible from the road from both directions of travel. Address numbers must be easily viewed from the road so firefighters can find your building.
- ❑ Access route with a minimum of 12 feet with at least 13.5 feet of vertical clearance near the structure (check with local building and planning office for clearances in your area). The main approach to your business must be large enough for a fire truck to have easy access in event of a fire.

COSTS ASSOCIATED WITH DISASTER RECOVERY PLANNING

The following list will give you some idea of the costs associated with the development and implementation of your disaster recovery plan. It is not a complete list. You should do your best to work through the list and completing as many of the items as possible.

No Costs

- Identify a IICRC certified disaster restoration contractor who will provide emergency flood, fire, smoke, trauma and board up services 24 hours a day 365 days a year.
- Calculate the cost of business interruptions for one week, one month and six months.
- Consult your insurance company or agent about insurance policy coverage and prices.
- Write a short checklist of recovery action items for your firm.
- Maintain a current emergency contact list for employees and emergency services, such as police, fire and utility companies.
- Contact your local building or planning department to determine flood and design elevation levels for your region.
- Make a list of sources that you can turn too for up to date news regarding weather conditions in your region.
- Keep you buildings exterior drains and storm sewers free of debris or other blockages.
- Instruct your employees about your company's emergency plans, including evacuation plans and "designated meeting place" in the event of a disaster.
- Identify how employees can be contacted if the phone service is interrupted.
- Keep some cash and an ATM card or credit card on hand.

Costs Under \$100

- Purchase a first aid kit.
- Purchase and store bottled water for emergency use (two days minimum).
- Stock a supply of non-perishable foods, paper plates, napkins, and plastic utensils.
- Purchase a portable radio/CB radio.
- Keep a supply of flashlights, batteries, pens, paper, paper towels, toilet tissue, and packing tape.
- Keep a supply of items such as duct tape, waterproof tarp, shut off wrench for water and gas, compass, plastic buckets, work gloves, pliers, screwdrivers, hammers, and plastic garbage bags.
- Keep and maintain camera and film.
- Keep an extra fire extinguisher.
- Restrain desktop computers, compressed gas cylinders and other small items from earthquake shaking.
- Elevate valuable contents on to shelves.
- Equipment, computers, forms, other contents should be propped up off the floor maintaining a distance of 4 to 6 inches.
- Apply asphalt cement under tabs of loose shingles.
- Caulk/insulate around openings in outside walls and attic.

COSTS ASSOCIATED WITH DISASTER RECOVERY PLANNING

Costs Between \$100-\$499

- ❑ Provide First Aid and CPR training for employees.
- ❑ Purchase all items listed in the Disaster Supplies Checklist.
- ❑ Purchase a back up generator and maintain fuel.
- ❑ Maintain your sump pump, if you have one.
- ❑ Purchase plywood, make up and label shutters. Install permanent anchors to allow for quick and secure anchorage of shutters.
- ❑ Brace major appliances, such as water heaters and furnaces to the floor or wall, in earthquake areas.
- ❑ Store data at a data centre and disaster recovery facility.
- ❑ Purchase a removable computer storage device; store data off site.
- ❑ Establish a voice communications system to meet your emergency needs – e.g. voice mail, conference call capability, call distribution system.
- ❑ Have a maintenance contract for your smoke alarm and security systems.
- ❑ Install lightning protection system.

More than \$500

- ❑ Purchase and install a larger generator, pre-wired to the building's essential electrical circuits.
- ❑ Purchase removable shutters that meet code debris impact requirements and have anchor systems professionally installed.
- ❑ Install permanent shutters (roll down, accordion, etc.) for windows or retrofit the windows to enhance their resistance to wind borne debris.
- ❑ Re-roof with an impact resistant roof covering.
- ❑ Conduct a one hour drill simulating the occurrence of a disaster.
- ❑ Send key safety/emergency response employees to several days of related training/conferences.
- ❑ Purchase additional insurance (business interruption, loss of income, extra expenses, flood, and earthquake).
- ❑ Store duplicate records off site at a secure facility.

CONCLUSION

Not only is your business a repository for your hard earned investment dollars, your business also is responsible for providing valuable jobs to people in your community and security for their families. It is also a large source of tax revenue for your local governments and ultimately contributes to the overall health of your local community.

It may be impossible to prevent natural, human or accidental disasters from occurring but with a little bit of pre-planning you can protect your business from the devastating damages that can result from these catastrophes.

Once you have created your business continuity plan, and completed your property protection checklist, be sure to maintain them so all the information is correct and up to date. You must also keep employees updated on their responsibilities and test the business continuity plan on a regular basis.

NOTES



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