

Disasters and Your Business

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Objectives

- Provide you with some things to think about.
- Provide you with some resources to use in gathering information and building your plan.



Four Key Phases

- Mitigation – How can we prevent events from happening?
- Preparedness – How do we prepare to handle those events that we cannot prevent?
- Response – What do we do during an event in order to deal with it?
- Recovery – How do we get back to normal after an event?



Mitigation

- Steps that can be taken to prevent the “spam from hitting the fan”



Preparedness

- How do we prepare to handle those events that we cannot prevent?
 - Make plans (business continuity, business recovery, etc.) and communicate them.
 - Conduct vulnerability assessments.
 - 72 Hour program.



Preparedness

- Considerations:
 - What may occur?
 - Where are your vulnerabilities?
 - Are your staff prepared?
 - Have you communicated your plan?
 - What else may affect you (school closures, etc.)
 - Are your suppliers prepared?
 - Practice – will your plans work?
- Balance

Response

- Business Continuity

Critical services or products are those that must be delivered to ensure survival, avoid causing injury, and meet legal or other obligations of an organization. Business Continuity Planning is a proactive planning process that ensures critical services or products are delivered during a disruption.

**<http://www.publicsafety.gc.ca/prg/em/gds/bcp-eng.aspx#a01> February 2013*

- Basically, how do we keep going during an event?



Response

- What are the impacts?
 - Loss of revenue, additional expenses
 - Loss of customers
 - Loss of staff
- Considerations
 - Process disruption – do you have redundant systems/procedures?
 - Can you run from an alternate location?
 - What services can you temporarily suspend?
 - Are you still equipped to deliver service and receive payments?
 - Can you still maintain records for accounting/tax purposes?
 - Will you pay employees if you are not running?
 - Can your employees work from elsewhere?

Recovery

- How do we get back to normal after a disruption?
- AEMA Disaster Recovery Programs
 - Only cover non-insurable losses
 - Sometimes take many months or years to process
 - Only cover widespread events
 - Only cover extraordinary events



Recovery

- The more you do ahead of time, the easier cleaning up the spam will be.
 - Is your data replicated (payroll, taxes, A/R, A/P, etc.)? How often?
 - Are your customer and supplier contacts replicated?
 - Do you have copies of important documents, insurance policies, rental agreements, etc.?
 - Is it all secure?
 - How will you appease those customers that were inconvenienced?



Resources

Public Safety Canada

<http://www.publicsafety.gc.ca/prg/em/gds/bcp-eng.aspx#a01>

SBA.gov

<http://www.sba.gov/content/disaster-planning>

FEMA

<http://www.fema.gov/>

Getprepared.ca

<http://www.getprepared.gc.ca/>