

Panel Discussion: Disaster Recovery First-Hand Accounts

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MODERATOR: STEVE FLORENCE, STARR TEXTILE SERVICES



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Scott M. Burke, CPLM President Loop Linen & Uniform

WESTWEGO, LA



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Hurricane Katrina: August 29, 2005 Now What?



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Hurricanes that have hit Louisiana since 2005

July 5, 2005 Hurricane Cindy

July 10, 2005 Hurricane Dennis

August 29, 2005 Hurricane Katrina

September 24, 2005, Hurricane Rita

August 3, 2008, Hurricane Gustav

September 13, 2008, Hurricane Ike

August 29, 2012 Hurricane Isaac



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Other Disasters that require an EOP

Fire

Flood

Earthquake

Tornado

Terrorism



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Emergency Operating Plan

Plan Contents:

- EOP Staff/Contingency Call Chain
- EOP Committee Backups
- Activation of EOP
- Activation Levels/Staffing
 - Location-Conference Room and/or Depot
 - EOP Supplies and Equipment



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Emergency Operating Plan

EOP STAFF

- ▣ Administrator (Scott M. Burke)
- ▣ Maintenance
- ▣ Office Manager
- ▣ Controller
- ▣ V.P. of Operations
- ▣ V.P. of Sales
- ▣ Service Director
- ▣ Service Supervisors
- ▣ Plant Manager



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Emergency Operating Plan

EOP COMMITTEE BACKUPS

- ▣ Administration/Purchasing
- ▣ Accounting/Computers/Telephones
- ▣ Sales/Service
- ▣ Office Services
- ▣ HR Administration/Communication/Training
- ▣ Production
- ▣ Maintenance Engineers



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Emergency Operating Plan

ACTIVATION OF EOP

▣Activation Reasons

1. loss of utilities - more than 8 hours
2. medical emergencies - involving 4 or more employees,
3. natural disasters (i.e. hurricane/tornado) - loss of production facilities
4. man-made disasters - Terrorism
5. fire - loss of production facilities
6. inclement weather - 1 day or more
7. work stoppage - 1 day or more
8. major accidents, or other reasons for interruptions



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Emergency Operating Plan

EOP Functions Detail

- ▣Provide a Central Point of Contact
- ▣Initial Notification
- ▣Record Inbound/Outbound Calls
- ▣Gather Critical Information
- ▣Request for Resources
- ▣Emergency Funding
- ▣Inform Key Managers
- ▣Contact Managers for Information
- ▣Media Questions
- ▣EOP Operations Log
- ▣Company Forms
- ▣Annual Plan Review



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Emergency Operating Plan

EOP EMERGENCY PHONE #'S

- ▣Police/Fire/EMS/Insurance Agent
- ▣Product Supplier (Linen, Mats, Paper)
- ▣Chemical Suppliers
- ▣Engineering/Maintenance Suppliers
- ▣Alternate Processing Facilities-Reciprocating Agreements
- ▣Portable /Fuel Vendors
- ▣Electricians & Mechanical Contractors
- ▣Transportation Suppliers-Vehicle Replacement
- ▣Computer Systems/Telephone
- ▣Temporary Staffing/Employee Cell Phone Number inputted in GROUPME App



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Emergency Operating Plan

<https://www.fema.gov/news-release/2016/09/01/dont-wait-communicate-make-your-emergency-plan-today>

Don't Wait. Communicate. Make Your Emergency Plan Today.

Release date:

September 1, 2016

Release Number:

RV-NR-2016-10

CHICAGO -September is National Preparedness Month, and the Federal Emergency Management Agency (FEMA) encourages everyone to make disaster preparedness a priority.

"National Preparedness Month serves as a reminder that we all need to prepare for disasters and emergencies," said Andrew Velasquez III, FEMA Region V Administrator. "Plan in advance so your family knows what to do if a disaster strikes: how you will get to a safe place; how you will contact one another; how you will get back together; and what you will do in different emergency situations."

Severe weather and other emergencies can strike with little or no warning and can have disastrous impacts. Already this year, the Midwest has experienced several waves of destructive storms, tornadoes and flooding. Whether at home or on the go, be aware of emergency plans in place wherever your family spends their time: work, daycare and school, houses of worship, sports events and commuting. Be disaster ready, wherever you may be.

It's simple to start planning for emergencies: download the [Family Communication Plan for Parents and Kids onReady.gov/make-a-plan](#) and fill out the sections before printing it or emailing it to your family and friends. Consider also downloading the free FEMA app, available for your Android, Apple or BlackBerry device, so you have the information at your fingertips to prepare for severe weather.

Throughout the month, FEMA will offer tips to help you be better prepared, including steps you can take to protect yourself and your family. Follow FEMA Region V online at twitter.com/femaregion5 and www.facebook.com/fema, to receive the latest preparedness updates.

For detailed information about how to be ready for severe weather in your area, including a list of items you will want to have in your emergency kit, visit www.ready.gov, or our Spanish site at www listo.gov.

Follow FEMA online at twitter.com/femaregion5, www.facebook.com/fema, and www.youtube.com/fema. Also, follow Administrator Craig Fugate's activities at twitter.com/craigfema. The social media links provided are for reference only. FEMA does not endorse any non-government websites, companies or applications.

FEMA's mission is to support our citizens and first responders to ensure that as a nation we work together to build, sustain, and improve our capability to prepare for, protect against, respond to, recover from, and mitigate all hazards.



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Gary Lazarre

Director-Product Support

Pellerin Milnor Corp.

DISASTER MANAGEMENT & RECOVERY: THE 50,000 FOOT TOPICAL VIEW



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Lessons Learned the Hard Way

Computer network access

Phones

Customers

Inventory

Power and Water

Who goes and who stays?

Employee retention!

You need a plan and it better be documented!



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Infrastructure issues

We all rely on data and communication all day long.

What happens when it does not work?

A few highlights:

Local Area Network resources:

- Local Area Network resources were down, so all data was out of service until servers were moved to a safe location with power and internet connections.
- Who manages this activity? If a contractor, can you trust they will make you a first priority?
- Do key people have laptops and access to servers?



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Infrastructure issues

Phone system woes:

- Reroute the primary phone lines...sounds easy!
- Do you have a Virtual PBX setup to cutover to or can you port to mobile devices?
- In one event we had a local PBx, so lines had to be rerouted to new numbers and ported to another host site (VPBx). Lot of details here!
- What message plays on your local business phone lines for an event? Who writes and records this?

Do you need a call center? (AKA - Who is answering the phone?)

- Who will host the call center if you are displaced?
- Who mans the call center?
- Can you do this with VoIP connections now?
- Is this changeover easy to implement?
- Can you trust your carriers to redirect phone lines? How long is the cutover period?



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Customer impact

Customers were very understanding... for a couple days!

- How will you let your customers know that you have survived...or not?
- Can you make their next delivery?
- And if so, can you make tomorrow's delivery?
- How do we keep records so we can invoice?

Inventory management -

- How do you record inventory transactions?
- If the business is up but the system is down who manages the inventory and how?
- How do you get a delivery ticket in the hand of a driver?
- If inventory is complicated..."where do I find this"...did you print the list before leaving the building?



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"Basics" Twarted the Plan

A few business basics that we take for granted:

- Access to the facility - they locked us out of the city! You need a first responders pass to get in now. Who in your business needs a pass?
- No electric power for an extended period of days.
- No water!
 - No toilets. No fire protection so you possibly cannot occupy the building.



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Continuing Operations

Who is on the GO TEAM? And who STAYS?

- Do you have a team of offsite (Go Team) employees and where will they go? Who opens the call center?
- Who is in charge of IT support for the offsite folks?
- Can they get to your data on the “local” server?

Power issues:

- What if you have emergency power but not primary. Kind of like you are half out of business?
- You need to power the network and phone for a skeleton crew to run the office.
- We had to run generators for one hurricane power outage just to support the network switches in the shop.



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Employee Communication is Key!

Employee Hotline:

- Establish an employee hotline phone number in advance of a disaster!
- How do you change the messaging for employee hotline and customer notification of your situation and plan for recovery?
- Do you have an updated employee list and a way to contact them? Email, text and call.
- Do you have an employee hotline? Who do they call? What if the supervisor is out of service and cannot communicate?

Employee issues:

- When in an event, some folks run and forget the business. And some won't come back to work when you have the business open. "My house is flooded and I cannot work". Period. Or, I am in Houston or Michigan and cannot get back.
- Will you help distressed employees if they call for help? Who is taking the call and who has a way to transfer money?
- What to do if you miss a payroll? Do you have a way to make a payroll and how much to pay if they have wage reporting in the system that you cannot get to?
- How will people survive if they are located all over the planet and you still pay with paper checks?
- Who needs to sign checks for the continuing operation?



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Charles LeBourgeois COO TLC Linen Services

NEW ORLEANS - UPPER NINTH WARD

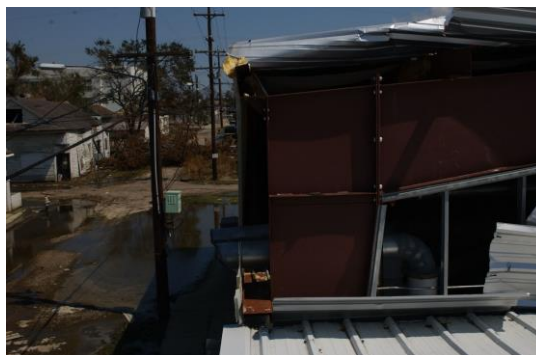


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Katrina Damage - Wind

Lost 6,000sqft of roof. Took three months to get repaired.

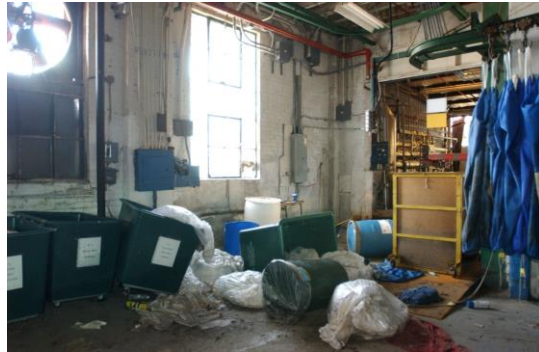


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Katrina Damage - Flooding

Laundry flooded with 28" of water for 14 days, leaving behind a mess.



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Katrina Damage - Theft & Vandalism

Office and laundry were vandalized and half the fleet was stolen.



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Recovery Milestone Dates

- ✓ Aug 29, 2005 - Hurricane Katrina landfall.
- ✓ Sept 9, 2005 - First post-storm visit to TLC.
- ✓ Sep 28, 2005 - TLC serviced its first customer.
- ✓ Nov 4, 2005 - Laundry power restored and major repairs begin.
- ✓ Nov 30, 2005 - Roof repairs complete.
- ✓ Dec 23, 2005 - Office power restored.
- ✓ Jan 24, 2006 - First wash load.
- ✓ Apr 12, 2006 - Full wash capacity.
- ✓ Nov 4, 2006 - Insurance claims settled.



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Customers - A Return Spanning Three Years

Month	Revenue
September 2005	\$4,117
October 2005	\$35,496
November 2005	\$105,758
December 2005	\$161,561
September 2006	\$236,309
September 2007	\$362,450



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Insurance - Know Your Policies

Policy Forms

- ISO forms versus insurer specific forms.

Flood Insurance

- Too cheap not to carry maximum federal limits of \$500K / \$500K.

Business Income Coverage

- Is an endorsement on the property policy.
- Coverage triggered by a covered loss under the property policy.
- Flood loss does not trigger coverage.



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Insurance - Know Your Policies

Dual Causation - What is it and why do I care?

- In Katrina, it was: 1) Damage from above: wind & rain and 2) Damage from below: rising water.
- **Which peril caused the damage?**

Policy Terms to Understand

- | | |
|---|---|
| <ul style="list-style-type: none"> ◦ <u>Property Policy</u> <ul style="list-style-type: none"> ◦ Replacement Cost versus Actual Cash Value. ◦ Co-Insurance versus Agreed Value. ◦ Blanket Limits Coverage. | <ul style="list-style-type: none"> ◦ <u>Business Income Endorsement.</u> <ul style="list-style-type: none"> ◦ Co-Insurance. ◦ Extra Expense. ◦ Waiting Period. ◦ Civil Authority. |
|---|---|



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