



OCTOBER 25, 2016



Disaster Planning & Recovery  
Tabletop Exercise  
TRSA Production Summit



## Our Schedule

- 9:30 – 9:45: Exercise Overview
- 9:45 – 11:30: Tabletop Exercise
- 11:30 – 12:00: Final Inject/Debrief



A “one-stop” provider of comprehensive crisis management and public safety services to the private sector, government, utilities, and educational institutions.

management  
training threat  
response  
continuity claims development hazard post-incident  
exercise financial assessments  
risk reconciliation security crisis insurance  
planning mitigation analysis  
program disaster  
operations  
communications  
recovery

- What is a Tabletop Exercise?
- Today's Objectives:
  1. Consider ways to prepare your company to better respond to and recover from disasters
  2. Identify and consider how to address common issues and pitfalls you may face in a crisis

## Exercise Format

- Small groups
- Designate a spokesperson
- Scenario first, then questions
- Discuss in small group (our facilitators may help)
- Selectively report back & discuss as larger group



## A few reminders...

- ✓ Try to put yourself into the scenario – think, act and behave as you would expect to during such an occurrence
- ✓ Scenario provides context: focus on the issues, rather the operational details.
- ✓ Participation is important
  - Share your thoughts
  - Encourage everyone to share
- ✓ No fault learning environment

Let's begin!

Congratulations! You've accepted a new position at a new company. You're now an executive and your responsibilities include making sure your customers are taken care of and your operations run smoothly in an emergency. You've kept your current title and responsibilities, but the new company, **General Linens**, gave you a substantial raise. The new company has one facility in Baton Rouge. It provides linens and uniforms to healthcare clients, including the six major hospitals in the region.

In case this helps provide context...

- General Linen's facility operates 7 days a week, 2 shifts a day.
- The first shift runs from 6 a.m. until 2 p.m.
- The second runs from 2 p.m. until 10 p.m.
- Drivers run an average of 25 routes each day between 7 a.m. and 6 p.m.
- Delivery routes run across Baton Rouge Metro Area.



## An Aerial Map of Your Facility



## Inject #1

You're getting ready for your second week of work at the new company, watching the morning news. It's nice to have a break in the weather – it's been raining a lot lately. The sky is clear, but heavy rains have been forecasted for a couple of days. The storm system appears to be stalling over the area due to a high pressure ridge held in place by an unexpectedly slow passage of a tropical system to the east. You hear the meteorologist forecast rain for the late morning – up to 9 inches! A Baton Rouge city official was just interviewed and cautioned that more rain may cause significant flooding.

By mid-morning the rains start. It's not long before the light rain turns into monsoon-sized drops. Drivers out for deliveries are reporting trouble seeing the road. Some drivers have reported standing water on roads and one reported seeing a broken tree and downed line.



## Inject #3

It's 3 p.m. and the lakes are already full from the previous days' rains. With the continuous rain, the sewers start to back up onto the streets, and roadways are not draining fast enough to keep from ponding; local lakes and other bodies of water are starting to flood. In many places across town, there is nowhere for the water to go. You still have four drivers on the road. One driver has lost communications and isn't responding to requests for status. You do a visual sweep of the facility and surroundings. You notice that the parking lot is starting to flood about 100 feet from the entrance of the building.



## Inject #4

It's 3:30 p.m. and you've just learned from first responders that the driver who wasn't responding had attempted to drive through standing water. The truck was swept away by the current and the driver didn't make it. A local news affiliate airs footage of General Linen's overturned truck in the rushing waters. It isn't long before employees see the video. Media are calling the main line. Family members too are calling the facility. Everyone wants to know the identity of the employee.

## Inject #5

It's now 4:15 p.m. As the rains continue, the staff at your facility is concerned about staying any longer. About a third of your employees have asked their managers to leave for the day to be with their family and check on their homes. Knowing what you know about the flooding on the streets, it's not safe to drive; and, there's a good chance if they leave, they won't be able to return to work tomorrow.

## Inject #6

It's 4:30 p.m. and the employees who tried to leave your facility returned to report a significant amount of flooding in the parking lot. They think it may be coming into the building as well. When you check, you see the water has breached your maintenance room (located next to the parking lot) and the boiler has crashed. You call for service and the part is four states away. Also, you learn that the power grid supporting your neighborhood has been shut-down to protect the system and is expected to be off for several days.

A couple days later, the torrential rains have passed. Baton Rouge is picking up the pieces. Your employees were hit hard by the floods. Three of them lost their cars in the flooded parking lot, and many more lost personal vehicles and property at their homes. At least five employees' families were evacuated from their homes by first responders and they lost everything they owned. Everyone continues to grieve for their co-worker, and 25% of your staff have not come to work since the day the flooding began. That and the fact that your power remains disconnected from the grid is causing some problems, in that your hospital customers have indicated that they are experiencing a significant increase in demand for their services, and they need additional support from you.



It is four days after the floods and water has thankfully subsided. The power is now restored to your building, and the boiler is repaired and back online. Despite their losses, you have called around and learned that many of your employees will be back at work in a few hours. It's 5:00 a.m. and you're checking the equipment before the day begins. When you go to power up the dryer, a short in the electrical lines that must have been underwater causes a fire instantaneously, causing substantial additional damages and filling your facility with smoke and soot.

A few days later, you found a restoration company to come in and clean up the mess from the fire and residual issues from the flooding. You've been on the phone with insurance companies all morning. Your commercial carrier blames the fire on the flood and won't pay a business interruption claim. National Flood Insurance Program adjuster won't pay for loss from a fire.

A few months following the disaster you get a call from your old company. They want you back with another 50% raise. You really liked your co-workers, so you agree to return.



# Thank you!

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