



GOLD MEDAL VINTAGE

INSURANCE

ICIB LTD

DISASTER RECOVERY PLAN (D.R.P.)

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I M P O R T A N T N O T E

It is vital that in the early stages of a disaster occurring that affects your operational ability, the emphasis be on RECOVERY.

Do not “post-mortem” the incident at this stage – that comes later – concentrate totally on getting the business back into operation.

DISASTER DEFINED

- a) A disaster is any ***unlooked-for incident*** threatening the structure or contents of an organisation that is ***beyond the immediately ability*** of the undertaking's normal management structure to control.
- b) A disaster is any unwanted ***significant*** incident that threatens personnel, buildings or the operational structure of an organisation which requires ***special measures*** to be taken to restore things back to normal.

TYPES OF DISASTERS THAT CAN AFFECT BUSINESS OPERATIONS

Natural Events

- Flood and extreme water damage
- Storm, including cyclonic conditions
- Earthquake
- Lightning
- Tsunami
- Land movement/subsidence

Technical (or human) Events

- Fire and/or explosion
- Aircraft or severe vehicle crash (and possible consequent explosion)
- Contamination (adjoining premises)
- Hazardous material spills
- Severe Fusion
- Loss of telephone/communications
- Loss of power (severe outage) or gas
- Strikes, industrial unrest, civil strife
- Water damage (internal/from building structure)

Incited Events

- Arson
- Sabotage (internal/external)
- Vandalism and malicious damage
- Severe economic/financial hardship

SECTION ONE:

1.0 INTRODUCTION

This plan is intended for use during the period commencing ***immediately after*** the occurrence of a disaster. The aims are to halt further damage, minimise the long term loss, and get the client's business back into operation. If the occasion ever arises when the plans must be put into effect, it will be most important they are understood, accessible to the right people and easy to understand.

1.1 The importance of a Disaster Recovery Plan (DRP) cannot be over-emphasised, especially if it is the aim and desire of the business to ***maintain*** or ***recommence*** operations once the disaster or situation has passed.

1.2 It is vital that as a pre-requisite to implementing a DRP, initial and ongoing steps are taken to ***REDUCE*** and ***ELIMINATE*** loss causing effects. This can be achieved by:

- Correct use/storage of hazardous substances
- Electrical wiring/switchboards being in good working order
- High standard of housekeeping, storage and waste disposal maintained
- Adequate fire protection (for the type of occupancy) as well as it being maintained, serviced and ready for immediate use
- Sound and tested security measures in place
- Good standards of building maintenance and exterior storage an against Natural Perils
- Electronic and hard copy records/data storage protection (or off-site storage)
- Plant/equipment preventative maintenance programmes in place
- Hot work operations strictly controlled and type

There are other loss causing effects as the number involved varies according to the type of occupancy involved.

1.3 In order to assist in the ongoing steps to monitor the loss causing effects, a ***SELF AUDIT*** checklist could be drawn up. This could be based around daily, weekly, monthly, quarterly and/or annual checks, to ensure the loss causes are monitored. Action would obviously be taken in the first instance if deficiencies are noted.

The Risk Management advisers to your Insurance Brokers can assist in preparing a self-auditing checklist.

1.4 The "success" of this DRP is contained in its ***SIMPLICITY***. It is important that if and when the plan is reviewed and updated, that the concept of simplicity be maintained.

1.5 A full appreciation (and a review if required) of the extent of ***INSURANCE POLICIES***, covering such areas as maximum indemnity period, extent of cover, exclusions, limits of liability, business interruption and legal liability to staff and the public.

1.6 An annual **REVIEW** of the plan is necessary, so to:

- a) Update staff to take into account personnel changes especially senior staff
- b) Altered production or operational features
- c) Check and update as necessary all contact names and phone/fax numbers
- d) Ensure the Plan (as it is presently structured) is suitable and appropriate to your needs.

SECTION TWO:

2.0 **DRP ORGANISATION**

COMPANY:

LOCATION – COVERED BY THE PLAN:

2.1 **Disaster Recovery Plan Initiator**

(Person responsible for bringing the Plan into *immediate* operation)

Name:

Title:

Address:

Telephone Number:

Mobile Phone:

2.2 **Disaster Recovery Plan Co-ordinator**

(Person responsible for overseeing the Plan during/after the event)

Name:

Title:

Address:

Telephone Number:

Mobile Phone:

Deputy Disaster Recovery Plan Co-ordinator

Name:

Title:

Address:

Telephone Number:

Mobile Phone:

2.3 **Distribution of DRP**

One copy of the plan is kept at each of the following places:

The Office of:

Name:

Location:

Phone Number:

The Home(s) of:

Name:

Location:

Phone Number:

Mobile Phone No:

Company Key Staff (others):

Name:

Location:

Phone Number:

Mobile Phone No:

Name:

Location:

Phone Number:

Mobile Phone No:

Plan prepared by:

Date:

2.4 **Emergency Contact Phone Numbers (additional or alternative to 111)**

Organisation:

Phone Numbers – 24 hours:

- Police
- Fire Brigade
- Hospital
- Doctor(s)
- Ambulance

SECTION THREE:

3.0 **VITAL CONTACT NUMBERS AND ADDRESSES**

3.1 **Name of Building to which this Plan refers**

3.2 **Contact number(s) at the site**

Phone No(s):

Fax No:

3.3 **Person (Manager) responsible for site**

Name:

Title:

Phone No (work):

Phone No (home):

Mobile Phone No:

3.0 **VITAL CONTACT NUMBERS AND ADDRESSES Cont'd**

3.4 **Substitute/Deputy for the above**

Name:

Title:

Phone No (work):

Phone No (home):

Mobile Phone No:

SECTION FOUR:

4.0 EMERGENCY SERVICE NUMBERS

4.1 Main Emergency Services

Civil Defence:	
Electric Power Lines (broken lines/faults):	
Environmental Pollution:	
Gas:	
Natural Gas Corporation Transmission:	0800 734 567
Poisons & Hazardous Chemicals:	_____ Urgent Information (03) 474 7000 National Information Centre Dunedin (03) 479 1200
Rescue Services:	Dial 111 or local Police Station

Note: *An up-to-date plan of this site is appended the Disaster Recovery Plan for the use of the Disaster Team*

4.2 Contact Numbers of Essential Services

Service	Phone No's Daytime	Phone No's After Hours	Mobile No (if applicable)
Electrical			
Gas (if applicable)			
Telephone			
Water			
Local Authority			

4.3 Other Designated Staff Members to be called in an Emergency (e.g. Engineer(s))

Include the names and home telephone numbers of all staff you might wish to bring in for an out of hours incident

Ensure employees with special skills (e.g. first aid) are included

Name & Job Description	Internal Phone Number	Home Phone Number	Mobile Phone Number

Note: *Attach to the Disaster Recovery Plan an update of ALL staff members, their addresses and home phone numbers (ensure the list is updated).*

4.4 **Keyholders to Building**

Names and home telephone numbers only – no addresses (a security risk)

Name & Title	Home Telephone Number	Mobile Number

4.5 **Contractors Services** (some may not apply to you or you may have some extras)

Service	Phone No's Daytime	Phone No's After Hours	Mobile Phone Number
Accountant			
Architect			
Bank			
Boiler/Plant Services			
Builder			
Caterers (for on-site meals)			
Cleaners (other than staff)			
Computer Services			
Consulting Engineers			
Document Restoration			
Electrical			
Fire Alarms			
Garage			
Glazier			
Insurance Broker			
Insurance Company			
Lawyer			
Locksmith			
Plumber			
Salvage (Drying Equipment)			
Security Protection			
Waste Removal			

4.6 **Extra Services/Contractors not noted on list above**

Service	Phone No's Daytime	Phone No's After Hours	Mobile Phone Number

4.7 **Building Managers to contact if a tenant**

Building Owner/Mangers Representatives	Person or Department to Contact	Telephone Numbers			
		Daytime	After Hours	Mobile No.	Fax No.

SECTION FIVE:

5.0 FIRST ACTIONS DURING & IMMEDIATELY FOLLOWING A DISASTER

- Step 1: Depending on the severity and nature of the disaster, contact authorities and key personnel and summon them to an emergency meeting at the site (or other pre-planned location).
- Step 2: Make sure that those present understand the emergency responsibilities and authority delegated to them. If any key person is missing, bring in the substitute or redistribute the workload.
- Step 3: Notify Company Head Office and key staff (as applicable).
- Step 4: Inspect the "site" to determine the extent of the disaster, then get the appropriate emergency action underway immediately.

Early Priorities

Many of the following functions will be carried out simultaneously – see Sections 6, 7 & 8 following, for work to be carried out and action checklist.

CLEAN UP & SALVAGE

Hazard Elimination
Debris Removal
Water Removal
+ Cover Equipment
Dry Equipment Premises & Contents
Halt Deterioration
Salvage

PROTECTION

Fire Protection
Security
Protection Against Elements

TRANSPORT

Debris
Stock & Equipment
Personnel or as required

FACILITIES

Emergency Control Centre
Amenities
Catering
First Aid
Assistance for Handicapped

INFORMATION

Head Office
Employees
Branches
Customers
News Media
Contractors
Unions

RECORDS

Salvage
Restoration & Recreation
Separate record of emergency costs

Restore the Business/Service

As soon as immediate emergency action has been dealt with and the extent of damage is known, plan and commence the short and long term restoration of the business.

SECTION SIX:

6.0 IMMEDIATE ACTION DURING OR AFTER DISASTER

DEPARTMENTAL RESPONSIBILITY (OR SITE OVERALL)

		Responsibility (names)	Checked	Action commenced and/or completed
Inspection:	Inspect the affected area. Look for hazards created by the emergency (e.g. fallen lines, burst pipes, threat of collapse, escaping hazardous materials, etc). Check isolation switches. Establish the extent of damage.			
Hazards:	Isolate hazards found and have the areas made safe as soon as possible.			
Fire Protection:	Restore fire protection systems. Have portable extinguishers inspected and recharged or replaced.			
Protection from Elements:	Cover the equipment, plant, machinery, computer hardware, and records with waterproof sheets. Exposed roofs may need tarpaulins. Protect other vulnerable property exposed to the elements by the disaster. Move it or cover with waterproof sheets.			
Plant, Machinery etc	If the building is still weatherproof but the equipment is water damaged, immediately call in help to dry it out.			
First Aid:	Set up a first aid post for workers involved in recovery or those needing on-site assistance.			
Mechanical Machinery:	Wipe down and dry. Oil the machinery if it is safe to do so. Contact the supplier if in doubt.			
Priorities:	Decide on priorities for protection, temporary repair, salvage and restoration.			
Protective Equipment:	Assess need for special protective equipment for staff during recovery/clean up.			

DEPARTMENTAL RESPONSIBILITY (OR SITE OVERALL) Cont'd

	Responsibility (names)	Checked	Action commenced and/or completed
<p>Salvage: Separate damaged goods from undamaged goods.</p> <p>Sort damaged goods into those that are slightly damaged and those that are badly damaged.</p> <p>Do not dispose of damaged goods until seen by the Insurance Assessor.</p> <p>Concentrate on halting deterioration of restorable property. Do not waste time on property that is obviously beyond economic restoration.</p> <p>Take care with hazardous/dangerous/poisonous or chemical substances.</p>			
<p>Security: Arrange roster of guards to prevent unauthorised access until physical security is restored.</p>			
<p>Stationery: Clean and dry or dispose of.</p>			
<p>Water: Remove surplus water from the premises. If pumps are needed to remove water, the Fire Service may be available to do this, otherwise contact alternative source:</p> <p>..... (name)</p>			

SECTION SEVEN:

7.0 ADVISING DISASTER TO:

		Responsibility (names)	Checked	Action commenced and/or completed
Insurance Brokers/ Insurers/ Bankers:	<p>Contact property Insurance Brokers or Insurance Assessors (if agreed in advance).</p> <p>Do not wait for arrival of an Insurance Assessor before taking action to minimise loss. Also advise bankers.</p>			
Employees:	<p>Contact employees directly or by radio announcement to advise them of the emergency and when and where to report. Some will be needed for emergency work, especially if they have special skills (refer up-to-date list).</p>			
News Media:	<p>Appoint a sole "Media" intermediary. Prepare factual information for the news media. Avoid harmful speculation.</p>			
Customers and Suppliers:	<p>Advise all affected organisations of the position. Depending on their individual performance, use the following means:</p> <ul style="list-style-type: none"> a) Direct phone contact by staff b) Standard form of letter c) Newspaper/radio announcement. 			
Access:	<p>If access is denied due to adjacent emergency, civil disorder or criminal action, consult senior police officers about the security of the facility and when access will be possible. Keep the media informed.</p>			
Service Contractors:	<p>Advise any service contractors of any expected changes in needs, including rubbish collections, waste disposal, etc.</p>			

SECTION EIGHT:

8.0 ADDITIONAL ACTION REQUIRED

		Responsibility (names)	Checked	Action commenced and/or completed
Accounting Requirements:	Special accounting arrangements will need to be made. Liaison also with Insurance Brokers – see Section 7.0.			
Amenities:	Have toilet and washing facilities restored as quickly as possible. If they are destroyed arrange for mobile facilities to be hired.			
Catering:	Arrange for supplies of food and drink.			
Computer Data & Records:	Notify suppliers and get damaged items replaced/repaired.			
Computer Back-up:	If computer or hard copy files or programmes have been lost, arrange for immediate duplication of back-ups. If other production back-ups/spares have been salvaged, get them to a secure place where they can be cleaned and dried. Check Uninterrupted Power Supplies (UPS) are still working.			
Control Centre:	Set up an emergency control centre using: a) The existing office space if it has survived; or b) Space elsewhere on the premises if available; or c) A hired shed or caravan.			
Debris:	Start cleaning up debris and removing it as soon as it is cool enough or otherwise safe to do so. Get rid of heaps of wet cardboard, paper and the like as soon as possible.			
Delicate Equipment:	Apply water repellent spray, clean and dry. After fire, check for condensed corrosives even if equipment appears unaffected by fire/water.			

ADDITIONAL ACTION REQUIRED Cont'd

**Dry Out
Premises/
Plant:**

Dry and air the premises. Contact hire companies for hire of industrial blower heaters.

**Essential
Services:**

Have telephone connection, electricity and water supply restored to the premises or temporary site office, as soon as possible.

Responsibility (names)	Checked	Action commenced and/or completed

SECTION 9:

9.0 PRE-DISASTER PLANNING

It is important at the early stages of Disaster Recovery planning, for management to hold discussions with parties that will be critical to re-establishing the operations at an early opportunity, should a disaster strike. If this is not carried out, it could mean vital days or weeks are lost in re-establishing the business.

Note: *It is important that these arrangements are confirmed IN WRITING and acknowledged by the “supplier”, and that such arrangements be RECONFIRMED each year. If not reconfirmed, immediate steps should be taken to engage an alternative “supplier”.*

9.1 Alternative Accommodation (see also Section 11.0):

- Depending on damage, stay put and restore affected areas YES/NO

- Seek back-up site (see also 12.0)
 - Name of back-up site:
 - Contact Name:
 - Telephone Number:
 - Address:

- Discuss with Real Estate Agents availability of alternative location in the event of existing site being un-usable (permanent or temporary)
 - Name of Agent:
 - Firm's Name:
 - Address:
 - Phone Number: Mobile Phone Number:
 - Possible alternative locations:

9.2 **Computers** (see also Section 15.0)

Replacement Unit(s) available? YES/NO

- From whom:

Arrangements in place to supply replacement unit(s)? YES/NO

9.3 **Telephone Services** (see also Section 13.0)

Discussions held with Telecom over restoration/new connection priority? YES/NO

- Discussed with whom in Telecom?

Date: Same Telephone Number? YES/NO

9.4 **Transport**

Discussions with transport company for removal of debris, stock and equipment, and raw materials.

- Name of Transport Company:

Location:

Telephone Number:

Mobile Phone Number:

Discussed with:

9.5 **Energy Requirements**

Discussions with Electrical and Gas supplier (if applicable) to ascertain restoration of supply and/or requirement to supply an alternative site.

- Name of Energy Supplier:

Location:

Telephone Number:

Discussed with:

9.6 **Drying Out**

Availability of equipment to dry out plant, equipment and documents:

- Where equipment secured from (name):

Contact Name:

Telephone Number:

Mobile Phone Number:

9.7 **Back-up Plant & Equipment (including replacement equipment) (see also Section 12.0)**

Discussions with alternative location and back-up Plant and Equipment

- Location of alternative site:

Discussed with:

Telephone Number:

Plant & Equipment identified that would be required:

YES/NO

9.8 **Security Protection**

Discussions with Security Protection firm over providing a service to the premises in the event of the site being deemed "insecure" as a result of the disaster event.

- Name of Security Firm:

Discussed with:

Telephone Number:

SECTION TEN:

10.0 **INITIAL ACCOUNTING ARRANGEMENTS** (see also Section 15.3)

- 10.1 Establish the base line of accounting matters at the time of the disaster.
- 10.2 Introduce (as required) a temporary system to record manning and the use of labour immediately after the disaster:
- a) Record the time and costs spent on specific tasks the specific nature of work.
- 10.3
- a) Extra expenditure after the damage.
Keep accounts or invoices separate and annotated clearly.
 - b) Record reasons for incurring special costs.
 - c) Savings achieved because of damage.
- 10.4 Create periodic statements of effects of loss on cash flow distinguishing:
- Building costs
 - Plant or Machinery costs
 - Stock
 - Other costs relative to running the business

Staff members responsibility:

10.1	
10.2	
10.3	
10.4	

SECTION ELEVEN:

11.0 **BUILDINGS**

11.1 **Immediate Needs**

Obtain a temporary building, office room, etc. Telephone facilities will be required. Location handy to present site desirable or, if necessary, make special transport arrangements for staff if more remote location chosen. (Discussions would be held prior to ascertain local availability, if required.)

11.2 **Restoration (if decided upon)**

Decide on manner in which permanent facilities are to be restored.

Commence restoration as soon as decisions have been made or at once if there is no question of change.

Staff Members Responsibility

11.1	
11.2	

SECTION TWELVE:

12.0 BACK-UP PLANT, MACHINERY & EQUIPMENT (OFF-SITE)

12.1 Immediate Needs

Contact the person in control at the location of the back-up machinery. Explain the emergency and discuss how the back-up arrangements will be put into effect. Confirm production requirements.

Arrange temporary hut, caravan, etc. for staff at this site if needed for overtime/our of hours work.

Advise staff who will work at the back-up site about:

- Security
- Hours they will be working
- Relationship with other workers
- Facilities available to them

Ensure good communication between all parties and management of both the affected site and the back-up location as well as staff of both, so to avoid confusion and misunderstandings.

Removal all salvaged and undamaged stock, etc. to the back-up site.

12.2 Medium Term

Maintain close contact with the person(s) in charge on the back-up site.

Ensure all work is done to normal standards of quality and delivery time.

Temporary Longer Term Site:

Establish if the immediate back-up alternative facility is able to serve the Company until the disaster affected site is restored. If not, seek out a temporary longer term solution.

12.3 On Completion

When the disaster affected site is restored, personally conduct a search of the back-up site and ensure all staff, equipment and records have been removed.

Staff Members Responsibility

12.1	
12.2	
12.3	

SECTION THIRTEEN:

13.0 **REPLACEMENT EQUIPMENT**

13.1 **Communications**

Have telephones and fax links restored to the affected site as soon as possible. Arrange for connection of communications at temporary premises, if used.

13.2 **Immediate Needs**

Find out what plant, machinery, furniture and equipment is usable or can be quickly made usable. Decide what else is needed to meet minimum requirements for operation under emergency conditions. Hire, borrow or purchase sufficient furniture and equipment to make up minimum needs.

Ascertain what records (media, manuals, etc) have been damaged and must be replaced.

Decide what new, leased or rented equipment is required to reinstate work on-site. Decide if you will update old equipment now or replace like with like.

13.3 **Restoration**

Plan restoration of normal requirements to coincide with restoration of permanent plant, machinery and office equipment.

Staff Members Responsibility

13.1	
13.2	
13.3	

SECTION FOURTEEN:

14.0 **MATERIALS & STOCK**

14.1 **Raw Goods**

Obtain sufficient stocks for immediate emergency use.

Plan timing and quantities for replacement of normal stocks, taking needs and storage facilities into account.

Supplier's Name

Telephone Number

14.2 **Temporary Storage Options (if required)**

Location

Approx Space

Telephone Number

14.3 **Hazardous Substances**

If required, arrange supply of hazardous substances and temporary storage.

Staff Members Responsibility

14.1	
14.2	
14.3	

SECTION FIFTEEN:

15.0 REWRITING OF RECORDS

15.1 Record Information (Computer Data Recovery)

If required, commence salvage of important records, documentation, etc. immediately. Deterioration of large quantities of wet documents or books can be prevented by freezing, followed when convenient, by microwave or vacuum drying.

Identify damaged records in order of importance and commence restoration of as much information as possible.

If duplicates of damaged vital records (including computer data) are available, have another set made up to replace the back-up facility. Store them off-site in a secure place and update regularly.

15.2 Book Debts

Tighten credit control. Request early payment of current accounts and press for payment of overdue accounts.

15.3 Disaster Costs

Keep a separate record of hours worked and costs incurred specifically for the purpose of minimising the disaster loss and shortening the period of business interruption.

15.4 Temporary Staff

If temporary staff are used, apply pre-employment checks to them as far as possible. They may be working unsupervised and must be reliable.

Staff Members Responsibility

15.1	
15.2	
15.3	