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CARIBBEAN OPEN TRADE SUPPORT

TEMPLATE FOR BASIC DISASTER PLAN

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NOTE TO USERS

The generic plan outline provided below can be used for various businesses. It is a basic template that can be easily adapted to suit the needs of the particular business or entity. We provide a limited amount of text for your guidance under the various headings and sub-headings.

Annexes can be modified by each business enterprise and the relevant sections extracted for the development of individual plans.

THE BASIC PLAN

Overview of Plan:

Overview (identifies hazards outlines broad goal and specific objectives), outlines relevant policies and procedures to be followed

Date prepared: Gives the date plan was prepared and team involved in its preparation.

Review dates: Gives review date for plan. Date of the particular version should be made clear

Aim of the Plan:

The aim of this plan is to protect life and property in the event of a disaster and to assist the company in recovering as swiftly as possible from the impacts of a disaster.

Organizational Structure and brief description of the business:

Detail the organizational structure for plan implementation

GENERAL PRE- IMPACT PREPAREDNES

Highlight the procedures and practices that will be used to promote readiness for emergencies.

Specify the procedures and practices that will be used to promote readiness for emergencies e.g. maintenance of equipment, orientation and training, simulations; inventory checks and inspections.

Policies

Clear and concise emergency policies should be established and agreed on. These policies should then be incorporated in the overall document and should specify:

- Levels of authority e.g. who is able to authorize expenditures
- Who will control particular resources and assets
- Who deputizes for Manager, CEO or Head of organization
- Who conducts initial damage and needs assessment and prepares a list of the most urgently needed supplies
- What is the role of the **Board** during an emergency

Authorizations should be clarified and a policy prepared for dealing with levels of authority.

Situation and Assumptions

Describe the special conditions that need to be considered in writing the plan. Challenges faced by the business,(small staff levels, distance staff has to commute, location, primarily female staff, low skilled workers, centralized management structure) and specific areas of concerns i.e. week day or weekend time of day, population, staff and visitors. Set in national context.

Disruption of water and electricity supplies, possible breakdown in law and order; transportation problems, Access issues, problems with suppliers, staff etc.

Make sure that assumptions are relevant to your planning environment.

Hazard /Vulnerability Assessment

The hazard/vulnerability survey is conducted to assess the structural integrity of buildings, facilities and internal arrangements. In conducting the hazard/vulnerability survey special attention should be paid to:

External Vulnerability: What are the factors located outside property which increases vulnerability. Old structures, limited water supply, poor access roads, limited parking for emergency services, proximity to main highway etc.

Location: (Is the building close to any geographic or geological feature which poses a clear danger, e.g. on a floodplain, hillside, reclaimed lands, chemical plant etc.)

Level of danger, risk and uncertainty

Construction: Was the building built to the requirements of the existing building code.

Population: what is the estimated population on a daily basis (staff and visitors)

Internal Arrangements: Examine the building for fire safety measures, are fire extinguishers in place, emergency exits clearly marked). Examine for:

- Overhangs
- Pictures on walls
- Carpets
- Stuffed chairs
- Sealed windows
- Locked emergency doors
- Access for physically challenged

Externally:

Identify -

- Fall out area
- Emergency vehicle area
- Power panels
- Water lock offs

Utilize maintenance records in conducting assessment to review historical record of where problems are usually encountered.

Determination of Impacts:

Based on situation and assumptions and hazard/vulnerability assessment
Determine probable impact an event is likely to have on physical structure and general operation of company
Identify mitigation measures which can be implemented to reduce identified impacts and hasten the recovery efforts.

Develop plan /procedures/actions for addressing identified problem areas based on the probable impacts of each hazard.

ASK THE QUESTION WHAT CAN GO WRONG?

Procedures and actions should be developed to address answers to above question and should be linked to specific individuals or offices. Note for each critical task assign at least two individuals, one as primary the others as back up

TESTING THE PLANS

Develop and maintain a schedule for testing plans especially table-top exercises.

If necessary, test plans by units or sections to minimize down-time and inconvenience to customers and clients

- There should be at least one test each year.
- Review each exercise and learn from the experience
- Rewrite plan as necessary
- Learn from events that do not necessarily affect the organization
- Always follow and learn from national-level incidents

MANAGEMENT OF INCIDENTS EVENTS AND HAZARD IMPACTS

LEADERSHIP AND DIRECTION

Identify the persons who will be responsible for key functions before during and after an event. A matrix is a handy way to present the information.

Describe how the internal Emergency Command Centre will work.

EMERGENCY COMMUNICATIONS

Explain the ways in which emergency communications equipment should be used or how everyday communications equipment should be used in an emergency. Establish the priorities for the restoration of communications within the organization. Remember cell phones may not work for a while and satellite phones must be properly controlled and persons may have to be trained to use them.

Identify and Describe Shutdown Procedures

Prepare detailed procedures for terminating operations to include roster for the release and recall of staff, securing of data and computer equipment, removal of external communication devices, securing of vehicles etc. If chemicals are stored on property and these may react with water be sure they are properly stored.

Have warning signs and alarm to alert population in the event of chemical release.

Ensure that employees designated to carry out shut down activities are familiar with their tasks and that an assistant is appointed in the event the primary person is absent.

INCIDENT AND EVENT RESPONSE

Clarify the procedure for transmitting warning information within the organization. Make sure a system is devised so that all key personnel can be alerted quickly. It may be helpful to represent the procedure diagrammatically. The guidelines should show how the organization moves from normal state to: ALERT; STANDBY; ACTIVATION AND MOBILIZATION

- Give priority to actions to preserve life and minimize injuries
- Describe what is to be done by each member of staff when Mobilization takes place. Clarify whether staff will be deployed away from their normal duty stations
- Remember that the total environment after an effect that affects the entire country will be far from normal

Damage Assessment Procedures

Outline damage assessment procedures to include the review and updating of insurance forms, photographing or videotaping equipment, facilities and warehouse if applicable. Review damage assessment forms and procedures with damage assessment team.

Keep accurate records. Make sure copies are kept off-site.

Develop Recovery Strategy

Commence the development of Recovery strategy based on probable direct and indirect impacts i.e. local impacts on company, impacts on employees', impacts on suppliers, transportation network, communications system, utilities etc. Ensure that there is a logical sequence from **Preparedness to Response and Recovery**.

Describe the procedures for damage assessment and reporting.

- Explain the procedures for clean up (including salvage)
- Explain how a priority needs list is to be developed.
- Spell out how emergency repairs are to be undertaken.
- Outline the priorities for restoration of essential services (utilities)

Explain the sequence in which service to the public will resume

Local Resources:

Identify local resource availability, strength and weakness of external service providers. Identify circumstances in which local rescue service may be unable to reach your location or unable to assist.

ANNEXES

Annex 1.

Contact list of managers, critical staff, emergency services, insurance company and any other essential company or individual.

Annex 2:

Floor plan - including storage areas and supplies stored, NOTE: if combustible material, chemicals etc. are stored; a floor plan and a list of such material should be available for the Fire Service.

Annex 3:

Damage and Needs assessment Forms

Annex 4

General information/activities to be included in disaster plans
Insurance certificates (photocopies) of buildings and contents
Security of vital records, how and where these are stored?
Ideally records should be backed up on a daily basis.
Copy of rental agreement if property is rented.

POST IMPACT PRIORITIES

Staff management and welfare

Explain the arrangements that will be made for matters such as the following:

- First aid during an emergency
- Emergency food supplies and or feeding arrangements.
- Emergency transport arrangements
- Payment of wages and other benefits

Provide advice to staff about preparing themselves for work during an emergency. Indicate any special assistance that will be provided to help them cope with family commitments

Develop and specify procedures specific to your enterprise or organization for:

- **Customer/Client interface**
- **Loss reduction**
- **Resumption of service**
- **Review and future planning**

Management Issues

Damage and needs assessment should be conducted immediately after an event.

Pictures should be taken as part of the damage assessment exercise

Claims should be verified by at least two independent sources

Advice for developing the Plan

- Develop plan as an interactive group activity but with a single coordinator responsible for putting the final document together. More than one person should be involved in writing the plan.
- Develop integrated Mitigation, Preparedness, Response and post disaster Recovery plans. Develop a post disaster recovery strategy or policy as part of your plan, this strategy should:
- Determine the probably direct and indirect impacts a disaster will have on your business. This will assist you in the developing your post impact strategy and actions that will be required.
- Your strategy, should also take into consideration the indirect effects of damage on your customers, vendors, suppliers, utilities and the surrounding community in general.
- Determine strategy for keeping customers, this may involve temporary relocation to another site.
- Pre-determine Recovery priorities based on the anticipated negative impacts of the event.
- Identify and implement Mitigation measures to reduce anticipated losses and damage.

- Keep all insurance policies current; discuss special needs with a company representative.
- Keep emergency recovery supplies on hand securely stored away in a safe place. Check on these supplies annually to ensure that they have not deteriorated or gone bad.
- Sudden onset disasters such as fires, explosions and earthquakes demand rapid response, personnel should therefore be familiar with all aspects of the plan and their responsibilities.
- Plan should include response during weekends, public holidays and down time
- Develop a plan for keeping customers and employees aware of local conditions. If company relocates on a temporary basis this should be communicated to suppliers, customers and utility companies
- Protection of facilities, grounds, equipment, vehicles and inventory is important to restoring operations as quickly as possible after a hurricane
- Develop a plan for keeping all data safe and accessible
- Work with insurance company to determine what levels of repairs are permitted in the initial stage after the disaster
- Have a clear shutdown strategy with written procedures for initiating and carrying out shutdown activities
- Develop procedures and standards for conducting damage assessment and train staff in the use of these procedures and standards
- The results of the damage assessment should be communicated to your insurance company as soon as possible
- Have a security plan to protect business from looters and burglars

HAZARD SPECIFIC ANNEXES

It is useful to describe specific actions for the most significant hazards

Recommended Actions for Hurricane Plan.

Turning off of power and water supply ahead of the event
Boarding up of windows

- Checking on insurance policies
- Moving equipment inside taking down of satellite dish
- Fuel supplies and security of vehicles
- Trimming of trees
- Security
- Secure warehouses
- Review Memorandum of Understandings with external agencies, engineering company, private security firms etc.
- Back up computer system
- Removal of banners, flags and other external adornments
- Release of non-critical staff
- Secure materials to shutter buildings
- Testing of emergency communications equipment
- Monitor weather reports
- Conduct an inventory of supplies
- Prepare purchase order for emergency supplies if needed
- Storage of emergency water supply
- If in a flood prone area elevate all desks and equipment above floor level
- Cover desks and equipment with plastic
- Cover air conditioners with plastic
- Test emergency power supply
- After impact activities
- Photograph or video tape damage
- Conduct damage and needs assessment survey
- Salvage materials for emergency repairs
- Liaise with hospitals for treatment of injured
- Implement security arrangements

Fire Plan.

- Identify and install automatic alarm system
- Use flame retardant material when retrofitting buildings
- Ensure that staff is trained in fire safety
- Carpets, stuffed chairs etc. will give off noxious fumes personnel should be trained how to exit burning building by staying close to the floor.
- Identify safe meeting area for counting off of staff. Staff member should not leave until everyone is accounted for.
- Inspect and replace flammable material
- Develop and test evacuation procedures
- Call emergency services.
- Meet ambulances
- Arrange and supervise salvage operations
- For computer rooms identify most effective fire fighting method, water should not be used.
- Practice plan blindfolded.
- Have extra set of keys kept by security guard or at the closest police station.

Earthquake Plan

Identify safe areas in all rooms.

Ensure items on walls are safely mounted.

Equipment can be stabilized by the use of Velcro.

Assembly outdoors should be away from tall buildings which may collapse.

All buildings should be inspected by a structural engineer prior to being reoccupied.

After event all electricity and water supply should be turned off.

Before event:

Bolt water heaters, stoves, heavy equipment to floor or wall. These may shift during event causing serious injury.

All large propane tanks should be fitted with safety shut off valves to avoid any gas escaping due to ruptured lines.

Water tanks, solar heaters and other roof mounted equipment should be securely bolted to avoid falling off.

FLOODS

- Plan for careful placement of sensitive equipment and records and vehicles
- Keep emergency supplies of food and water
- Make preparations for staff to overnight in an emergency
- Integrate plans with National warning system and procedures

PROTRACTED POWER OUTAGE

If loss of power could be catastrophic, invest in emergency power generation

Keep a maintenance contract in place for servicing

Train staff to turn on manually if necessary

Possible layout of Disaster Plan
OPTION A

| Responsible Party (ies) | Plan Activation | Shut down exercise | Building inspection | Shutter installation | Damage inspection | Emergency funds | Document security |
|--------------------------------|-----------------|--------------------|---------------------|----------------------|-------------------|-----------------|-------------------|
| Manager | X | X | | | | | |
| Property Manager | | | X | X | X | | |
| IT manager | | | | | | | X |
| Accountant | | | | | X | X | |
| | | | | | | | |

Tasks and Responsible Office/Individuals

OPTION B

| <u>Actions</u> | <u>Lead Person/Office</u> | <u>Support Person /Office</u> |
|---|----------------------------------|--------------------------------------|
| Bolt water heaters, stoves, heavy equipment to floor. | Plant/facility engineer | Department Head |
| Check off persons in assembly point | Department Head | Floor monitor |
| Security of documents | IT Head | Department Heads |

EQUIPMENT REGISTER

| | |
|--------------------|-----------------------|
| Equipment | Computer Dell |
| Model | Dimension 4250 |
| Serial Number | |
| Value to Operation | High__ Medium__ Low__ |
| Date of Purchase | |
| Department | |

| | |
|------------------|------------------|
| Service Record | |
| Backup Available | Yes__ No__ |
| Dealer Info: | |
| Name | Kelsey Computers |
| Address | Kingstown |
| Telephone Number | 222-9990 |
| Line of Credit | 30 Days |

Recovery Planning Guidelines

MATRIX OF ROLES AND RESPONSIBILITIES DISASTER PLAN

| <u>Tasks all plans</u> | <u>Responses</u> |
|---|------------------|
| Prepare Recovery Plan | |
| Ask the following questions to reinforce Recovery plan. | |
| Are all buildings structurally safe and internal arrangements designed to reduce risk? | |
| Is all essential equipment in working order? | |
| Is there an upgrading programme in place to correct defects and improve overall safety? | |
| Have all insurance policies been updated; has the coverage increased over the past year? | |
| All possible impacts of event on operations have been assessed? | |
| Develop, prepare or undertake the following | |
| There is a timeline for decision making. | |
| A list of essential staff is in place | |
| Letter to suppliers have been prepared in event production is disrupted | |
| Renters have discussed responsibilities | |

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| with landlord. | |
| Plans have been reviewed with disaster office. | |
| Staff members trained in First Aid | |
| Staff is familiar with plan | |
| Safe areas have been identified for electronic equipment, computers etc. | |
| Written procedures have been prepared for carrying out each activity. | |
| Recovery priorities have been established | |
| TASKS | Responsible party |
| Specific Disaster Plan Hurricane | |
| Identify post event work areas | |
| Assign tasks including emergency operations | |
| Check emergency supplies and compile list, purchase and monitor throughout the season | |
| Liaise with disaster office to determine assistance available | |
| Discuss mutual aid agreement with other companies, suppliers etc. | |
| Implement communications plan i.e. how to get message out of the island to overseas suppliers | |
| Update emergency contact list | |
| Review shutdown procedures | |
| Review data protection plan | |
| Arrange for extra security personnel | |
| Video tape interior and exterior of buildings. | |
| Test generators under load | |

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| Make duplicate copies of hard copy files, back up computer data. | |
| Make arrangements to pay employees with cash. | |
| | |
| Actions during a hurricane watch | |
| Purchase emergency supplies to include adequate water and petrol for generators | |
| Place hurricane tracking map in EOC | |
| Prepare employee duty roster | |
| Establish employees release schedule | |
| Trim trees and clean drains dismantle satellite dish, antennas, flags, sign boards and any structure that is likely to be destroyed by the wind. | |
| Place shutters on all windows and glass doors | |
| Warning | |
| Set up petty cash fund for emergency purchases | |
| Move equipment away from windows, doors and beneath a/c vents. Move furniture to safe areas or elevate above expected flood level | |
| Check building to ensure that they are properly boarded up | |
| Secure paintings, wall clocks etc. | |
| Secure equipment with plastic sheeting | |
| Fuel up vehicles | |
| Secure all vital records and backup computer system | |
| Check on emergency lighting system to ensure that it is working | |
| Transfer duplicate records to safe | |

| | |
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| location. | |
| Disconnect all electrical devices not being used. Turn off circuit breakers prior to leaving premises | |
| After the event | |
| Establish control centre | |
| Contact staff to determine possible availability | |
| Conduct damage assessment | |
| Contact insurance company | |
| Identify critical staff who will need to be out in the event of a curfew, obtain relevant passes | |
| Establish work roster | |
| Take pictures of damage prior to starting restoration | |
| Salvage equipment and material | |
| Check each dept to determine level of service possible | |
| Recovery phase | |
| Refer to recovery plan priorities and carry out critical path analysis to determine best way of meeting priorities. | |
| Implement sequential recovery plan based on critical path analysis. | |

Vehicle Log Book

Date From: Date to: Page No.

| | | |
|--------------------|-------|------------------|
| Type | Make | Engine No. |
| Model | Dept. | Chassis No. |
| Driver responsible | | Registration No. |

| Date | Start Mile | | | | | | | Dist. Mile | Description of Journey | Fuel refill | | | Maint. |
|------|------------|------|------|--|--|--|--|------------|------------------------|-------------|--|--|--------|
| | Stn. | Gal. | Cost | | | | | | | | | | |
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Notes: This sheet is to be checked on completion by the driver's supervisor

and then filed in the vehicle record file for reference. It is important that the driver fill this form as accurately and neatly as possible.

Vehicle Index Card

| | |
|--------------------------|--|
| Registration No. | |
| Key No. | |
| Make | |
| Model | |
| Number of seats | |
| Chassis No. | |
| Engine No. | |
| Engine size | |
| Voltage 12v / 24v | |
| Fuel Petrol / Diesel | |
| Gross vehicle weight | |
| Date of manufacture | |
| Date received | |
| Value USD | |
| Agency to which assigned | |
| Donor | |
| Insurance type | |
| Date expired | |
| License type | |
| Date expired | |
| Roadworthy test expired | |

Comments:

Notes: This form should be completed in full and a copy kept in the vehicle record and vehicle operations file.



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