

# CRISIS MANAGEMENT



Vernon Duty

BELFOR USA

# Disasters Happen ...



Houston Flooding 2016

Anywhere ... Every Day ...



Garland TX Tornado 2016

# Not All Of Them Make The News

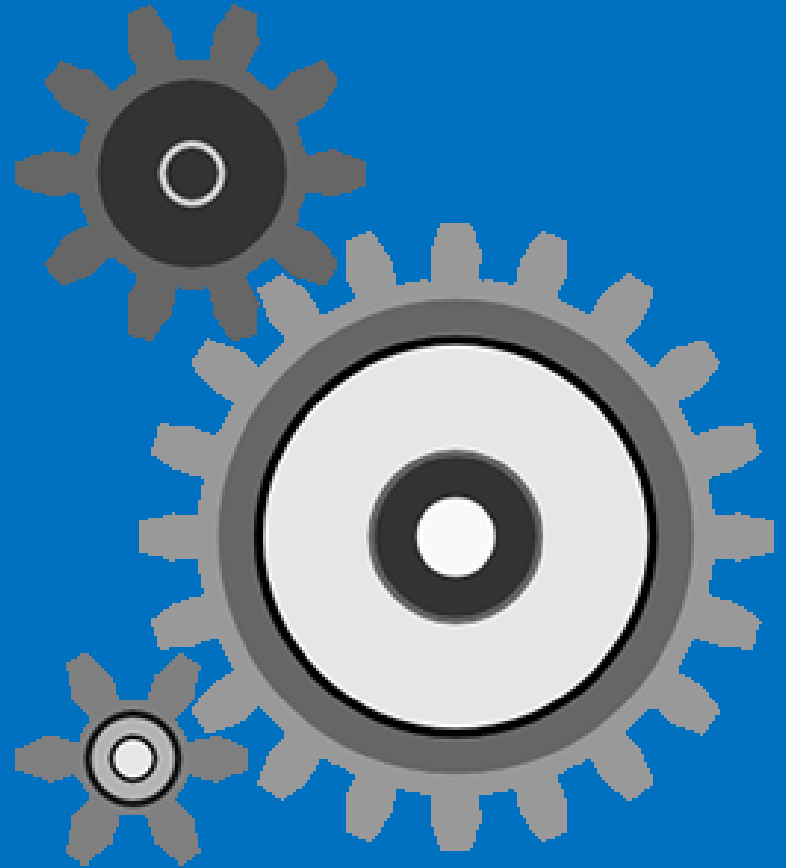


# Pre-Planning

## VITAL CONTENTS

Physical Assets To Operate  
Your Business

Mechanical Systems  
Emergency Contacts  
Emergency Information  
Unique Needs  
Security and Badging  
Requirements  
Background Checks



# Activate The Plan

- Ensure Emergency Evacuation Plans Are Documented and Tested Regularly
- Ensure The Safety of Personnel First, Then Property

## Assess The Impact

Observe, Document, Photograph and Notify

- **Facility** – Structural damage? Interruptions to power, water, electrical, gas? Is it safe to enter the building?
- **Business Operations** - What conditions or circumstances prevent you from resuming normal business operations?
- **Personnel** – Are they safe and available to work? Is there widespread property damage in the area? Have public transportation or roadways been affected?
- **Communication** - Are phones, cell phones and/or internet services working? Communicate status via means available.

# Golden Hours of Recovery

## The Clock Is Ticking ...

First 24-72 Hours

### Stabilize Structure & Environment

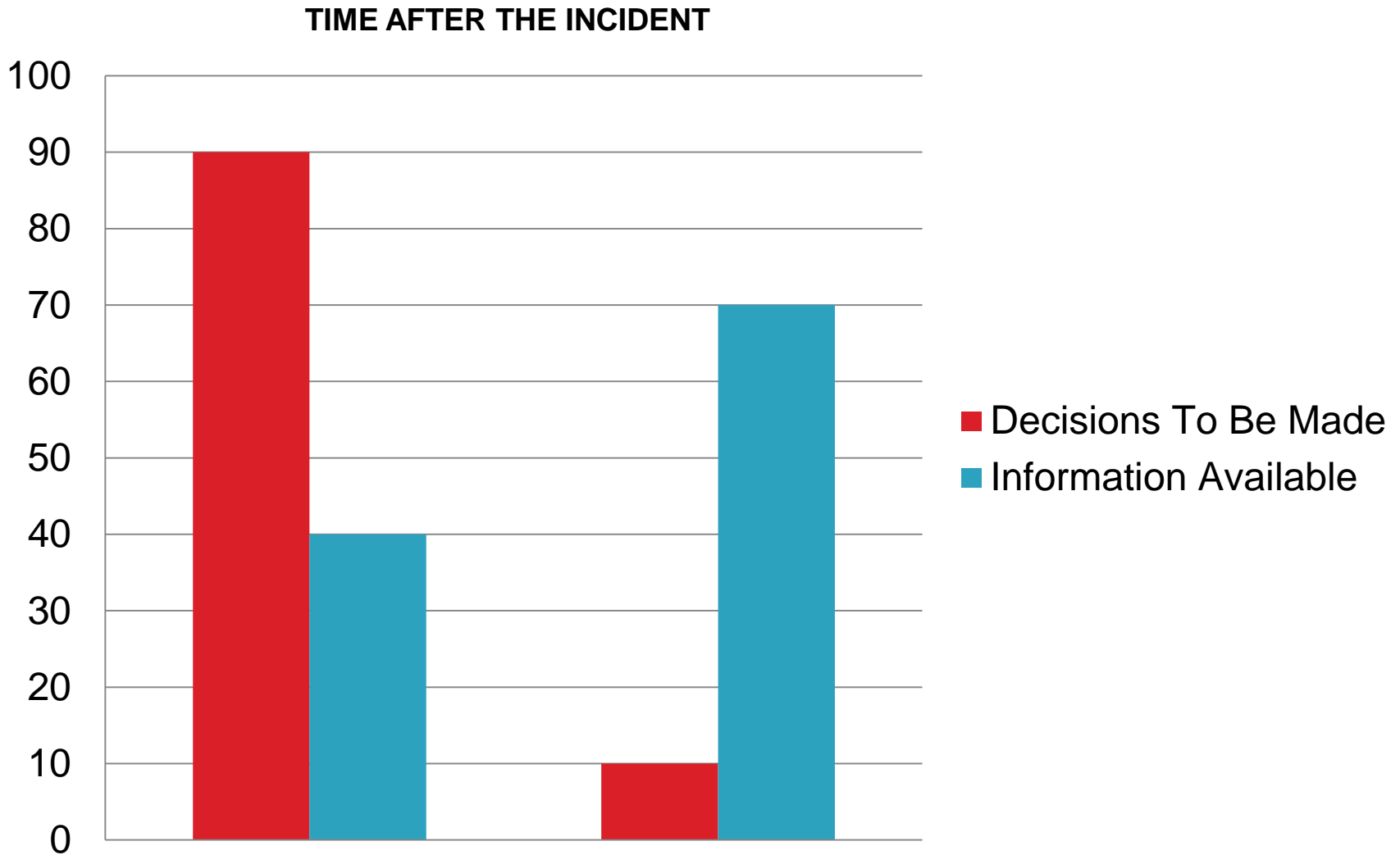
- Temperature Approximately 72°
- Humidity Under 50%

### Recover Assets

- Remove
- Protect In Place



# Typical Incident Development





# Damage Assessment

- Generate Cost Effective Options
- Triage Approach
- Restoration vs. Replacement
- Contents
  - Order Lead Time
  - Cost Ratio
- Business Interruption As A Driver



# Delayed Access

- Incorporate Into Recovery Plans
- Consult With Local Authorities
- Controlled Walk-Thru
- Local Service Providers Also Impacted

**CLOSINGS  
& DELAYS**



# Dealing With The Press

## BREAKING NEWS

- Designate 1-2 Highly Credible People As Spokespersons
- Keep The Message Consistent and Brief
- Be Prepared – Consider The Impact On All Stakeholders

# Phase Approach

## PHASE 1 Emergency Services

- Site and Damage Assessment
- Coordinate Personnel and Supplies
- Minimize Business Interruption
- Curtail Further Damage
- Protect Structure and Contents

## PHASE 2 Recovery

- Project Scope Determined
- Maintain Original Structure
- Recover Important Contents

## PHASE 3 Restoration


- Restoration and Rebuilding Phase
- Repair, Restore, Replace, Rebuild Property
- Goal – Restore Business As Usual

# BELFOR Responds

**ANY KIND OF NATURAL OR MAN-MADE DISASTER  
24-7-365**

- Water Damage
- Fire Damage
- Wind or Storm Damage
- Explosions
- Earthquakes
- Industrial Accidents
- Mold, Asbestos & Lead
- Chemical Spills
- Toxic Waste & Soil
- Flooding and Sewage
- Burst or Broken Pipes
- Damaged Documents
- Machinery Failures
- Vandalism
- Crime Scenes
- Blood borne Pathogens
- Terrorist Attacks
- Construction Defects

# Potential Hazards

A microscopic image showing a dense field of fine, needle-shaped asbestos fibers. The fibers are light blue and appear as a complex, interwoven network.

Asbestos  
Lead Paint  
Chemicals

A microscopic image showing various types of bacteria and viruses. The bacteria are green and rod-shaped, while the viruses are green and spherical with a spiky surface.

Sewage  
Bacteria  
Disease  
Toxins  
Blood borne

# Secure & Isolate



# Shrink Wrap



Cost-Effective Method of Temporarily Protecting Structure and Contents



# Emergency Mitigation

- Building Security (fencing, board-ups, padlocks, badge only entry)
- Isolate Environmental Issues
- Hazard Mitigation
- Water Extraction
- Smoke Ventilation
- Humidity & Temperature Controls
- Identify and Isolate Utilities
- Identify Structural Issues (shoring)
- Remove Assets or Protect In Place
- Isolate Damaged Areas & Restrict Access (construct alternate entrances)
- Electronics and Machinery
- Documents and Archives



# Post Event

## Managing Your Recovery

### (●) Communicating with Leadership

- Frequency and method for delivering status updates to key personnel.

### (●) Communicating with Employees

- How will employees know when it's safe to return to the workplace?
- Is there an established means for employees to check or receive notifications?

### (●) Document all Recovery Actions

- Who, what, where, when and how much?



# Post Event

## Resuming Your Business Operations

### ☛ Have restoration services been completed?

- Are certificates of occupancy required to re-enter the workplace?

### ☛ Post-Mortem

- What worked? What didn't? What would you do differently next time?
- Update disaster recover/business continuity plans as necessary.

### ☛ Taking Toll

- What did it cost to recover?
- What was the revenue impact/loss to the business?
- Were there any other tangible/intangible effects?



# Anything Can Happen

Plan, Prepare and Depend On A Trusted Recovery Partner



800-856-3333 | [www.belfor.com](http://www.belfor.com)



**RESTORING MORE THAN PROPERTY**