

PREPAREDNESS SPOKANE

Emergency & Disaster Planning for Business & Industry

Sponsored by the Spokane City/County Emergency Management Planning -- Business & Industry Disaster Committee

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A Message from the Business & Industry Committee!

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Chair – Business & Industry Disaster Committee

LESSONS LEARNED –A PLAN STILL PERVAILS OVER PURE LUCK!

During our January 22nd general meeting, we learned that should your business experience a major fire, without an emergency or disaster recovery plan, luck would have to play a key role in your recovery effort.

The lesson we really learned was -- that luck is not something anyone would really want to base his or her Emergency or Disaster Plan on. One must be fully prepared to truly ensure recoverability.

The Lessons Learned session, held at the Deaconess Health and Education Center, left many of us wanting to make sure that all the i's are dotted and the t's are crossed as part of our own planning efforts.

Can you imagine being out of your primary location for 11 months? Relying on your vendors or your competition to assist you in recovery efforts -- without prearranged agreements? Hoping (and praying) your

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Disruption Threat: Fires

Cause and Effect:

Fires can start in countless ways – an electrical short, a smoldering cigarette, an open flame, a gas explosion, arson – and the results can be devastating. Impact will depend on the size of the fire, its location in the building, and the success of fire detection and prevention measures. But any fire has the potential, if not detected early enough, to destroy records and equipment, cause human injury or death, result in smoke damage, or completely burn a facility.

When and Where:

Fire is a universal threat. Whether it's located in a 25-story skyscraper or a one-story building, no business is immune. A blaze can be triggered at any time of day or night, making preparedness a must. Fire will often piggyback other disasters. Damage sustained during an earthquake or flood often results in the release of flammable materials. These compound crises are even more dangerous and difficult to fight since critical infrastructure may have been damaged as well.

Mitigation Measures:

- Purchase proper insurance coverage.
- Be aware of community fire codes and regulations and comply.
- Ask your local fire department to inspect your facility.
- Assess whether automatic sprinkler systems, fire hoses, and fire-resistant walls and doors are necessary.
- Install smoke detectors in key locations. Test batteries annually.
- Install a fire alarm and suppression systems that will automatically notify fire officials.
- Station fire extinguishers prominently throughout the building. Make sure employees are familiar with locations and usage.
- Assign an employee to check all appliances at the end of the workday to make sure they are turned off.
- Establish a safe personnel evacuation route.
- Conduct fire drills at least twice a year to ensure that all employees know the proper exit procedure.
- Select several key individuals within the company to coordinate communication procedures with employees, clients, and suppliers.
- Enforce no smoking policies. If smoking is allowed, permit it only in designated areas where large, non-tip ashtrays are located.
- Establish a tight security system to help prevent arsons.
- Replace damaged electrical cords. Avoid plugging several cords into one outlet.
- Leave room for air to circulate around heaters, copy machines, etc.

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critical data is available?

Many thanks go out to our speakers. Mark Sonderen's experience as the result of a devastating fire at his own company, Bruce Blohowiak's fire experience with a local law firm, and Derrick Fincher's knowledge as a local recovery vendor left us with many things to ponder. In addition, thanks to Gregg Hess, of the Spokane Fire Dept. and other members of the audience that offered up valuable information. Thanks to those vendors that took part in the Vendor Fair as well.

WHAT WOULD YOU DO?

Do you have an Emergency Plan for your business? What would you do if you were unable to access your primary facility? What about your employees? Your assets? Your data? Your customers?

A well-documented Emergency Plan will ensure a successful recovery from a fire situation that disrupts your business. In order to respond and ultimately recover from a major event, such as a fire, you must first give some thought to things like the following:

- How will you be notified of an event that occurs after hours?
- Who will respond to the event to perform the initial assessment and assist first responders?
- Have you identified key individuals that would assist in determining the impact to the real to your business?
- What type of expertise would be required? Who knows the facility, the technology, etc.?
- Do you have the contact information available (at home?) to notify the above? Home phone? Cell phone? Addresses?
- Where would the group assemble to manage the event?
- Who's going to handle the Press? Legal issues?
- Where would you go to reestablish your business? What about the resources you would need? How would you contact your vendors?
- What about your vital paper records? Work in

progress?

LOTS AND LOTS OF QUESTIONS ... DO YOU HAVE THE ANSWERES?

MORE FOOD FOR THOUGHT!

Is it the probability or the consequences of the outcome that drives one's actions? Often, when trying to introduce awareness of the need for emergency or business continuity planning often overheard are such things like:

- What are the chances that will ever happen?
- We have never had a disruptive event. What makes you think we'll ever have one? ... And the list goes on and on!

Ah yes ... the big dilemma – To Plan or Not to Plan? That is question.

Whether it's personal preparedness or planning for an event that effect your business – are the consequences of not planning worth the risk or the probable end result?

Prepare your Plan today ... it is important and consequential ... the results will be preferable!

FEBRUARY PLANNING MEETING

The next planning meeting for the B & I Committee will be held on February 20th at the Red Cross Building on West Nora from 3:00-5:00. We will be reviewing the January Meeting -- Lessons Learned, the new Spokane Area Resource Database, the April preparedness campaign, and scheduling our next general meeting. Anyone is welcome to attend.

HAVE YOU CHECKED THESE OUT?

Here are some Web Sites you may find interesting:

http://www.drj.com/new2dr/w2_002.htm

http://www.drj.com/new2dr/w2_003.htm

http://www.drj.com/new2dr/w2_004.htm

<http://www.osha.gov/Publications/osha3088.pdf>

CALENDAR OF EVENTS**SPOKANE CITY/COUNTY DISASTER COMMITTEE MEETING**

PLACE: DEACONESS HEALTH & EDUCATION CENTER

TIME: 9:00 – 1ST TUESDAY OF EVERY MONTH

BUSINESS & INDUSTRY DR COMMITTEE PLANNING MEETING

PLACE: RED CROSS BUILDING ON WEST NORA

DATE: FEBRUARY 20TH

TIME: 3:00 -- 5:00PM

PLANNING TIPS TRICKS & TRAPS!

The true test of any emergency or business continuity plan is that it works when it is need the most, at-time-of-event.

Documentation and periodic review, which result in keeping the plan up to date are reassuring, however the viability of the plan can only be proven through exercises that verify logistics, procedures and strategies.

If you are interested in joining the Business & Industry Disaster Recovery Planning Committee please contact us.

To contact the Business & Industry Committee e-mail us at preparedness_spokane@hotmail.com or call John Ames at (509) 835-2130.

- Keep flammable liquids and contaminants in proper storage containers and designated locations.
- Investigate or contract with a recovery service provider to reduce clean-up costs.

Excerpts from Contingency Planning Magazine – Disruption Defenses; Robert Solomon - National Fire Protection Association, (Quincy, MA)

ATTENTION EVERYONE!

The B & I DR Committee is preparing to launch the Spokane Area Resource Database. We are putting the final touches on a tool that will aid local area business and industry in either planning for or responding to an emergency situation or a business disruption.

The database will provide local businesses with vendor specific information for such things as:

- Crisis Communications & Response
- Facility Resources
- Planning and Management
- Technology & Communications

Within each of these major categories, there are multiple service types/categories (i.e. Facility Resources – Clean-up, Restoration & Salvage- General Contractors, Glass Services, etc) that further define what a vendor has to offer.

We need everyone's help in populating the new database. If you are looking to promote your business – or know someone who is, this is it!

You will be able to access the database via our Web Site: <http://www.spokanecounty.org/emergencymgmt/big.asp>

Once we get the final details worked out, a vendor will be able to register by accessing the link to the Spokane Area Resource Database and filling in the requested information.

Once the vendor's information has been submitted they will be contacted by a member of the B & I DR Committee to ensure the information they entered is correct and that they have indicated all the services their business offers. Upon verification of their information the database will be updated.

Anyone looking for information for planning or recovery purposes can access the database, the lookup a specific vendor, a specific service or do a keyword search.

The database should be considered a planning and recovery tool. *The appearance of a vendor does not constitute an endorsement of the vendor by Spokane County or the Business & Industry Disaster Recovery Committee.*