

Disasters We *May* Experience from a Central Station Perspective: *The Human Aspect*

The Employee Side of Disaster Planning and
Recovery Procedures

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Potential Disasters

- ▲ System Failures
 - ▮ Power Failure
 - ▮ Phone Line Failure
 - ▮ Central Station Hardware Failure
- ▲ Natural Disasters
 - ▮ Hurricane
 - ▮ Tornado
 - ▮ Flood
- ▲ Other Disasters
 - ▮ Fire
 - ▮ Bomb Threat
 - ▮ Chemical Spill
 - ▮ Airplane Crash

“Human Aspect”

- ▲ Consider Employee Needs
- ▲ Various Levels of Commitment
- ▲ Employee Involvement in DR Planning
- ▲ Set Expectations
- ▲ Employee Knowledge of the DR Plan
- ▲ Employee Involvement in DR Testing

Disaster Testing

-  Tested Power, Receiver and Phone System Failure
-  Tested Hardware Failure
-  Tested Hurricane, Tornado and Flood Procedures
-  Tested Fire and Bomb Threat Procedures
-  Tested Plane Crash and Chemical Spill Procedures
- ????? "People" Procedures

“Human Aspect”

- ▲ Consider Employee Needs
- ▲ Various Levels of Commitment
- ▲ Employee Involvement in DR Planning
- ▲ Set Expectations
- ▲ Employee Knowledge of the DR Plan
- ▲ Employee Involvement in DR Testing
- ▲ Employee Impact
 - Local disaster versus service interruption

Potential Disasters

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Hurricane Procedure

- ▲ Initiate “Tracking the Eye” software
- ▲ Determine and Communicate Category, Forecasted Path and Expected Landfall Information
- ▲ Initiate 48-Hour Overtime Staffing Procedure
- ▲ Initiate On-Call Staffing Procedure
- ▲ Initiate Storm Procedure Once Alarm Volume is Impacted

Human Aspect

- ▮ Employees understand the situation
- ▮ Number of hours worked
- ▮ Food Arrangements
- ▮ Lodging
- ▮ Recognition

Bomb Threat Procedure

- ▲ Evacuate Building
- ▲ Notify the Police Department
- ▲ Status Report to Key Personnel and Activate Disaster Recovery Center
- ▲ Relocate 25% of personnel to DRC
 - ▮ If the building has not been cleared within 30 minutes, relocate remaining staff to DRC

Human Aspect

- ▮ Employee Training (Attempt to get as much information as possible)
- ▮ Employee Reaction
- ▮ Employee Communication

What We've Learned

- ▲ Consistent Plan
- ▲ Identify Decision Makers
- ▲ Establish a “War Room”
- ▲ Monthly Tests
- ▲ Frequent Updates
- ▲ Communication is Key
- ▲ Measure the Results and Adjust Accordingly
- ▲ **Always Plan for the Human Aspect**

Thank You

From:

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Employee Impact

- ▲ **No** Employee Impact
 - ▮ n/a
- ▲ Employee Impact
 - ▮ Power Failure
 - ▮ Phone Line Failure
 - ▮ Central Station Hardware Failure
 - ▮ Hurricane
 - ▮ Tornado
 - ▮ Flood
 - ▮ Fire
 - ▮ Bomb Threat
 - ▮ Chemical Spill
 - ▮ Airplane Crash