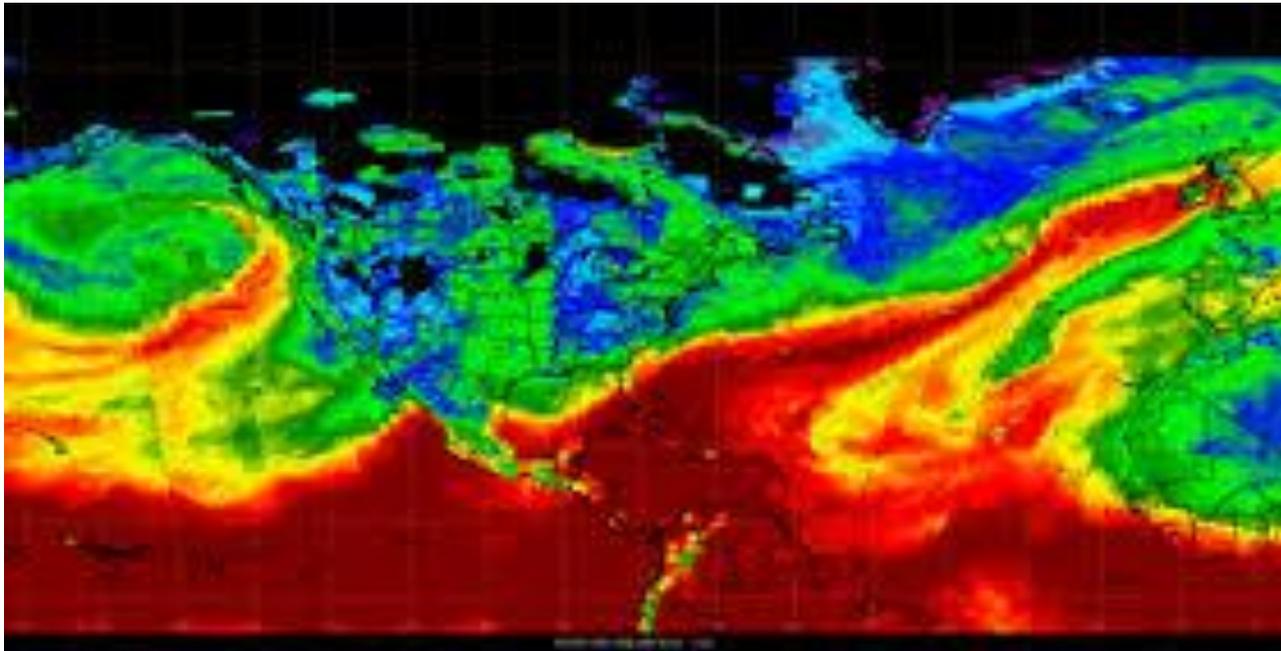




Recovering from a major event - Solutions
Peter Farrelly, vrs Vericlam UK

Climate change will lead to more extreme events



[Storm Desmond - Met Office](#)

Waterworld – Carlisle



Ballater



Dumfries



Peebles



Observations

- Emergency responses excellent in saving lives and property
- Business Continuity Plans are sometimes too generic, unwieldy or out of date
- Experience of managing disaster recovery has been lost
- Suppliers and expert professionals are stretched immediately post-major event
- Multiple stakeholders requires careful communication and co-ordination
- Decision making can be hampered by relying on BAU processes (e.g. procurement)
- Huge burden and stress placed upon staff.

Be prepared

- Keep an eye on weather alerts
- Sign up for flood warnings
- **ACT ON THEM !**
- Move property where possible
- Hire in drying equipment in advance



Plan



Expect the unexpected



The Art of Managing Upwards... PART 2



Looks great from up here!

Should we tell him?

Nah, he'll find out sooner or later.

My guess is sooner.



Planned Responses

- Alternative Premises – are they practical?
- IT Disaster Recovery – check what it does
- Key suppliers – are they in high risk locations ?
- Staff contact details – home working
- Nominated loss adjusters
- Strategy for student contact
- Key equipment / machinery



Organisational Readiness

- Experts and suppliers pre-approved
- Fees/ charges agreed in advance
- Fast-track procurement in place
- Project Management resource
- Inter departmental communication

Formalise Pre-incident relationships

- Loss adjuster
- Surveyor
- Structural Engineer
- Emergency works contractor
- Forensic scientist
- Disaster recovery expert

Things to do day one

- Is safe access achievable? If yes, engage your experts and arrange controlled access by all interested parties, including the affected service. If no, establish timescales and **communicate** to all
- Hold a post first inspection meeting immediately – preferably off site – again, all interested parties to be involved. Prepare distribution list and **agree** all initial actions with all parties – who is responsible and when
- Record/minute agreed measures and **communicate** to all

Things to do day one

- Appoint a project manager to be focal point for all activities.
Communicate identity to all
- Relocation? Where? Existing? New location? – **agree** party responsible for sourcing and timescales & costs
- If site not secure or asbestos contaminated, **agree** measures to make safe and timescales

Things to do day one

- Identify business critical items
- Identify high value items
- Arrange safe removal of salvable contents – ensure all contents removed are **recorded** and labelled with place of origin. Record and prepare **plan** of temporary location/storage. Show what is where
- Stabilise the environment – disaster recovery – **mitigate** ongoing deterioration

Things to do day one

- Identify and **agree** location of temporary decontamination facilities – preferably on site
- Isolate damaged areas – **agree** measures to ensure as normal activities as possible outwith damaged areas
- **Publicise/communicate** agreed measures with staff, students, tenants, politicians, media etc – update regularly
- **Agree** date of next meeting and frequency

- Flexibility of BI cover
- Early identification / discussion of coverage issues
- Shared objectives
- Team approach
- Interim funding

- Statement of Fact
- Proximity to water courses
- Flood v storm
- Stillage conditions
- BI coverage
 - Denial of access
 - Wide area damage
- Adequacy of cover

Resistance and Resilience - flood

- Resistant v resilient
- Resistant – guards, drainage valves
- Resilient – resistant plaster
- Concrete not wooden floors
- Electric sockets repositioned higher
- Position / height of racking
- Cost implications
- Government grants



➤ Extensive flood to College Premises



➤ Extensive flood to College Premises

- Speed drying
- Negotiated contract for building works
- Accelerated works
- Phased re-opening
- Project managed approach
- Re-opening marketing