

# WHAT IF *THAT* HAPPENED LAST NIGHT!

Today is great!

*Let us get you to the finish line.*



# Just your basic day of

- Driver calling in 20 minutes before due to leave the office
- Computer is down
- Customer called to complain that the bus was 20 minutes late and now their whole life is ruined
- The phone system is having glitches. Not enough to know how to tell the phone tech what is going wrong, but enough that every 7<sup>th</sup> call gets cut off
- The main receptionist who carries the weight of half of the other clerical associates just took off to the hospital with her baby on the way, only 3 weeks early

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# Just another fabulous day of fighting fires!



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BUT, what would be  
happening if THAT is what  
happened last night?



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# That being

- Building Fire
- Tornado
- Massive Snow collapses the roof
- Earthquake (well, maybe not that)

Would you be ready for THAT?

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You would if you and your team had taken a few hours each week to put an emergency plan together and really thought through possible problems.

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Today, after what happened last night, is not the time to do your emergency planning, or to find out the one you did 10 years ago is no longer up to date

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If THAT happened last night, where would you all be meeting today to provide information to the entire team?

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How would you provide information to the entire team before they were to meet? Do you have an up to date call tree?

Top Executive calls top two managers, who each call the next two people, and so forth?



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Are the Emergency Plans at someone's home as a backup or still collecting dust on an office shelf that just got destroyed?

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Do you have your computer  
system completely backed up  
off site?

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If it was a garaging facility, do you have agreements with neighboring systems to rent, borrow, beg extra unused equipment to keep running?

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If office facilities are taken out, do you have plans for some type of temporary office space?

- Perhaps a rental construction trailer?
  - Does that meet zoning requirements?
  - How big do you need?
  - Who has those systems to lease out?



How much help (or hindrance)  
will your insurance agency be  
able to provide?

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Can your phone system company provide another system quickly? If you are not real happy with your current system, is there one you would rather have?

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Do office employees have home laptops they could bring in to get back online? How many other additional systems would be needed?

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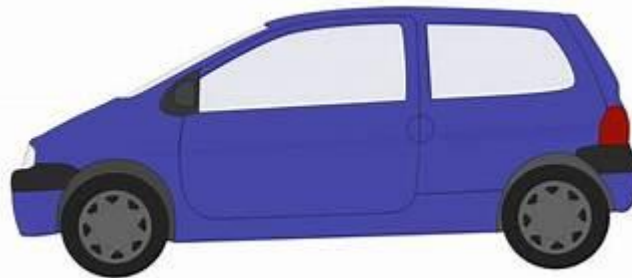
How fast (or slow) would procurements be under an emergency situation?

Can some of the basics be in the emergency plan?

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Does the city/county or other governmental agency have vehicles that might be used for transportation of customers who really need it over the next couple of days?



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This is not an overnight fix, even though the disaster only took minutes to happen. Your organization will be the only ones who know what needs to happen and the special needs that must be covered.

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Set up a time for planning for the emergency. Perhaps a Saturday morning, if need be.



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Have all members of the team walk through the various disasters that could happen, and what each disaster could create which problem.

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Break the entire team into smaller groups, and each group takes on the task of answering the above questions for each of the disasters if they are different.



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Work through all the issues and bring the teams back together to give their report on what they found. Perhaps give them a month or two to find all the answers. Don't let them put it off.

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Once a plan is in place, no longer than annually, that plan must be reviewed and updated with new names, positions, duties, and pricing and or contact information.

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# While you are at it...ask the “what if” question to all employees

- What if at the sound of my voice, there was a fire in the building?
- What if the tornado siren went off from an incoming tornado
- What if Billy Bob’s goofy ex-wife had her shotgun coming through the door because she was upset that he was seeing another one of your drivers?
  - Local Law Enforcement to help with this?

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All new employees need this information when they are onboarded.

Vendors who may be working in your office for a couple of days need to be informed

And you need to do re-training every year on all of these items.

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The “fires” we fight every day in our normal routine will not compare with what the real “THAT” happened last night, but if you are prepared, you will at least be a few steps ahead.

Don't Set this aside. “Last Night” could be “Tonight”. Be prepared!

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