

Disaster Recovery: Lessons Learned from Superstorm Sandy

Information provided by Agility Recovery Solutions

Although it was classified as a moderate Category 1 storm, Sandy will be remembered as one of the most devastating storms in history. Sandy affected all segments of society from private citizens and businesses, to government services and utilities. While some businesses had plans in place to deal with a situation like this, most did not. Those that didn't paid a heavier price! So if a disaster strikes your company, how prepared are you? If your disaster plan is solely comprised of computer backups and a phone tree, you may want to invest some effort in a real recovery plan.



Disaster Recovery is a Risk Control technique. Risk Control is anything you can do to lower the frequency and severity of a claim. Disaster recovery won't reduce frequency, but it will definitely reduce severity. In some cases, an effective disaster recovery plan supported by a correctly-written insurance program can be the difference between a business' survival or failure.

The Basics

Preparing your Employees

Though many organizations were unharmed during Sandy, their employees could not, or would not, return to work for various reasons. Below are some thoughts and suggestions on how to better prepare your workforce for disaster, so they can return to work in a timely manner.

- Cross train your employees. Regardless of a disaster's impact on your business, if an employee's family is displaced or affected by a crisis, they will respond to their family first and their employer second. Be sure you can continue operations if key personnel are unavailable due to family emergencies.
- If a "work from home" scenario is part of your plan, you must plan for the risks of power loss, communication interruptions, inconsistent internet access and the inevitable distractions encountered when staff are working in a home environment.
- If employees must be "in office", how will they travel to work when public transportation and fuel are cut off? Consider establishing carpool protocols or hiring a transportation service. For future events, consider storing fuel on-site for distribution to key personnel. Be sure to follow official guidelines for fuel storage and distribution.

Communications

In every crisis, from large to small, communications is the key to recovering quickly. When planning, "communications" should be a top priority. Below are some lessons learned that may allow you to better develop your crisis communications plan.

- Having a single carrier for phone, internet and mobile access is a major point of failure. Diversify your communications providers to provide an extra layer of resilience.

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- Because communication is the key to any recovery, mobile service is a typical bottleneck during a regional crisis. During Sandy, smart phone power and network access were either limited, or simply not available. Be sure you have a solar powered or hand crank charger for mobile devices. For those in healthcare, government, security, etc., you may need to consider satellite communications tools including phones and internet providers.
- When bandwidth is limited, text messaging may be your only means of communication. Know how to send texts to employees, staff, vendors and customers. Consider implementing a system for sending mass texts or email-to-text messages.
- Think about the different audiences that must be communicated with immediately following a disaster: family, employees, partners, investors, vendors and customers. What is the message to each audience? If you communicate effectively, most people will be able to accommodate short-term disruptions, and will remain loyal customers. However, if you don't communicate at all, they will simply find the next provider.

Planning

It seems like sometimes the smallest detail can have the greatest effect on your ability to recover during a crisis.

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Risk Management Seminar Series



Human Resources - The Exchange - Strategies for Managing Conflict in the Workplace

Friday, April 12, 2013

7:30 AM Registration, 8:00 AM - 10:00 AM Program

Risk Control - Agility Disaster Recovery

Friday, May 10, 2013

7:30 AM Registration, 8:00 AM - 10:00 AM Program

Human Resources – Sexual Harassment Prevention Training

Friday, June 7, 2013

7:30 AM Registration, 8:00 AM - 10:00 AM Program

Reserve Early, Seating is Limited!

All training sessions are available to our clients. To register, contact Bethany Mongold at mongold@cavignac.com or call 619-744-0540

NOTE: Due to the popularity of our seminars and limited space available, we regret we cannot provide refunds or credits with less than 72 hours advance notice of cancellation.



Here are a few tips:

- Know your local emergency management, political leadership and law enforcement. Knowing these leaders can make or break your recovery when it comes to outside assistance making it into a restricted area, or finding out key information that can aid in your recovery.
- Document, document, document. Take pictures before, during and after the crisis (if it is safe to do so.) It will help aid the recovery effort and ensure that insurance has enough information to quickly and properly process claims.
- Knowing your electrical demand ahead of time is critical. It can save time and potentially thousands of dollars when making decisions in the midst of crisis.
- If your generator is elevated to avoid flooding, make sure the fuel supply is elevated as well. Fuel sources and/or pumps to deliver fuel to a generator that are below, or at, ground level can be compromised by floodwaters. Additionally, any generators elevated above ground will be difficult to refuel. During Sandy, some hospitals were forced to hand carry containers of diesel fuel up dozens of flights of stairs to refuel generators on rooftops.
- Have more than one fuel vendor available. Perhaps no other frustration attracted more media attention than the lack of fuel, for both backup generators and vehicle use. Supply lines can be interrupted hundreds of miles away affecting supply and local rationing can be imposed at any time. Be sure to have multiple vendors in the event a primary vendor's operations are interrupted.

Cavignac & Associates partners with Agility Recovery Solutions not only to help manage our disaster recovery efforts, but to help our clients manage theirs as well. Agility provided the material for this newsletter. If you want a more in-depth disaster recovery checklist, [click here](#).

Note that Agility is hosting a Disaster Recovery Seminar at Cavignac & Associates on Friday, May 10, 2013, at 8:00am. If your current disaster recovery program leaves a little to be desired, or you simply have questions, you should consider attending. The seminar invitation follows this newsletter. ❖



Disclaimer: This article is written from an insurance perspective and is meant to be used for informational purposes only. It is not the intent of this article to provide legal advice, or advice for any specific fact, situation or circumstance. Contact legal counsel for specific advice.



**CAVIGNAC &
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Agility Disaster Recovery Seminar

Lessons Learned from Superstorm Sandy

Don't let disaster scenarios overwhelm you. Join us at our Disaster Recovery Seminar and learn how to discover and protect against vulnerabilities. The safety of your business assets are at stake when you fail to plan for emergencies.

This program will cover:

- *Superstorm Sandy Recap* – stats about the disaster, impacts across the region
- *Lessons Learned* – lessons Agility observed being learned by Agility members and non-Agility members
- *How to Get Ready For What May be Next* – how to implement the lessons learned into your disaster recovery program



WHERE:	Cavignac & Associates 450 B Street, Suite 1800, San Diego, CA 92101
WHEN:	Friday, May 10th 7:30am Registration / Program 8:00-10:00am Complimentary continental breakfast
PRESENTERS:	Mark Norton, <i>Agility Recovery</i> Jeff Cavignac, <i>President, Cavignac & Associates</i>
COST:	\$50 for Clients / \$75 for Prospective Clients
RSVP:	By May 3rd to Bethany Mongold 619-234-6848 / mongold@cavignac.com

Mark Norton, a Certified Business Continuity Planner, is the Senior Continuity Planner at Agility Recovery, a disaster recovery company based in Charlotte, NC. Agility provides access to the four key aspects of business operations during a recovery: Space, Technology, Power and Connectivity. Mark joined Agility in 2008 as an Associate Continuity Planner and in 2011 he took on the management role of Senior Continuity Planner. Since joining Agility, Mark has responded to over 600 recoveries ranging from minor disruptions to major regional catastrophes. Mark, along with his associates, have a 100% success rate recovering members throughout all types of disasters from coast to coast.

Jeff Cavignac, President of Cavignac & Associates, leads an agency committed to providing risk management services to its clients. The agency services architects, engineers, general contractors, real estate professionals, lawyers, accountants and many other industries. By providing risk management services that help reduce the severity and frequency of claims, and negotiating good terms for insurance, the agency's clients are able to drive dollars to their bottom line.



live well, work well

Mediterranean Diet Improves Heart Health

The New England Journal of Medicine recently published the results of its study on how a Mediterranean diet affects heart health. This study—the first major clinical trial on the subject—revealed that following a Mediterranean diet can prevent about 30 percent of major cardiovascular events, such as heart attacks, strokes and deaths from heart disease, in high-risk individuals.

This diet focuses on improving heart health through consumption of certain foods, rather than on losing weight. Participants in the study were either assigned to follow a Mediterranean diet rich in olive oil, nuts, wine, beans, fish, fruits and vegetables, or a low-fat diet. Of the participants following a Mediterranean diet, half were instructed to consume at least four tablespoons of extra-virgin olive oil per day, and the other half were instructed to consume at least one ounce of walnuts, almonds or hazelnuts per day. These items were supplied.

The basics of the Mediterranean diet were to consume, at a minimum, two servings of vegetables and three servings of fruit per day, fish at least

three times per week, and legumes such as beans, peas and lentils at least three times per week. Participants were instructed to eat white meat rather than red, and, if drinking was a normal part of their routine, to drink at least seven glasses of wine per week with meals.



Participants' adherence to the diet was tracked through blood and urine samples. In addition to revealing the benefits of the Mediterranean diet, the study showed that low-fat diets are not significantly beneficial and are more difficult to maintain.

While not everyone is convinced of the study's findings, the study, which tracked the health of over 7,000 high-risk individuals in Spain, is a major stride in diet and heart health research.

National Autism Awareness Month

Autism is a developmental disorder characterized by impaired social interaction, communication issues, and unusual, repetitive or severely limited activities and interests. While it can affect anyone, autism has been found to be more common in boys than in girls.

Spread autism awareness in your community this month by getting involved, attending an event or even just discussing it with family and friends.

DID YOU KNOW

Having a family member with autism can affect many areas of life. Things like going out to eat, attending sporting events and even watching movies can be uncomfortable or even impossible for individuals with autism. Many organizations are working to break down this barrier by hosting autism-friendly events, such as movie showings.



live well, work well

Live Well, Work Well (continued from page 5)

Is Your Workout Tech-Savvy?

While technology is not a mandatory addition to your workout, many individuals find it useful and even motivating. Music players are only the tip of the iceberg—whatever your fitness regime, there's probably some sort of device or app for it.

If you're looking to make your solo workout more exciting and interactive, fitness gaming, or active video games, might be for you. From yoga to boxing to tennis, there are many types of fitness video games that really do make you break a sweat.



For smartphone lovers, there are apps that can remind you it's time to exercise, and track distance travelled, your course and workout time—some of these apps are even available to download for free.

Those numeric-minded individuals looking for measurable results may find pedometers, heart rate monitors and multi-purpose tools useful. From measuring sleep quality to tracking the number of calories burned, these tools record workout and daily activity levels.

If your workout routine hits a bump in the road, try giving it a technological twist—you may find it's just what you need to boost motivation and get back on track.

Buy In Season and Save

Suffering from sticker shock on the cost of fresh fruits and vegetables? Instead of skipping these nutritional items altogether, buy produce when it is in season—and much cheaper. The following lists common fruits and veggies by season:

Winter: Citrus fruits (such as grapefruits, lemons and oranges), bananas, kale, leeks, mushrooms, onions, pears, potatoes, rutabagas, turnips and winter squash (such as butternut and acorn)

Spring: Apricots, asparagus, bananas, broccoli, cabbage, collard greens, green beans, honeydew melon, lettuce, man-goes, peas, onions, leeks, mushrooms, pineapple, rhubarb, spinach and strawberries

Summer: Apricots, bananas, beets, bell peppers, blackberries, blueberries, raspberries, cantaloupe, cherries, corn, cucumbers, eggplant, garlic, grapefruits, grapes, green beans, honeydew melon, kiwifruit, lima beans, mushrooms, nectarines, okra, peaches, peas, plums, radishes, strawberries, summer squash, tomatillos, tomatoes, watermelon and zucchini

Fall: Apples, bananas, beets, broccoli, Brussels sprouts, carrots, cauliflower, cranberries, garlic, ginger, grapes, mushrooms, parsnips, pears, pineapple, pumpkins, rutabagas, sweet potatoes, Swiss chard, winter squash (such as butternut and acorn) and yams

To see what's growing seasonally in your region, visit: http://snap.nal.usda.gov/foodstamp/nutrition_seasons.php.

Asparagus with Gremolata

Need to mix up your side dish routine? Make use of one of spring's in-season vegetables, asparagus, with this quick and delicious recipe.

2 pounds asparagus, washed and drained
2 tbsp. margarine or butter
2 tsp. lemon peel, grated
1 large garlic clove, minced
2 tbsp. lemon juice

Cook asparagus in a large pot of boiling water until tender (about 4 minutes). Drain. Rinse with cold water then drain again. Pat dry. Wrap in a paper towel and then plastic wrap; refrigerate. Melt margarine in a heavy large skillet over medium-high heat. Add lemon peel and garlic and stir for 30 seconds. Add asparagus and toss to coat. Sprinkle with lemon juice. Sauté until asparagus is heated through and coated with Gremolata sauce (about 3 minutes). Sprinkle with parsley and serve.

Yield: 6 servings. Each serving provides 70 calories, 4g total fat, 0mg cholesterol, 35mg sodium, 3g dietary fiber, 3g protein and 3g sugar.

SPOTLIGHT ON



Cavignac & Associates is proud to support local and non-profit civic organizations, including the Downtown San Diego Partnership



The Downtown San Diego Partnership is a leading advocate for the economic growth and revitalization of Downtown. The Partnership works closely with regional business organizations and government agencies to identify needs, develop strategies, shape public policy and implement programs that strengthen the business climate and quality of life in Downtown San Diego.

Overview:

The Downtown San Diego Partnership is a privately funded non-profit 501(c) 6 business organization. The Partnership was formed in 1993 by the merger of two Downtown business organizations: San Diego Downtown Association / Central City Association (formed in 1952), and San Diegans, Inc. (formed in 1958). Our membership consists of companies and individuals committed to strengthening the business, residential and cultural environment of Downtown San Diego.

Our Mission:

As the "Voice of Downtown," it is our mission to advance Downtown San Diego as the leading economic, cultural and governmental center of the region through leadership, advocacy and education.

What we do:

- Represent membership before governmental agencies and community organizations
- Serve as Downtown's watchdog
- Support redevelopment that stimulates business and economic growth Downtown
- Advocate for improvements that enhance Downtown's quality of life
- Promote development of public facilities and infrastructure that serve Downtown
- Support Downtown San Diego as the center for the arts and culture for the region
- Coordinate member efforts to improve Downtown social services and outreach programs
- Educate San Diego communities about the importance of a vibrant and healthy Downtown

For more information about the Downtown San Diego Partnership, visit www.downtownsandiego.org