

DISASTER RECOVERY PLAN

Disaster Planning
Evacuation Planning
Emergency Planning
Recovery Planning
Business Continuity Planning

DISASTER PLANNING

Purpose:

- Recover from the initial impact.
- Restore basic operations.
- Resume normal operations; and
- Replace damaged equipment & facilities.

Goals of a Disaster Recovery Plan:

- To eliminate or reduce the potential for injuries or the loss of human life, damage to facilities, and loss of assets and records.
- To stabilize the effects of the disaster, allowing for proper assessment and the beginning of recovery efforts.
- To implement the procedures contained in the Disaster Recovery Plan according to the type and impact of the disaster.

Priorities:

- People : Locate and calm all people
- Facilities : Secure each facility as shelter for both people and assets.
- Assets : Conducting a damage assessment will determine which assets have been destroyed, which ones are at risk and what resources are left.
- Records : Documenting the disaster and the actions taken by the company's personnel
- Client base : Reassure Clients of a recovery.

Types of Disaster:

- Natural or cataclysmic events (e.g., earthquakes, fires, floods and storms).
- Human behaviour (e.g., robberies, bomb threats, acts of arson, hostage events or transportation strikes); and
- Technological breakdowns (e.g., power outages, computer crashes and virus attacks).

Common Disasters:

- Fires.
- Water leaks.
- Power outages.
- Virus attacks.
- Premises liability issues; and
- Human errors.

Fire Safety

- Have your office, plant or facility inspected for fire safety; ensure compliance with fire codes and regulations.
- Install smoke detectors and fire extinguishers in appropriate locations.
- Consider an automatic sprinkler system, fire hoses and fire-resistant doors and walls.
- Establish a system for warning your employees. Plan how you will communicate with people with hearing impairments or other disabilities and those who do not speak English.
- Put a process in place for alerting the fire department.
- Plan and practice how people will evacuate in a fire.

EVACUATION PLANNING

- Plan two ways out of the building from separate locations throughout your facility.
- Consider the feasibility of installing emergency lighting or plan to use flashlights in case the power goes out.
- Establish a warning system.
- Test systems often.
- Plan to communicate with people who are hearing-impaired or have other disabilities and those who do not speak English.
- Designate an assembly site.
- Pick one location near your facility and another in the general area in case you have to move farther away.
- Be sure the assembly site is away from traffic lanes and is safe for pedestrians.
- Have a roster or checklist prepared to assist with the head count of all employees.
- Conduct employee training, exercises and drills including procedures for evacuating high-rise buildings on a regular basis.
- Plan for people with disabilities who may need help getting out in an emergency.
- If your business operates out of more than one location or has more than one place where people work, establish evacuation procedures for each individual building.
- If your company is in a high-rise building, an industrial park, or even a small strip mall, it is important to coordinate and practice with other tenants or businesses to avoid confusion and potential gridlock.
- If you rent, lease or share space with other businesses make sure the building owner and other companies are committed to coordinating and practicing evacuation procedures together.

Process:

1. We currently only have one location where people work.
2. We will practice evacuation procedures 3 times a year as per the landlord's requirements with other tenants or businesses in the office park.
3. Warning System: An airhorn alarm is sound.
4. We will test the warning system and record results 3 times a year.
5. Assembly Site: Designated assembly points the Business Park.

EVACUATION PLANNING

Emergency Evacuation Planning for Persons with Disabilities

Our plan for people with disabilities who may need help getting out in an emergency: Note: The person with the disability is the best authority on how to be moved.

On a ground-level floor, persons with physical disabilities should evacuate via accessible exits along with the other occupants of the building. Read the following for information regarding above or below-ground floors.

Visual Impairments

Most persons with visual impairments will be familiar with their immediate surroundings. In the event of an emergency, tell the person with a visual impairment the nature of the emergency and offer to guide the person to the nearest emergency exit.

Have the person take your elbow and escort him or her out of the building. As you walk, tell the person where you are and advise him or her of any obstacles. When you reach safety, orient the person to where he or she is and ask if any further assistance is needed.

Hearing Impairments

Some persons with hearing impairments may not perceive audio emergency alarms and will need to be alerted to the situation by gestures or by turning the light switch off and on. Emergency instructions can be given by verbalizing, mouthing, or by a short, explicit note. Example: Fire alarm go out south doors now!

It is appropriate to assist a hearing-impaired person as you leave the building.

Mobility Impairments

Since elevators should not be used for evacuation during a fire alarm, persons with mobility impairments may need assistance in evacuating unless they are on the ground floor with accessible exits. As persons with mobility impairments have varying degrees of limitations, information is offered for two possible scenarios: ambulatory and non-ambulatory impairments.

Ambulatory Mobility Impairments

Persons with mobility impairments who are able to walk independently, either with or without the use of crutches or a cane, may be able to negotiate stairs with minor assistance in an emergency. Even some persons who customarily use a wheelchair or scooter for long distance travel may be able to walk independently in an emergency.

If individuals are able to walk up or down stairs, it is advisable that they wait until the heavy traffic has cleared before attempting to evacuate. Someone should walk beside the person to provide assistance in exiting the building, if needed.

Non-Ambulatory Mobility Impairments

In keeping with current philosophy and preference to stay in place, the most recent advice from fire and campus safety experts is that wheelchair users should exit the building on their own if they can do so. If they encounter stairs or otherwise cannot exit the building on their own, wheelchair users should move to and remain at a designated area of rescue assistance until emergency rescue personnel arrive.

A specific person should be designated to inform emergency personnel of the disabled persons location. If rescue is deemed necessary, qualified personnel will assist in the evacuation.

EVACUATION PLAN

Factors to consider when ordering an Evacuation:

- Severity of the Incident
- Likelihood of escalation
- The incident becoming uncontrollable beyond resources available.

Procedures:

1. Assess the situation for potential evacuation.
2. Remove anyone in the immediate vicinity.
3. If there is a fire and it is localized, then endeavor to use the fire extinguisher.
4. Notify Quick Reaction Team
5. Quick Reaction Team Leader to:
 - Assess the situation.
 - Notify all persons to leave the premises calmly and assemble at evacuation points.
 - Notify Emergency services.
6. Quick Reaction Team to:
 - Head count all employees and visitors.
 - Render First Aid
7. Wait for Emergency Services
8. Once emergency services assess the situation and deems it safe to re-enter the building, then quick Reaction team to Salvage and Restore Company operations.
9. All persons may re-enter the building to retrieve personal belongings.

EMERGENCY PLANNING

Rules in an emergency:

- Stop work and leave the building IMMEDIATELY when the fire alarm sounds or when you are instructed to do so.
- Follow instructions, avoid panic, and cooperate with those responding to the emergency.
- Proceed to the designated or nearest exit.
- Turn off computers, equipment, fans, etc., and close desk drawers.
- Do NOT delay your exit from the building by looking for belongings or other people.
- When leaving the building, go to a clear area well away from the building. Do not obstruct fire hydrants or the responding fire/rescue workers and their equipment.

- Do not re-enter the building until instructed to do so by your supervisor or fire/rescue worker.
- The above rules will be enforced. Periodic fire emergency drills may be conducted. Your life and the lives of others will depend on your cooperation.

Emergency plan:

This company has a responsibility for minimizing the danger to life, property, and job security arising from the effects of fire, riots, civil commotion, and natural and man-made disasters. To accomplish this purpose, a Quick Reaction Team has been developed to respond to emergencies.

If you ever discover a fire:

- Remain calm. Do not shout "Fire!"
- Pull the nearest fire alarm.
- Dial "(your cell phone network first 3 digits followed by 911" on the telephone and give the operator the location of the fire, the floor and room number, if possible.

List of recommended emergency supplies

- Fire Extinguisher
- Water amounts for portable kits will vary. Individuals should determine what amount they are able to both store comfortably and to transport to other locations. If it is feasible, store one gallon of water per person per day, for drinking and sanitation.
- Flashlight and extra batteries
- First Aid kit
- Whistle to signal for help.
- Dust or filter masks, readily available in hardware stores, which are rated based on how small a particle they filter.
- Moist towelettes for sanitation
- Wrench or pliers to turn off utilities.
- Plastic sheeting and duct tape to "seal the room."
- Garbage bags and plastic ties for personal sanitation

QUICK REACTION TEAM

NAMES	ROLE	RESPONSIBILITIES
Domonique Schultz (Head of Operations)	Leader	Evacuation
Caylin Maritz	Office administrator	Contacting Emergency & Service Departments
Cherise Barnard	Render First Aid	First Aid
Armand Joubert	Salvage and Restore Company Operations	Salvage and restore

EMERGENCY CONTACT INFORMATION

Emergency Departments	Number
Ambulance	082 / 083 + 911
SAPS Police	10111
Metro Police	(012) 358-7095/6
Fire Brigade	10177
Water Works	(012) 358-7737/8022
Poison Control	080 033 3444
Centre for Disease Control	(012) 424-9000

EMERGENCY CONTACT INFORMATION

Armand Joubert	Director	082 464 4820
Domonique Schultz	Head of Operations	063 698 6858
Cherise Barnard	Manager	076 375 9933
Wouter Snyman	Director	082 606 5346

RECOVERY PLANNING

SUPPLIER DETAIL

SERVICE DEPARTMENTS	CONTACT PERSON	PHONE NUMBER
3CX	Dawie	(021) 247 5100
IT Contractor	VPNT	(012) 247 5072
Computer Technician	VPNT	(012) 247 5072
Plumber	Landlord	(012) 365-0760
Furniture supplier	Waltons	(012) 342-0626
Stationery Supplier	Waltons	(012) 342-0626
Insurance Provider	Old Mutual Insure	0860
Attorney	Finversed	012 007 0079
Municipality	Tshwane	(012) 358-9999

BUSINESS RECOVERY CHECKLIST

Premises, Fixtures and Furniture	
Power and Other Utilities	
Communication Systems	
IT Systems (Hardware and Software)	
Trading, Sales and Customer Service	
Human Resources	
Information and Documentation	
Office Supplies	
Operations and Administration (Support Services)	

BUSINESS CONTINUITY PLANNING

If the business premises is destroyed, we will operate from the following location:

Management will be able to work from home.

If the business telecommunication lines are not operational, we will use the following telephone and fax numbers:

We have an electronic number (010 143 3701) that will route to any available lines.

If the Manager (Domonique Schultz / Cherise Barnard) is unavailable, the following person will render assistance:

Armand Joubert

If our computers are destroyed, we will use back-up computers at the following location:

32 Daleen str, Newmark Estate, Hazeldean, 0181

Back-up records including a copy of this plan, site maps, insurance policies, bank account records and computer backups are stored at:

One drive which is cloud base.

If our accounting and payroll records are destroyed, we will provide for continuity in the following ways:

Accountants' system

The manner in which to inform clients of Disaster:

E-mails and social media

SUCCESSION PLAN

Position Title	Incumbent Name	Retirement Date	Number of Candidates	Candidate(s) Name(s)	Readiness rating
Director	Armand Joubert	2051	1	Domonique Schultz	8
Head of Operations and Claims Manager	Domonique Schultz	2055	2	Elaine Barkhuizen Cherise Barnard	8.5 8.5
New Business and Underwriting Manager	Cherise Barnard	2063	2	Ryno Harmse Edric Page	8.5 7.5

ANNUAL REVIEW

We commit to reviewing and updating the policy regularly.

Retha Joubert

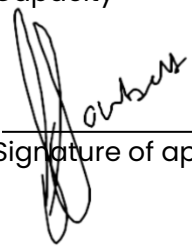
Name and Surname

10/10/2024

Date of approval

Key Individual

Capacity



Signature of approver