

# EQ Loss Prevention



## Post-Disaster

Now that the shaking has stopped, it's time to put your business back together and recover as quickly as possible. It's estimated that 25% of small to medium size businesses do not recover after a serious disaster. For more information on how to be prepared for an interruption to your business, please read our pre-disaster and contingency planning tip sheets.

Your business continuity/contingency or disaster recovery plans are critical tools at this stage. Since it could be hectic and you may be displaced, these pre-determined plans can help you quickly get back on track. It's important to scale your response to the size of the earthquake and the resulting impact to your business.

### Assess the impact:

Before making any plans, understand where your business has been interrupted. This may mean reaching out to suppliers, as well as reviewing the physical damage to your property. Make sure to check:

- Plumbing, gas lines and old sprinkler piping for any leaks or breaks. Shut off any compromised systems immediately.
- Hazardous material for any leakages or spills. Contact local emergency response authorities if a leakage or spill has occurred.
- If your property is unsafe, do not re-enter and call your broker and insurance provider immediately to start the claims process.

### Get in touch with your insurance provider:

For any damage or time lost, open your claim with your insurance company in collaboration with your broker. Adjusters can get busy in major incidents like earthquakes, so ensuring that you're on the list early can help your recovery process move along.

\*Did you know you can use your employees to help with your recovery process? Provide work for your good and skilled workers. Not only are they your company's most valuable assets but they can help speed up recovery. Keep their payroll separate during the mitigation process and submit it as part of your claim.

## Get organized:

Review your continuity plan and bring your management team together to start activating each element of the plan. Inform your employees of the plan and identify areas where they can help the recovery process. Relying on your team helps to keep top talent engaged in the process and helps to minimize anxiety over lost work or wages.

\*Make sure to identify checkpoints and milestones to keep your recovery activities on track!

## Start talking:

Communication with your employees, customers and suppliers is often an important contributing factor to a smooth recovery process. When in doubt, let your important people know what you're up to and any recent updates – transparency helps to build and maintain the trust you need to get back to business!

## Update your plan

As the dust settles, make sure you note where you needed to make amendments to your contingency and disaster plans. It can be hard to identify everything in advance, so making these notes during or shortly after the recovery process can help you be better prepared in case of another incident. For more information on building your plans, see our contingency planning and pre-disaster tip sheets.

