

I.B.G

Sureinvest cc



Advisory & Financial
Planning Services

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An Authorised Financial Services Provider FSP 17634

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.
- 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 appropriate 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).
- Technological breakdowns (e.g., power outages, computer crashes and virus attacks).

Common Disasters:

- Fires
- Water leaks
- Power outages
- Virus attacks
- Premises liability issues
- 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 different 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 frequently.
 - 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 will practice evacuation procedures 4 times a year.
2. Assembly Site: Kayden Centre Parking lot/courtyard

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 endeavour 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 assesses 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.

Quick Reaction Team Members:

Shirene Cull

Eleni Nixon

Rozanne Cilliers

Responsibilities:

Evacuate Employees

Render First Aid

Salvage and Restore Company Operations

If you ever discover a fire:

- Remain calm. Do not shout "Fire!"
- Pull the nearest fire alarm.
- Dial **039 976 1202** 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
Shirene Cull	Leader	Evacuation, Contacting Emergency & Service Departments
Eleni Nixon	Member	First Aid
Ivan Down	Member	Salvage and Restore
Rozanne Cilliers	Member	Salvage and Restore

EMERGENCY CONTACT INFORMATION

Emergency Departments	Number
Ambulance	082 911 / 10 177
SAPS Police	039 978 1900
Fire Brigade	039 976 1202/ 083 879 2095
Water Works	039 688 5830/6
Poison Control	0800 333 444

EMPLOYEE EMERGENCY CONTACT INFORMATION

Employee Name	Employee Contact Number	Next of Kin Name	Next of Kin Contact Number
Eleni Nixon	072 419 5404	Michael Nixon	072 749 8852
Rozanne Cilliers	072 242 7681	Sean Waller	076 020 1706
Shirene Cull	0836629575	Dean Cull	071 1800 720
Kathrine Voss	072 429 4974	Mathew Voss	078 766 8930
Cindy Hoffman	083 455 6238	Kim Hale	072 2471 228(cell) 087 577 4952(work)
Ivan Down	084 799 3220	Elaine Down	072 726 8397(cell) 039 9781960(home)
Claudia Dowsett	083 3636 517	Dorian Dowsett	082 4130 181

RECOVERY PLANNING

HARDWARE INVENTORY (See IBG Inventory)

HARDWARE (LAPTOP, CPU, MONITOR,KEYBOARD, PRINTER ETC)	HARDWARE SIZE, RAM & CPU CAPACITY	MODEL NUMBER	SERIAL NUMBER	DATE PURCHASED

SUPPLIER DETAILS

SERVICE DEPARTMENTS	ADDRESS	CONTACT PERSON	PHONE NUMBER	E-MAIL ADDRESS	ACCOUNT NUMBER
Telkom			10 217		
IT Contractor	Marveltec	Peter	0846188043	peter@marveltec.co.za	
Computer Technician	Same as above				
Plumber	Kayden Centre	Corrie	0399760502		
Furniture supplier		Makro			54929725
Stationery Supplier	DNS Stationers		0399760555		
Insurance Provider	Mutual & Federal Santam	Brokersure Vision Risk	031 2655918		
Attorney	Livingston Leandy	Michael Nolan	082 555 0678		
Municipality	UGU Municipality		039 688 5700		

BUSINESS RECOVERY CHECKLIST

Premises, Fixtures and Furniture	
Power and Other Utilities	
Communications 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:

IBG Umhlanga.

Address - Umhlanga Business Centre, 2 Ncondo Place, Ridgeside Umhlanga Ridge.

IBG Cape Town.

Contact - 079 899 3853 / email - tiffany@ibg-sure.co.za

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

Ivan Down - 0847993220 (All enquiries)

Cindy Kruger - 0798868538 (Accounting and Advisory Services)

Tiffany Down - 079 899 3853 (Cape Town Branch)

Dodge Down - 0762314629 (Short term)

If the Manager is unavailable, the following person will render assistance:

Shirene Cull. Situated at IBG Scottburgh Office. Tel - 039 9761642

Tiffany Down - 079 899 3853

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

IBG Umhlanga - See address above.

IBG Cape Town - Contact Tiffany, see above for details.

No 8, Raymond Road, Scottburgh South, 4180 (for additional back up computers).

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

Livedrive and atWork systems in place as Back up.

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

All backed up as mentioned above therefore we are able to continue in the same manner.

Manner in which to inform clients of Disaster:

Disaster will be kept to a minimum due to electronic record keeping and filing systems, as well as backup systems in place, atWork and Livedrive. Clients will be notified via SMS/email/telephonically.

Annual Review

We will review and update this Disaster Recovery Plan in 12 months.

<http://www.ibg-sure.co.za>

Email: info@ibg-sure.co.za

Tel: 087 807 8677/039 976 1642 - Fax: 086 580 4189

19 Kayden Centre, Arbuthnot Street, Scottburgh, 4180 - P O Box 945, Umkomaas, 4170

Key Individuals: I.B. Down HDip ABA, PGDFP (UFS), CFP - J.T. Mynhardt HDip (Marketing), AMD (UFS), AMM (UFS)

VAT No: 4720170259 - CK 95 / 002193 / 23

Member: I.B. Down