

The following is a simplistic Disaster Recovery Template created by Barry Jackson, CPA, CLM. It is advised to use this as a loose guide and specifically tailor this for your firm. There are much more sophisticated procedures out in the marketplace. For example, Firms can have survival packs available for each employee. This template is simply designed to start the process. It is strongly advised that the completed document be mailed to the homes of Senior Partners and Managers quarterly. It is also advised to have the Managing Partner keep some blank checks at home for emergency purchase of computer equipment. In addition, a copy of this document should be kept in the Office Administrators briefcase at all times.

GENERIC DISASTER RECOVERY PROCEDURES

YOUR FIRM NAME has a disaster recovery plan. The Management Committee and all Managers are members of the team. The following are tips that may be helpful to know if a disaster were to occur:

Managers

List all Managers and Senior partners with cell phone and home phone numbers

Building Policy

FIND OUT WHAT YOUR BUILDING POLICY IS

It is currently illegal for the Building Management to prevent anyone from leaving the building. There will always be at least two exits available at all times, however, getting back into the building is up to the Building Management. There is an exit from the main entrance on _____. Secondly, there are other exits located at _____. The building does not guarantee re-entry for anyone who leaves.

YOUR BUILDING RECOMMENDS THE FOLLOWING PROCEDURES IN THE AFOREMENTIONED SITUATIONS:

If You Discover A Fire:

- Pull the manual fire alarm on your floor located at the nearest exit stairwell. The alarm automatically notifies FDNY.
- Call the Building Office / Fire Safety Director and report your location, type, and severity of fire. The fire warden phone connects you directly to the fire command station in the building.
- Alert your floor warden and await instructions.
- Evacuate the premises via stairs if you are instructed to. **DO NOT USE ELEVATORS.**
- Stay calm and do not panic. Close doors to confine the fire, but do not lock them. Stay low in smoky conditions and feel doors before opening them.

If You Hear A Fire Alarm:

- Do not automatically evacuate.
- Listen for instructions over the public address system and/or from your floor warden. If instructions are not forthcoming, contact the Fire Command Station via Fire Warden phone or telephone the Building Office.
- The Fire Warden Team should investigate to make sure there is no visible fire or smoke condition on your floor.
- If instructed to evacuate, proceed to the nearest stairwell and keep to the right of the stairs. In case of fire, do not use the elevators. Members of the Fire Warden Team will lead the evacuation down two or more floors for re-entry or to the lobby level as instructed. It is advised to use the buddy system when going up or down stairs. If there is smoke, hold on to someone else's hand and create a chain. If possible, find a cord, such as an electrical extension cord (in office services) and have several people hold on that while on stairs.
- If asked to leave the building, do not re-enter the building until directed by authorities.

If You Hear An Announcement To Evacuate:

- In addition to the building announcement, it is likely there will be a firm-wide email from the Executive Director or a Member of the Management Committee with instructions.
- Designated evacuation areas depend on the incident and circumstances but they are as listed below in priority order:
 - (1) List area 1
 - (2) List area 2
 - (3) List area 3
- Stay calm and help others.
- Collect only your essential personal belongings: keys, ID, wallet/purse, **BLACKBERRIES and CELL PHONES for communication. It is also recommended that you keep sneakers at your desk in case you have to walk home.**
- Listen to instructions over the public address system.
- If instructed to use elevators (in a non-fire emergency), please proceed to the elevators in an orderly fashion. If you are instructed to use the stairwell, proceed to the nearest stairwell and keep to the right of the stairs. Proceed to the lobby level and out to the street.
- In the event of a full evacuation, meet your company outside the building at a location designated ahead of time.
- Do not re-enter the building until directed by authorities.

If You Receive A Bomb Threat:

- Keep the caller on the line.
- Get as much information as possible from the caller about the bomb's location, type, and anticipated time of detonation. Ask about the bomb's appearance, who is placing it, and why it is being placed. Listen for background noises and voice characteristics that might help police.
- Call the Building Office and Building Management will notify the police.

- Do NOT touch any suspicious objects. If a suspicious object is found, call the Building Office and clear the area.
- The decision to evacuate will be made by your company and based on recommendations of local authorities.

Communicating with Building Management

GET THE FOLLOWING TYPE OF INFORMATION FROM BUILDING MANAGEMENT

Building Management		212-xxx-xxxx
Security Lobby	(1)	212-xxx-xxxx
	(2)	212-xxx-xxxx

Our Building Management "XXXXXXXX" has emergency procedures in effect as follows:

The only way that the building can be officially evacuated is if a Competent Legal Authority CLA (Fireman, Policeman, FBI, etc) designates as such. Building Management does not have the authority to evacuate the building

There is a building generator. Bathroom lighting is the responsibility of each tenant.

Building Management has designated two meeting points. The internal meeting for Building Management is _____. The external meeting point is a Public Sitting Area at _____. A Secondary Meeting Place for Building Management is _____. If anyone needs information about the building, that will be the place to obtain it. It is recommended that each Tenant have an external meeting point with runners taking information back and forth.

If a "Shelter-in-place" situation is warranted, Building Management will be in a room in the basement. They will have flashlights, medical kits, etc at that location outside of the isolated area. They can communicate with Tenants by phone and walkie-talkie.

All Managers:

Keep a copy of Disaster Recovery Plan, Concierge Sheet, Policy & Procedures Manual and Telephone and Services Directory at home. Also, a copy of your personal contact sheet (which must be printed from your personal computer) should be kept at home. It will be mailed quarterly to every Manager's home.

Executive Director:

- Serve as point person for all activity
- Call Police and Fire Department 212-628-2900 and 212-999-2222 for up to date information
- Will make a firm wide telephone announcement (when appropriate) on everyone's voice mail. The procedure is as follows (as an example):

Go to your voice mailbox as usual (x4995) or your message key and login

Choose "2" to "Record and Send Messages"

When it asks for the mailbox – key in "9999"

Press "2" to start recording

Press "2" to stop recording

{Press "6" if you want to review your message}

Press "5" to send. It takes a while to populate all the mailboxes.

- Will mail this document, the concierge sheet, and employee home numbers every quarter to all managers' homes.
- Call building to cut off ventilation (if appropriate)
- Assist Lawyers in notifying clients of any relevant contact information
- Keeps a hard copy of client addresses and phone numbers at home
- Call building to cut off A/C if appropriate. Call 212-xxx-xxxx.
- Call insurance agent for Business Interruption Benefit and Damages and Liability Insurance. Agent 973-xxx-xxxx
- Order temporary supplies (i.e.) stationary – Vendor 718-xxx-xxxx. A temporary solution for stationary is in WORD. Chose the green "S" Icon, letter, electronic. The Firm letterhead automatically prints on the WORD document.
- If appropriate, locate new space. First choice is another law firm with extra temporary space. Alternatively, Vendor (1) 212-xxx-xxxx or (2) 212-xxx-xxxx.
- Current square feet is approximately:

2xnd Floor – 8,000 Sq. Feet

3xrd Floor – 30,000 Sq. Feet

38,000 square feet in total

Accounting:

- Process Payroll – Account Number xxxx - 732-xxx-xxxx.
- Operating Account – Contact is Vendor 212-xxx-xxxx - Bank A/C# 00x-0xxxxx
- Payroll Bank Accounts – Bank 00x-0xxxxx – ABA# 02100089
- Escrow Account A/C# xxxxxxxxxxxx, Banker 212-xxx-xxxx
- Contact Managing Partner(s) who have blank checks to make certain payments (Rent, leases, escrow, wires, equipment, etc)
- Call Accounting software for backup site of accounting system 800-xxx-xxxx
- Keep list of all active clients with addresses and phone numbers offsite.

Information Technology:

- Purchase New Servers with checks from Partners
- Make sure backup tapes from _____ Corporation (212-xxx-xxxx, are delivered to Computer Consultants _____ 201-xxx-xxxx and restored
- Redirect phone switchboard if inoperative: (T1 provider 877-xxx-xxxx. Request that DID's be redirected to 800-xxx-xxxx.
- Call " _____ " (888) xxx-xxxx and let them know we are activating their number. Also give them any information re: the crisis that we would like scripted to be read to callers.
- Post updated information on website
- Make sure Lexis & Westlaw are up and running on new system

Office Services:

- Cut off internal HVAC when appropriate
- Redirect PO Box if it is inoperative
- Redirect our mail if building is inaccessible (_____ - **631-xxx-xxxx**).
- Perform any necessary duplicating and faxing from Kinko's, if building or system is inaccessible.
- Call Courier to redirect packages 212-xxx-xxxx. Page 877-xxx-xxxx

Records

- The list of all records and where they are can be found is in the backup with _____ . The phone number can be found in IT above. Off-site storage is _____ . Ask for _____ at 201-xxx-xxxx

Library

- Lexis/Nexis is www.lexis.com. The rep is _____ 212-xxx-xxxx
- Westlaw is www.westlaw.com. The rep is _____ 212-xxx-xxxx
- Outside Libraries:
- The City of New York Bar Association 212-382-6666
- New York County Lawyers' Association 212-791-6437
- The New York Law Institute Library may be used with special permission on an emergency basis – contact _____ at 212-xxx-xxxx.

Human Resources: List all policies, agents and phone numbers.

- **Workers Comp**
- **New York State Short Term Disability Policy.**
- **Medical Insurance**
- **Staff Life, Accidental Death & Dismemberment and Long Term Disability**
- **Standard Life Insurance Company**
- **Attorney Life Insurance –**
- **Employee Assistance Program –**
- **Temporary Staffing**
- **Medical Insurance Broker**

Legal Assistants

Courtline/Checking Status of Court Case

- On the Internet – Go to:
- [Http://pacer.psc.uscourts.gov/](http://pacer.psc.uscourts.gov/)
- Login: _____
- Password: _____

Getting Messages During Emergencies

Normally, messages will be conveyed on our voice mail system. Managers know how to send a universal voice mail to everyone in the firm. Everyone is asked to call into his or her personal voice mail for instructions. If the phone system is down, the Firm has a buddy system in place. Volunteers have a list of Staff Employees to call with instructions. The volunteers will be instructed what to say by a Manager. All Managers are responsible for notifying everyone in their department. All Volunteers will report who did and who did not receive the message to H/R. See the Staff Buddy System List at the bottom. Department Heads will arrange for Attorney Contact.

Building Evacuation

No Manager of the building is qualified to order an evacuation. This must be made by a Policeman, Fireman, FBI agent, etc. In case of Building Evacuation (which will be announced over the building intercom), everyone should meet at the public seating area on _____ to await further instructions. This is a great place for people to meet to pool rides home. Please be advised that it is generally advisable to take the stairs and not elevators to leave the Building during emergencies. In case of a fire, all elevators will be shut down.

Fire Wardens

**Fire Warden
Primary**

**Deputy Fire Warden
If Primary is out**

**Searchers
Look in bathrooms, etc**

List fire wardens and whether male or female for checking bathrooms

The special Fire Phones have been tested and are operational. Please note that if everyone uses them at the same time, they will not work. That means that someone else has made contact.

Receptionists

Make certain that Attendance Sheet comes out of the Building while evacuating. Everyone should meet _____. **The receptionist should also make sure that the main doors are closed. This will prevent anyone not authorized from getting into our offices.**

Temporary Office Relocation Due to Disaster

If appropriate, the location of new offices will be determined at time of need. Initially, essential personnel could work from home or from a host office location via Citrix. **Other specific arrangements could be made here.**

Computers

The Firm backs up its data every night with Data Storage Corporation. This data should be fully recovered (after purchasing new servers) in about two days.

Records

Encourage all attorneys to send all closed case documents offsite. Any documents in the office during a disaster may not be able to be recovered.

Phones

If our main phone line is down, the Firm has a contract with a Louisiana company. With one phone call from IT, all our calls from the outside can be redirected to an operator who will say to incoming caller "Firm Name, may I help you". The operator will be instructed where to redirect the calls (Usually by e-mail initially to IT or the receptionist). It will appear that our business is open and running. The Operator will also be able to answer a list of anticipated general Client questions.

Press Coverage

Make sure all Press Communications go through the Managing Partner or his designee. Under no circumstances, should anyone other than a Management Committee Member speak with the press.

Provisions

Managers, Office Services and Fire Wardens will have flashlights available for everyone who wants one. Also, someone will be located at a Stair Exit with the flashlights. Bringing in your own flashlight is also strongly suggested. There are Vendor Machines on ...in case you need some emergency food.

General Information

Subway Information - In the tunnels on the subway system:

Blue Lights denote telephones and a power switch locations. You can turn off power from the power switch in the third rail. You must speak to a dispatcher within one minute of turning off power. Otherwise, power is automatically restored.

Five White Lights denote an escape hatch and leads directly to the street.

To Stop a Train if you are on the tracks, wave a flashlight horizontally. Note: it may take one half mile for a train to stop.

NJ Trains

If you see a crime, dial 1-800-242-0236 or 1-973-378-6565 for immediate police assistance. If you see something suspicious, dial 1-888-RIPS NJT or 1-888-847-7658.

Chemical Exposure

The safest bet is to get to a high floor. The building has instructed that anything above the second floor is probably safe. Obviously, the higher up, the safer. Chemicals are heavier than air and will quickly sink into basements and subways. Use a staircase instead of an elevator, since the shaft pulls air upward. It would strongly be advised to listen to a radio or get expert advice for when it is safe to go outside.

Fire In Building

Do not use the elevators. Follow instructions per the Fire Marshall as they are given at least twice a year during drills. Make sure you know the Escape Stairway nearest you. Keep low to the floor for breathing. Do not open doors without knowing whether fire is behind the door. It is generally advisable to keep all doors closed to impede the flow of oxygen that fuels the fire.

Explosions

Stay in areas without windows. Close all doors.

Potential Car Pool Drivers

LIST ALL PEOPLE WHO NORMALLY DRIVE IN TO WORK AND WHERE THEY LIVE

Alternatives to Getting Home

LIST VOLUNTEERS WHO LIVE IN THE CITY AND ARE WILLING TO LET PEOPLE TEMPORARILY GO TO THEIR APARTMENTS IN THE CITY

Employee "Buddy System" Contact List

This is used in case universal voice mail is down.

TELEPHONE COORDINATOR	EMPLOYEE	TELEPHONE NUMBER
Manager	Staff#1	(718) xxx-xxxx
(201) xxx-xxxx	Staff #2	(212) xxx-xxxx
	Etc.	

Attorney "Buddy System" contact list

TELEPHONE COORDINATOR	EMPLOYEE	TELEPHONE NUMBER
Designated Attorney	Attorney#1	(718) xxx-xxxx
(201) xxx-xxxx	Attorney #2	(212) xxx-xxxx
	Etc.	

Attach copy of Firm Phone Book including cell phones and home addresses and home phone numbers.