

Disaster Recovery

Robinson Adams, with years of experience insuring auctions, offers the following information as a resource for auctions to develop a Disaster Recovery Plan that fits their unique needs. The Lane Disaster Recovery Plan was developed with the input from auction owners who have experienced lane accidents.

Take These 3 Steps Before Disaster Strikes

- Identify disaster exposure
- Plan ahead of time
- Communicate with employees, customers, suppliers

Topics from www.ready.gov

- Be Informed
- Continuity of Operations Planning
- Emergency Planning For Employees
- Emergency Supplies
- Deciding Whether to Stay or Go
- Shelter in Place and Evacuation Plans
- Fire Safety and Evacuation Plans
- Prepare for Medical Emergencies
- Influenza Pandemic

Computer Systems

Maintaining the functionality and security of your computer system is critical, especially in the event of a disaster. Consider the following:

- Hire a team to perform an audit of your computer system
- Plan for purchasing and installing replacement server and equipment
- Store backups off-site
- Establish a policy regarding backup of information stored on laptops
- Identify environmental threats to server (water damage, overheating, etc.)
- Consider security of system and vulnerability to hackers
- Comply with laws regarding safeguarding personal information in your database

Helpful Sites

www.ready.gov
www.disastersafety.org
www.fema.gov/plan/
www.sentryx.com
www.ftc.gov/idtheft/

An Emergency Preparedness Guide for Auto Auctions from



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Disaster Recovery Lane Accidents



Logistics

1. Designate primary owner/manager that will be in charge and a backup should that person be absent.
2. Designate department head(s) or personnel that will be the contact person for respective Departments. This person should be in charge of relaying any special information to their staff and maintain calm and control in the respective department.
3. Designate person that will call 911.
4. Plan how EMT Vehicles will enter and exit the premises.
5. Guards should be instructed to direct EMT vehicles to the entrance and direct them to the lanes. Designate employees that will direct EMT once on the lot. Guard should keep lane to exit open.
6. Discuss with local EMT officials the protocol for multiple injuries as special instructions may be needed for multiple ambulances and personnel to respond.
7. First Aid/CPR training: Identify employees that have First Aid/CPR/AED training and discuss how they should respond.
8. First Aid Supplies: Have first aid supplies available including blankets to comfort injured. Injured persons tend to get cold when in shock. Also reduces spectacle and speculation.
9. Designate a person to stay with the driver of the vehicle (if not hurt, designate an office where that person should go to take a statement and stay away from media). Have that person record a statement from the driver.
10. Employee Meetings: Discuss with employees their responsibility to act professionally and orderly. Alert auctioneers that they may be asked to make announcements to patrons.

Response

1. Emergency Response: Have the designated person(s) call 911 and identify to the dispatcher the auction location, number injured and nature of injuries. Notify guard that EMT vehicles have been called.
2. First Aid / CPR Training: Immediately check on injured persons and either administer first aid or have designated person do so.
3. Announcements: Auctioneers should ask crowd to remain calm and move away from injured person(s) and ask employees to return to their respective department areas.
4. Communicate with various departments so they are informed as to what they need to do.
5. Obtain written statements. Have person(s) assigned to take contact information from eyewitnesses and ask them to give you a brief statement regarding the details of the accident. Designate offices where statements can be taken away from commotion.
6. Insurance: Have a designated person call your insurance representative to notify them of the accident. Be sure to include name of driver, description of vehicle, names and extent of injured parties with contact information.
7. Media: Decide beforehand whether you would like to give media access to grounds. Designate a spokesperson for the auction. Ask other personnel to direct media questions to the auction spokesperson. Ask employees to direct any questions to the spokesperson and avoid speculation about cause of accident or extent of injuries.
8. Impound any vehicles involved in the accident. It would be wise to leave vehicles involved in the accident where they are parked.
9. Video: If accident was filmed in whole or part save and give to legal counsel (either your own or counsel for the insurance company).
10. Sale Day: Pre-determine owners/managers that will be involved in deciding whether sale will continue that day. Determining factors will include nature of injuries, delay from time of injury to response and exit of EMT, dealer attendance.
11. Cooperate with claims adjustor and staff.
12. Communicate with customers in days after the accident that the situation is under control, proper insurance was in place, etc.
13. Communicate with employees the facts that can be shared and ask them to continue to avoid speculation with customers.

