

MEMORANDUM

To: Our Valued Customers

From: Sheshunoff Information Services

Subject: Highlights

When the bridge collapsed in Minneapolis on August 1, 2007, emergency response crews were on the scene in minutes. Officials reported that the city had a disaster recovery plan in place and the plan had already been tested to make sure it worked. Assistance from outlying areas had been planned in advance, and by all accounts the emergency response efforts worked well. This disaster reinforces the importance of having effective written disaster recovery procedures and testing your plan before a disaster happens.

The authors of *First Response to Disaster* have surveyed financial institutions across the United States and its territories to get information on disasters that have actually happened and how the institutions responded. The results of the surveys will be used to guide the direction of each new edition of this manual in focusing on real-world solutions for disaster recovery.

The following areas have been expanded in this edition:

- *Quick response checklists.* In Chapter 1, a section on communication guidance preparation has been added to the hurricane checklist, and a section on human resource considerations has been added to the pandemic checklist.
- *Disaster response stories.* Some of the survey respondents were contacted and asked to share their stories with us. In Chapter 5, you can read how people in banks and credit unions reacted to a wide range of disasters — from Hurricane Katrina in Louisiana to power outages in Minnesota — and how they revised their disaster response plans based on their experiences. Reading these stories can provide valuable insight into the unexpected things that happen in a disaster and how some institutions dealt with disaster.
- *Training.* Staff must be prepared to respond to a disaster, and training is the best way to prepare. The PowerPoint presentation — *Disaster Planning Preparation, Response, and Recovery: From Business Continuity Planning to Business Resumption (and Lessons Learned)* — in Chapter 7 has been updated. (A customizable version of the PowerPoint presentation is available on the manual's CD.) New training handouts include a disaster recovery time frame chart and a standard criteria checklist for your business contingency plan.