



ASSOCIATION OF LEGAL ADMINISTRATORS®

The Source of Legal Management Information and Knowledge

The following is a simple Disaster Recovery Template created by Barry Jackson, Executive Director of Davis & Gilbert LLP. This template is printed with the permission of the New York City Chapter of The Association of Legal Administrators.

There are two sections. The first section “Public Edition” is for all employees and the second section, “Managers Edition” is for Managers only. It is advised that you use this as a loose guide and specifically tailor this for your firm. There are much more sophisticated procedures out in the marketplace but this is a good start. It is also advised that the completed document be mailed to the homes of Senior Partners and Managers on a quarterly basis along with updated phone numbers and account numbers of important vendors such as insurance policy contacts, etc. It is suggested that the two most senior partners keep some blank checks at home for emergency purchases such as computer servers. In addition, a copy of this document should be kept in the Office Administrators briefcase at all times.

BUSINESS CONTINUITY PLAN

Public Edition

BUSINESS CONTINUITY PROCEDURES

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BUSINESS CONTINUITY PROCEDURES

XYZ LLP has a business continuity 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:

I. BUILDING POLICY

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 Broadway and the rear lobby exits on 56th Street. Secondly, there are two additional exits in the rear lobby on 55th Street. The building does not guarantee re-entry for anyone who leaves.

Building Management		John Doe xxx-xxx-xxxx or cell xxx-yyy-yyyy
Security Lobby	(1)	ccc-xxx-xxxx
	(2)	ddd-yyy-yyyy
Police		212-628-2900
Fire		212-999-2222

BUILDING MANAGEMENT RECOMMENDS THE FOLLOWING PROCEDURES IN THE AFOREMENTIONED SITUATIONS:

- **If You Discover A Fire:**
 - Pull the manual fire alarm on your floor located at ANY 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. If the phone is busy, it usually means someone else is reporting the fire. The phones are located as follows:
 - 2nd Floor – Next to Staircase C
 - 3rd Floor – Directly across from Office Services
 - 4th Floor – Next to the Men's Room in the middle corridor
 - 5th Floor – Next to the Men's Room in the middle corridor
 - 6th Floor - Next to the Men's Room in the middle corridor
 - 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:**
 - o Do not automatically evacuate.
 - o 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.
 - o The Fire Warden Team should investigate to make sure there is no visible fire or smoke condition on your floor.
 - o 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.
 - o If asked to leave the building, do not re-enter the building until directed by authorities.

- **If There is a 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.

- **If You Hear An Announcement To Evacuate:**
 - o 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.
 - o Designated evacuation areas depend on the incident and circumstances but they are as listed below in priority order:
 - o Corner of 56th and 8th Avenue at the sitting area
 - o Corner of 56th and 7th Avenue at the XYZ Restaurant
 - o Corner of Central Park South and 8th Avenue
 - o Stay calm and help others.
 - o 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.
 - o Listen to instructions over the public address system.
 - o 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.
 - o In the event of a full evacuation, meet your company outside the building at a location designated ahead of time.
 - o 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.
 - If a bomb explodes, do not go to see what happened. It is very common for terrorist to arrange for a second explosion after the initial explosion because they know it is human nature to go and look.

- **If You Discover Toxic Chemicals Or Gas:**
 - 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.
 - In this area, wind normally blows from the West to the East. Therefore, if you are outside, travel toward the Hudson River and not toward the East River to avoid tainted wind.
 - If you do not have a protective mask, a good substitute is material from an undergarment (although not guaranteed it is a good substitute).

II. PRIMARY MEDICAL EMERGENCY PROCEDURES

(Specifically arranged by XYZ LLP)

- **Instructions For A Medical Emergency Within The Office:**

1. Call XYZ Hospital (xxx-ddd-dddd). Be prepared to give the following.
 - a. Your name and telephone extension.
 - b. Name of patient, age, sex.
 - c. Condition of patient: conscious/unconscious, breathing/not breathing, pulse/no pulse, any physical injuries or other symptoms.
 - d. Location of patient: Door / room number.
 - e. **Contact the Executive Director at XYZ**

ALWAYS WAIT for the dispatcher to hang up first.

2. Notify Building Security (xxx-xxx-xxxx) to reserve an elevator for the ambulance crew. An escort should go from our office to the lobby to direct the crew to the site of the emergency.
3. Stay with the patient and be observant until help arrives. **Do not move the patient** unless failure to do so would further endanger his/her life.
4. Try to summon the patient's closest friend in the office so that any medical information not generally known may be ascertained.

All patients will routinely be taken to The New York Hospital (located on East 70th Street and York Avenue) unless the patient specifically requests another hospital. In a life-threatening emergency, New York State law requires that the patient be taken to the nearest hospital.

- **First Aid Kits And The Defibrillator**

There are first aid kits in the kitchen cabinets. The defibrillator is located in the Executive Director's Office on top of the bookshelf. People in the Firm with CPR training are noted below and in the Green Phone books with a ††:

Jane Doe
Pat Doe
David Doe

- **Possible Pandemic Influenza**

- o Find up-to-date, reliable pandemic information from community public health, emergency management and other sources and make sustainable links on Intranet and Website.

- o Limit face-to face contact (e.g. hand-shaking, seating in meetings, office layout, shared workstations) among employees and between employees and clients
- o The firm will provide for the use of hand-hygiene products, tissues and special receptacles for their disposal

- **In Case of Emergency (ICE Contact On Your Cell Phone)**

Paramedics will turn to a victim's cell phone for clues to that person's identity. You can make their job much easier with a simple idea that paramedics are trying to get everyone to adopt: ICE.

ICE stands for In Case of Emergency. If you add an entry in the contacts list in your cell phone under ICE, with the name and phone number of the person that the emergency services should call on your behalf, you can save them a lot of time and have your loved ones contacted quickly. It only takes a few moments of your time to do.

Paramedics know what ICE means and they look for it immediately. ICE your cell phone now.

- **Secondary Medical Emergency Procedures**

- o Call 911
- o Report the patient's exact location, floor, and suite number. Report the patient's sex, approximate age, and describe the patient's conditions as best you can.
- o Call the Building Office and Building Management will assist you, together with paramedics if they are needed.
- o Do not move the patient. If necessary, administer first aid.
- o Post one person at the elevators to direct emergency response personnel to the patient.

III. XYZ PROCEDURES:

- **Getting Messages During Emergencies**

Normally, messages will be conveyed on our voice mail system or email if you have a blackberry. 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. The following is how to call in remotely:

- Dial 800-xxx-xxxx, or xxx-xxx-xxxx
- Enter your extension,
- Enter your security code,
- Press "1" to listen to messages,
- "6" to repeat the message
- "4" to delete the message, and
- "7" to bypass the message.

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) and will probably be followed by an internal email, everyone should meet at:

- Designated evacuation areas depend on the incident and circumstances but they are as listed below in priority order:
 1. Corner of 56th and 8th Avenue at the sitting area
 2. Corner of 56th and 7th Avenue at the XYZ Restaurant
 3. Corner of Central Park South and Columbus Circle

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**

(Will also operate during other emergencies such as evacuation for bomb threat, etc)

	Fire Warden Primary	Deputy Fire Warden If Primary is out	Searchers Look in
bathrooms, etc			
2 nd Floor	John Doe	Jane Doe Mike Doe	M-Mike Doe F- Jane Doe
3 rd Floor	etc.	etc.	etc.

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.

- **Firm Meeting Place**

If a Fire, meet in hallway and await instructions. The Red Fire Phone only works when the alarm is sounded off. Announcements will be made over the building intercom.

If evacuation is required, designated evacuation areas depend on the incident and circumstances but they are as listed below in priority order:

2. Corner of 56th and 8th Avenue at the sitting area
3. Corner of 56th and 7th Avenue at the XYZ Restaurant
4. Corner of Central Park South and Columbus Circle

The evacuation location will normally be announced by email, if possible. Otherwise, try going to the first area listed above.

- **Receptionists**

Everyone should meet at the designated meeting place shown in the Building Evacuation Section previously listed.

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.

- **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, XYZ LLP has a contract with ABC, an offsite company. With one phone call from IT Director, all our calls from the outside can be redirected to an operator who will say to incoming caller "XYZ LLP, may I help you". The operator will be instructed where to redirect the calls (Usually by e-mail initially to IT Director 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**

The following supplies will be available as follows:

- o *Personal Evacuation Kit* – The Firm will provide each employee with a kit to be kept at their desk. The kit will include a respirator, flashlight, 12 hour chemical light stick, high-intensity whistle, 2 packets of purified drinking water and a thermal survival blanket.
- o *Flashlights* - 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.
- o *Bottled water* - Bottled water is also available in each Office Services Area on the Third and Twenty First Floors
- o *Food* - There are Vendor Machines on Floor 3 and 20 in case you need some emergency food.
- o *Sneakers* - It is strongly recommended that everyone keep a pair of sneakers at your desk in case it is necessary to walk home.

- **Communicating with Building Management**

Building Management		xxx-xxx-xxxx
Security Lobby	(1)	xxx-yyy-yyyy
	(2)	xxx-zzz-zzzz

The Building 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 which will keep lights going for two to three days. Bathroom lighting is the responsibility of each tenant.

Building Management has designated two meeting points **For Building Staff Only**. **XYZ LLP employees will meet at different locations explained in the Building evacuation section above.** XYZ LLP will send runners back and forth from the XYZ LLP meeting place and the Building management meeting place to get updated information. The internal meeting for Building Management is the Lobby (look in the back area first and then the front area as an alternative. The external meeting point is a Public Sitting Area at 56th Street and 9th Avenue on the North East Corner. A Secondary Meeting Place for Building Management is the corner of Central Park at Columbus Circle. If anyone needs information about the building, that will be the place to obtain it

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.

IV. GENERAL INFORMATION

- **Trans-Hudson Alternatives**

If Penn Station New York Closed:

- o Path service from 33rd St., 23rd St., 14th St., 9th St., Christopher St. or World Trade Center Stations (to Hoboken and Newark)
- o Bus service from the Port Authority Bus Terminal, Wall St. area or George Washington Bridge Bus Terminal
- o NY Waterway ferry service from the W. 38th St., World Financial Center or Pier 11 ferry docks
- o MTA subway service on the A,C,E,1,2,3,9,4,5, or 6 trains from surrounding blocks to service providers

Port Authority Bus Terminal Closed:

- o Bus service from 40th St. near PABT or surrounding area, Wall St. or George Washington Bridge Bus Terminal
- o Rail service from Penn Station New York
- o PATH service from Penn Station New York
- o Path service from 33rd St., 23rd St., 14th St., 9th St., Christopher St. or World Trade Center Stations
- o NY Waterway ferry service from the W. 38th St., World Financial Center or Pier 11 ferry docks
- o MTA subway service on the A,C,E,1,2,3,9,R or W trains to service providers

Path Stations Closed:

- o Rail service from Penn Station New York
- o Bus service from the Port Authority Bus Terminal, Wall Street area or George Washington Bridge Bus Terminal
- o NY Waterway ferry service from the W. 38th St., World Financial Center or Pier 11 ferry docks
- o MTA subway service on the A,C,E,1,2,3,9,R or W trains to service providers

World Trade Center, World Financial Center & Wall St. areas closed:

- o Rail service from Penn Station New York
- o Bus service from the Port Authority Bus Terminal or George Washington Bridge Bus Terminal
- o NY Waterway ferry service from the W. 38th St. ferry dock
- o MTA subway service on the A,C,E,1,2,3,9,R or W trains to service providers

Subway Information –

In the tunnels on the subway system:

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

Long Island Transportation

- o **LIRR** - Long Island Railroad provides service to Long Island from Penn Station in New York City.
- o **Long Island Bus** – Part of a regional network with connections at 48 LIRR stations and 5 subways.

• **Contacting Family Members:**

If all else fails, it is recommended to instruct all family members to contact a pre-determined out-of-town party (when local phones are too busy) to leave messages for one another.

V. HELPFUL RESOURCES:

- **Websites**
 - o www.dhs.gov
Department of Homeland Security website.
 - o www.nyc.gov
 - o www.ready.gov
Developed by Department of Homeland Security for suggestions on emergency preparedness.
 - o www.fema.gov/pdf/Tibrary/bizindst.pdf
Step-by-step approach to emergency planning developed by the Federal Emergency Management Agency or (800) 462-9029 (FEMA Disaster Assistance).
 - o www.redcross.org
 - o www.redcross.org/static/file_cont21_lang0_15.pdf
For personal preparedness.
 - o www.travel.state.gov/travel_warnings.html
Travel Advisories
 - o www.fedstats.gov
Federal Statistics – for Research
 - o www.emergencymanagement.org
State Emergency Management Websites
 - o www.statelocalgov.net
State and Local Government on the Net
- **Phone Numbers To Report Suspicious Acts**
 - o New York City Terrorism Hotline
1-888-NYC-SAFE or 1-888-692-7233
 - o New York State Terrorism Hotline
1-866 SAFE NYS or 1-866-723-3697

- **Potential Car Pool Drivers**

John Doe - Montclair NJ
Jane Doe – Huntington LI

- **Alternatives to Getting Home**

Janet Doe – address near office

VI. EMPLOYEE "BUDDY SYSTEM" CONTACT LIST

Executive Director Home - xxx-xxx-xxxx
 Cell - yyy-yyy-yyyy

TELEPHONE COORDINATOR	EMPLOYEE	TELEPHONE NUMBER
Supervisor 1		(xxx) xxx-xxxx
	Employee 1	(xxx) yyy-yyyy
	Employee 2	(xxx) zzz-zzzz
	Etc.	(xxx) aaa-aaaa

Attorney "Buddy System" contact list

TELEPHONE COORDINATOR	ATTORNEY	TELEPHONE NUMBER
	<u>ADVERTISING</u>	
Attorney 1		(xxx) xxx-xxxx
	Attorney 2	(xxx) yyy-yyyy
	Attorney 3	(xxx) zzz-zzzz
	Etc.	(xxx) aaa-aaaa

XYZ BUSINESS CONTINUITY PLAN

Managers' Edition

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I. Business Continuity Plan - Manager Section

Keep a copy of the Business Continuity 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 by Jane Doe.

Building Management:

Building Management		John Doe xxx-xxx-xxxx or cell xxx-xxx-xxxx
		David Doe xxx-xxx-xxxx or cell xxx-xxx-xxxx
Security Lobby	(1)	xxx-xxx-xxxx
	(2)	xxx-xxx-xxxx

• Police:

Police	xxx-xxx-xxxx
Fire Department	xxx-xxx-xxxx

• Management Committee:

Joe Doe	(H) xxx-xxx-xxxx	(Cell) xxx-xxx-xxxx
Sally Smith	(H) xxx-xxx-xxxx	(Cell) xxx-xxx-xxxx
Etc.	etc.	etc.

• Managers:

Jill Jones	(H) xxx-xxx-xxxx	(Cell) xxx-xxx-xxxx
Harry Smith	(H) xxx-xxx-xxxx	(Cell) xxx-xxx-xxxx
Etc.	etc.	etc.

- **Walkie-Talkies**

There are four walkie-talkies within the Firm to allow open communications between the different floors. They are held by the following people:

- Joe Doe *
- Jill Smith *
- Harry Smith
- John Jones

* - Channel 3 is the private line.

- **Executive Director:**

The following are responsibilities are listed by Manager. A member of the Management Committee will designate responsibilities by area if the Executive Director is unavailable.

- Serve as point person for all activity
- Call Building management xxx-xxx-xxxx and/or security in the lobby xxx-xxx-xxxx or xxx-xxx-xxxx.
- 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:
 - Go to your voice mailbox as usual (x#####) 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.
- Send email to notify everyone to evacuate building when necessary and conversely, send email for those who have blackberries notifying that the building is re-opened.
- Call building xxx-xxx-xxxx and Office Services # 1506 or 1507 to cut off ventilation (if appropriate ,eg, toxic gas)
- Assist Lawyers in notifying clients of any relevant contact information
- Keeps a hard copy of client addresses and phone numbers at home
- Call insurance agent for Business Interruption Benefit and Damages and Liability Insurance. Sam Smythe xxx-xxx-xxxx. Insurance Company Policy #####-##-##.

- If appropriate, locate new space. First, find another law firm with extra temporary space. Alternatively, Vendor (1) Company Name – Jeff Jefferson xxx-xxx-xxxx or xxx-xxx-xxxx. or (2) Other Company Name, Joan Jones xxx-xxx-xxxx.
- XYZ’s Current square feet is approximately:

2 nd Floor – 7836	Sq. Feet
3 rd Floor – 30762	Sq. Feet
19 th Floor – 16000	Sq. Feet
20 th Floor – 15000	Sq. Feet
21 st Floor – 15000	Sq. Feet

84,598 square feet in total

II. Accounting:

- Process Payroll – Payroll Co. Name - Account Number ##### - xxx-xxx-xxxx.
- Operating Account – BANK AC# ##### ABA ##### -- Pat Paterson work xxx-xxx-xxxx cell xxx-xxx-xxxx
- Payroll Bank Accounts – Bank Name ##### ABA# #####
- Escrow Account Bank Name A/C# #####, ABA #Contact J. Doe or S. Smith who have blank checks to make certain payments (Rent, leases, escrow, wires, equipment, etc)
- Call Accounting Program for backup site of accounting system 800-xxx-xxxx or xxx-xxx-xxxx
- Accounting Program Customer Service Contact # ##### (xxxx) 1-800-xxx-xxxx
- Keep list of all active clients with addresses and phone numbers offsite.

III. Information Technology:

- Purchase New Servers with checks from John Doe or Sam Smith
- Make sure backup tapes from Backup Company (xxx-xxx-xxxx) are delivered to XXX xxx-xxx-xxxx and restored
- Take backup tapes from site if disaster is on Monday or obtain back up tapes from Backup Company.
- Redirect phone switchboard if inoperative: New Company (T1 provider xxx-xxx-xxxx or xxx-xxx-xxxx. Request that DID's (xxx-xxxx to xxxx and xxx-xxxx to xxxx) be redirected to 800-xxx-xxxx.

- Call "Answer Company", if local phone service is down, (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. They will e-mail us every message that is taken. (to xyz.phone@gmail.com (Google email account at xxxgmail.google.com login e-mail address plus password: "xxxxxx") All email sent to xyz.phone@gmail.com is forwarded to jdoe@xyz.com
- Post updated information on website (Add address of Disaster Recovery Website)
- Activate the MessageOne EMS system for email. J. Jones, L. Lane, and B. Black can do this. Email could be obtained by going to their website(<http://emrs.messageone.com/>) The EMS system keeps an archive of Contacts, Calendar, and emails.
- New incoming fax number could be posted on the firm website.

IV. Office Services:

- Cut off internal HVAC when appropriate (eg. Toxic gas, etc.)
- Redirect PO Box if it is inoperative
- Redirect our mail if building is inaccessible (**Joe's Mail Pick-Up** – xxx-xxx-xxxx).
- Perform any necessary duplicating and faxing from Kinko's, if building or system is inaccessible.
- (**Kinko's 233 West 54th St. 212-977-2679**).
- Call Federal Express to redirect.
 - Order temporary supplies (i.e.) stationary – Joe Smith xxx-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.

V. Records

- The list of all records and where they are can be found is in FileSurf
- Off-site storage is DEF Storage in Brooklyn, NY. Ask for Dan Danvers.

VI. Library

- Lexis/Nexis is www.lexis.com. The rep is J. Jones xxx-xxx-xxxx or 800-xxx-xxxx or D. Jones xxx-xxx-xxxx or cell xxx-xxx-xxxx
- Westlaw is www.westlaw.com. The Acct. Manager is S. Smith xxx-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.

VII. Human Resources:

- Will mail this document, the concierge sheet, and employee home numbers every quarter to all managers' homes.
- **Workers Compensation – Company Name – Policy No. ## ### #####**
To file a claim call Teleclaim at 1-800-xxx-xxxx - or go to
www.firmname.com
 - Home Page – click on
 - Products & Services – click on
 - Property & Casualty – click on
 - Mid-size business – click on
 - Report a claim – click on
 - Employee Injury & Illnesses
 - You can file claim on the web site or call Teleclaim 1-800xxx-xxxx
- **New York State Short Term Disability Policy** is with Company Name Policy No. #####. Send claims to **Co. Name, ### Street, New York, NY 10038**. Representative is P. Doe 1-800-xxx-xxxx ext 123, to file claims call 1-800-xxx-xxxx, ask for Silly Sally, ext 2634.
- **Medical Insurance** Claims with:
 - (a) Co. Name – Group No. #####
 - (b) **HIP** – Policy No. ##### – Call 1-800-HIP-TALK
 - (c) **Dental** – C. Jones – xxx-xxx-xxxx ext 455 – Policy # #####
- **Staff Life, Accidental Death & Dismemberment and Long Term Disability** (LTD – policy is for both staff and all Attorneys)

- **Life Insurance Company** Policy No. #####
Call xxx-xxx-xxxx
R. Smith –800-xxx-xxxx or e-mail rsmith@abcd.com
- **Life Insurance Company** (second \$30K for staff)
L.Lane work xxx-xxx-xxxx cell 201- xxx-xxx-xxxx
- **Attorney Life Insurance** – Co. Name – Policy No. ####
P. Lane 800-xxx-xxxx
- **Employee Assistance Program** – Company Name – P. Plum
xxx-xxx-xxxx or 1-800- xxx-xxx-xxxx
Log on to www.companyname.com
 - LOG IN = XXXX
 - Password =yyy
- **Temporary Staffing** –
 - Jon Jonson – xxx-xxx-xxxx –or-
 - Rob Roberts – xxx-xxx-xxxx –or-
- **Medical Insurance Broker** -
L. Lane – work xxx-xxx-xxxx or cell xxx-xxx-xxxx

In case of Pandemic Influenza:

- Work out contingency back-up plans for personnel in case of several employees calling in sick. This could be outside consultants, contractors or retirees, etc.
- Encourage influenza shots.
- Evaluate employee access to and availability of healthcare services during a pandemic and improve services as needed.
- Evaluate employee access to and availability of mental health and social services during a pandemic.
- Establish with Management Committee policies for immediate mandatory sick leave and when an employee can return from affected areas. Refer to CDC travel recommendations.
- Obtain information from our EAP for at-home care of ill employees and family members.

VIII. Legal Assistants

Courtline/Checking Status of Court Case

- On the Internet – Go to:
 - [Http://pacer.psc.uscourts.gov/](http://pacer.psc.uscourts.gov/)
 - Login: xxxxx
 - Password: xxxxx
 - Enter C/M No.