

***DISASTER RECOVERY PLAN
FOR THE***

***CITY OF MIAMI
GENERAL EMPLOYEES' &
SANITATION EMPLOYEES'
RETIREMENT TRUST***

***Approved at the
May 27, 2016, Board Meeting***

PREFACE

Disaster preparedness requires planning well in advance of the hurricane season. It means having a plan in place, communicated to all employees, and ready to be implemented virtually instantaneously.

Even though this plan specifically targets hurricane planning, we believe that the plan is useful for any type of disaster. The identification of hazards might improve our preparedness for them. A list of potential hazards follows:

- Hurricane

- Tornado

- Fire

- Explosion

- Flood

- Vandalism

- Discharge of radioactive matter

- Denial of access

- War/terrorism/civil disturbance

- Building collapse

- Blackout

Disaster Management Team

To implement this plan, a Disaster Management Team (DMT) has been created and consists of the Pension Administrator, Treasurer, Administrative Assistant III and Facility Maintenance Manager. The DMT has the following duties and responsibilities:

DMT DUTIES & RESPONSIBILITIES

- Annually meet to review and update the Disaster Recovery Plan
- Annually hold a Staff meeting to communicate the approved Disaster Recovery plan to all employees
- Prepare to carry out responsibilities for Pre & Post-Disaster Preparation.
- The DMT should coordinate their vacations and weekend excursions during the hurricane season.

**** The pre-disaster preparation will be initiated when a hurricane warning is issued by the National Weather Service. The Administrator may initiate the above duties during a Hurricane Watch contingent to storm magnitude or if deemed necessary. In the absence of the Administrator, any member of the DMT may initiate the pre-disaster preparation.***

Annual Plan Review & Update

- **Telephone List:** verify phone numbers and addresses of employees, trustees, key city officials and key service providers. Phone numbers of key service providers (computer, copiers, etc.) should be in the possession of the DMT and the office files. This list is included in Appendix A-1, A-2 and A-3
- **Critical Equipment:** Identify critical machines, documents and test generator system, etc. required for post-disaster preparation
- **Critical Contact list:** Verify vendor's lists, including computer and pension consultants, along with building contractors in order to ensure completeness for a real and post disaster preparation.
- Send a copy of the Disaster Recovery Plan to Staff, Trustees, City Manager and City Clerk.
- Establish procedure for DMT and supporting staff on Disaster Recovery Plan.

****Although it is not necessary to distribute to all associates, the DMT and the office files should have the name, address and telephone number of relative(s). Preferably the contact is a family member that is not a resident in southeast Florida.**

Weather

The DMT is responsible for reviewing hurricane reports issued by the National Weather Service during the June 1st to November 30th hurricane season.

A state of ready alert for the disaster recovery team goes into effect when a hurricane watch is issued.

When a watch is issued, the DMT is responsible for initiating the preparation of the supply list and the staff's critical deadline list. After the two are prepared, the DMT must review and confirm the critical deadline and inspect the supply list (Appendix B).

Telephone Recording

In the event of a pending disaster, **it will be necessary** for the Facility Maintenance Manager or designee to change the routine telephone off-hours answering message. The revised message should provide emergency work related instructions to employees and a message for members of the plan.

A sample script might be: “You have reached the City of Miami Pension Office. Due to the impending storm, the office has been closed temporarily. We plan to re-open as soon as possible. Thank you for your support, and we hope you remain safe and well.” (Appendix C.)

Evacuation

All employees are required to obey all instructions issued by governmental authorities including any evacuation order.

Pre-Disaster Preparation for DMT

1. Ensure staff secured their offices, including locking windows, files in cabinets/drawers, and office doors.
2. Ensure a copy of the ENTIRE database is performed with the assistance of the computer consultant.
3. Ensure copies of important documents were made to DMT Jump drive. (Example: Updated Disaster Recovery Plan, Staff, Trustees, Key City Personnel and Vendors’ telephone list.)
4. Prepare supply list.
5. The Facility Maintenance Manager or designee will take to the Server Room a supply box containing: Current Disaster Recovery Plan, checkbooks, checks, staff time-sheet book, current insurance policies, backup tape, and ordinances.
6. Ensure all cabinet doors and interior doors are locked. Lock all exterior doors and windows.
7. Perform these tasks for any member of your team not able to complete them.
8. The last DMT member out of the building will lock exterior doors, gate and activate the alarm system.

Pre-Disaster for Supporting Staff

The pre-disaster preparation will be initiated when a hurricane warning is issued by the National Weather Service. The Administrator may initiate the above duties during a Hurricane Watch contingent to Storm magnitude. In the absence of the Administrator, any member of the DMT may initiate the pre-disaster preparation.

1. You are required to secure your office and equipment. A member of DMT will be responsible for identifying an employee to perform these functions in the event of your absence.
2. Assist DMT as requested.
3. You should always keep your office clean to minimize preparation time.
4. All important papers and **files** should be placed inside drawers, clean desk and close blinds. ~~and drapes~~
5. Close all office doors and make sure to lock all windows.

6. DO NOT PLACE ANY TAPE ON THE WINDOWS. Tape has no benefit in a hurricane. Removal of the tape can be difficult and costly, especially if removal damages the glass.

If you are able to help with the pre-disaster preparation, be prepared to perform tasks that are not in your normal job description.

For DMT & Supporting Staff

It is absolutely imperative to turn off all electronics in your office. Take home your laptop, hotspots, current copy of disaster recovery plan and list of telephone numbers. Keep them in a safe place and if you evacuate, be sure to take it all with you.

Post Disaster Guidelines for DMT

It is absolutely imperative that certain actions be taken immediately.

The first step is to assess the status and needs of the staff:

Although employees should be actively attempting to contact you, you must be actively attempting to contact the staff and the other members of the management team. You need to have your copy of the telephone list (Appendix A-1, A-2, A-3). We should try to communicate with each other by all available means, including the email; (<http://sitemail.hostway.com>) Your GESE e-mail address and password are required. These actions include the establishment of lines of communication among all employees.

Hold an initial meeting of key management personnel:

Particular attention must be paid to the status of each member of the key management team. Since it is likely that at least one member of the management team will have been severely affected by the disaster, it will probably be necessary to temporarily shift some responsibilities. A senior level management employee needs to be put in charge of the disaster recovery on an around the clock basis. This person should be a member of the DMT.

- Identify critical deadlines such as monthly retirees', staffs' and vendors' payroll.
- Develop a contingent timetable for returning to work: Institute a "back to work plan" if feasible as the primary focus will be on the needs of GESE's members and Staff. Try to assess the level of commitment each employee can reasonably make towards the recovery effort. It is important that management personnel focus on the future and anticipate long term needs.
- Develop a plan to relocate (if necessary); contact the trustees, GESE members, city officials, consultants and vendors. (Investment Consultant will contact Money Managers.)
- Review business insurance policies

An assessment of the physical facility and systems capability needs to be made. Consideration should be given to the time required to repair the facility and systems. Would a temporary or permanent relocation make sense? If necessary, the staff may work from their homes. When will basic services (electrical, telephone, water, etc.) be restored? Identify any critical deadlines approaching. Relay a basic timetable for normal business resumption.

Table A

Checklist of Guidelines - Post Disaster Activity for Management

- Assess employees' immediate needs
- Assess employees' future needs
- Assessment of physical facility
- Assessment of timetable for restoration of basic services
- Prepare written damage assessment
- Contact city offices
- Identify critical deadlines
- Develop a timetable for returning to work
- If we need to relocate, contact trustees, GESE members, city officials, consultants and vendors. (Investment Consultant will contact Money Managers.)
- Review business insurance policies

Post Disaster guidelines for supporting staff

After the disaster, it is of the utmost importance that you make contact immediately. Contact is important even if you personally have not been adversely affected by the disaster. You should keep your listings of employees, trustees, key city officials' and vendors' phone numbers in a safe and convenient location (located in the Disaster Recovery Plan.) We should try to communicate with each other by all available means, including the email; (<http://sitemail.hostway.com>) Your GESE e-mail address and password are required. If you plan on evacuating the region, please leave your forwarding telephone number with all members of the DMT and as soon as possible also e-mail the complete staff.

Post Disaster

Make contact with one of the following individuals (in the order listed):

- Administrator
- Treasurer
- Facility Maintenance Manager
- Administrative Assistant III
- Any other staff member
- Chairperson

Once you make contact, the following things are important to report with your personal and family status: any immediate needs, future needs, alternate contact information and any crucial deadline the DMT should be aware of. You may or may not be given work-related instructions. If you cannot be contacted on a reliable basis, you should plan to make periodic contact. Depending on your personal situation, you may be requested to perform tasks that are not in your typical job description. This could include cleaning the office, typing, answering the phones, delivering supplies, etc.

After the Storm General Guidelines for DMT & Supporting Staff

The building will not be opened to the public until:

- Electricity and water are restored inside the building
- Elevator services are restored

Only employees will be given access to the building. No friends or pets will be allowed in.

Assess damage of your office and create report for DMT

In case of computer damage, damage in the server room or internet connectivity issues, the DMT should contact Stephen Kamau, Computer Consultant.

Call for repair of any obvious damaged equipment, if possible.

Attempt to purchase or rent any critical equipment that may need to be replaced.

If the office is severely damaged, initiate actions to initiate the Business Continuity Services with LRS. (See Disruptive Event Response (DER) Manual – Pages 69-74 or call 1-(217) 793-3800 Ext. 1220

As long as the server room has power, air-conditioning and internet connectivity, each staff member with a laptop should be able to establish connection to the GESE network as long as there is hotspot and power available from their location. Employees may work from their homes on a temporary basis. If the office building is inaccessible for an extended period of time, then provisions will be made for a new temporary office location.

If the office is accessible and power is available (via generator or FPL), then the office computer equipment should be checked for any damage and turned on as appropriate. Laptops may also be used since only power and hotspot is required to be functional.

The back-up of the GESE servers is run on a nightly basis and is retrieved by International Data Depository twice weekly (Tuesday and Friday.)

If appropriate, bring systems up:

- Uncover equipment
- Allow environment to stabilize with door closed for 24 hours before turning on computers.
- Verify operational status of equipment and wiring.

Check the status of routers, telephone lines, e-mail, gateways, etc.

Business Insurance

The final area of disaster planning is the securement of adequate business insurance. Although an important area for the Trust as a whole, it is a small part of our office plan.

Our Insurance Agency is:

Marsh & McLennan Agency

Ryan Edelson, Senior Account Executive

3001 PGA Blvd., Suite 203

Palm Beach Gardens, FL 33410

T: (561) 209-1687 | F: (866) 795-1368 | C: (561) 632-0147

redelson@mma-fl.com | www.mma-fl.com

Staff's Payroll

If Paychex, our payroll vendor (800) 334-5115, is unable to process GESE's Staff payroll, the Administrative Assistant III will type manual checks for the staff with an automatic 80 hours. Any adjustments will be made when the payroll vendor is able to process GESE's Staff payroll.

APPROVED PRE-DISASTER CHECK LIST

IMMEDIATELY AFTER A HURRICANE WARNING IS ISSUED THE ADMINISTRATOR OR ADMINISTRATOR'S DESIGNEE WILL PLACE IN TRUNK:

- ___ 50 Manual checks for operating account
- ___ 5 Manual checks for excess benefit plan account
- ___ Checkbooks for the operating, retirees' and excess benefit plan accounts and excess benefit plan
- ___ Petty Cash (\$200.00)
- ___ The Updated Disaster Recovery Plan
- ___ Current ordinance
- ___ Copy of last Staff Defined Benefit Plan Wire Transfer forms
- ___ Timesheet book
- ___ The last monthly payroll retiree register
- ___ Copy of current Insurance Policies
- ___ Pension Administrator's outlook contact List
- ___ Original Letter head, updated forms (ie. Retirement Application, all Option forms and Waivers, all DROP and BACKDROP forms, ordinary death, W-4P, Refund Application, special tax notice, Mutual of Omaha insurance form)

IMMEDIATELY AFTER A HURRICANE WARNING IS ISSUED:

- ___ Administrator or Administrator's designee may call and send one additional backup external hard drive to International Data Depository (IDD)
- ___ Administrator or Administrator's designee will Contact Chairperson or Vice-Chair.
- ___ Before leaving the office, the Facility Maintenance Manager or Administrator's designee will update voicemail.
- If a Hurricane Warning is expected to be announced over the weekend, the Administrator may initiate the above duties during a Hurricane Watch.

APPROVED PRE-HURRICANE SEASON CHECK LIST

- _____ Review and update the Disaster Recovery Plan with DMT and Computer Consultants
- _____ Identify critical machines, documents, etc.
- _____ Hold annual staff meeting to communicate hurricane disaster procedures
- _____ Review and finalize Pre-Disaster responsibilities
- _____ Review and confirm critical deadline and inspect the supply kits
- _____ Update functional assignment/vendor contact list, Key City Official's list, Trustees and Staff's phone list
- _____ Propose Disaster Recovery Plan revision to Trustees at board meeting
- _____ Provide copy of Approved Disaster Recovery Plan to Trustees and Staff
- _____ Review and Assign Pre-Disaster Checklist among members of DMT
- _____ Verify Pre-Hurricane Season Checklists has been completed by DMT
- _____ Verify completion of Pre-Disaster Checklist with assigned personnel
- _____ Distribute any Hurricane Preparedness Bulletins issued by the City of Miami or Miami-Dade County
- _____ Carry out any other duty as deemed necessary for Hurricane preparedness

APPROVED POST DISASTER CHECKLIST

- Assess employees' immediate needs
 1. ___ Assurance of continued employment and business operations
 2. ___ Assess who can help
 3. ___ Confirm any critical deadlines

- Assess employees' future needs
 1. ___ Transportation

- Assessment of physical facility
 1. ___ Building (structure, windows, roof, doors, etc.)
 2. ___ Computer system
 3. ___ Telephone system & Fax
 4. ___ Generator back up System
 5. ___ Copiers & Supplies (paper, etc.)
 6. ___ Internet Service
 7. ___ Air conditioning

- Assessment of timetable for restoration of basic services
 1. ___ Electricity
 2. ___ Telephone
 3. ___ Water & Sewer/Sanitation system
 4. ___ Elevator Services
 5. ___ Prepare written damage assessment & Assess timetable for restoration of basic services

- Contact city offices for business continuity
 1. ___ Finance-Payroll department
 2. ___ IT- Payroll Transmittal
 3. ___ Trustee contact

- ****Allow environment to stabilize with door closed for 24 hours before turning on computers.**

- Re-establish working Conditions
 1. ___ Verify operational status of equipment and wiring
 2. ___ Record appropriate voice mail message
 3. ___ Confirm employees' working area and assignment needs
 4. ___ Distribute GESE supplies and equipment located in the Server Room in the locked supply kits
 5. ___ Attempt to contact your staff and the other members of the Disaster Management Team.
 6. ___ Initiate timetable for returning to work
 7. ___ Assure all GESE members that we are going to continue with business as usual
 8. ___ Identify critical deadlines
 9. ___ Confirm the status of projects with any critical deadlines
 10. ___ Review business insurance and procedures to file claims
 11. ___ Call for repair of any obvious damaged equipment, if possible.
 12. ___ Attempt to purchase or rent any critical equipment that may need to be replaced.
 13. ___ Verify that there is internet connectivity with the assistance of Computer Consultants.
 14. ___ If appropriate, bring systems up with the assistance of Computer Consultants.

- **If the office is accessible and power is available (via generator or FPL), then the office computer equipment should be checked for any damage.**

As long as the server room has power, air-conditioning and internet connectivity each staff member with a laptop should be able to establish connection to the GESE network as long as there is WI-FI/4G connectivity. Employees may work from their homes on a temporary basis. If the office building is inaccessible for an extended period of time, then provisions will be made for a new temporary office location.

- **If the office building is severely damage and it is deemed necessary to relocate either temporarily or permanently;**
 1. ___The Administrator and DMT will contact the trustees, GESE’s members, city officials, consultants and vendors.(Investment Consultant will contact Money Managers.)
 2. ___Initiate the Business Continuance Services with LRS. (See Disruptive Event Response (DER) Manual.

VERIFIED BY: _____

DATE: _____

APPROVED HURRICANE FOLLOW-UP

- _____ Retrieve supplies and equipment from server room.
- _____ Collect employee’s assignment sheets
- _____ Review hurricane preparedness process with the Disaster Management Team and identify needed changes.

**APPENDIX A-1
G.E.S.E STAFF**

<u>NAME/ADDRESS</u>	<u>TELEPHONE/FAX #</u>
Edgard Hernandez, Pension Administrator City of Miami GESE Retirement Trust 2901 Bridgeport Ave. Coconut Grove FL 33133	(305) 441-2300 – Ext. 208 - Office (305) 441-2307 Fax
Irma Saldana, Assistant to the Administrator City of Miami GESE Retirement Trust 2901 Bridgeport Ave. Coconut Grove FL 33133	(305) 441-2300 – Ext. 212 - Office (305) 441-2307 Fax
Christopher Recicar, Treasurer City of Miami GESE Retirement Trust 2901 Bridgeport Ave. Coconut Grove FL 33133	(305) 441-2300 – Ext. 202 - Office (305) 441-2307 Fax
Elena Valdes, Administrative Asst. III City of Miami GESE Retirement Trust 2901 Bridgeport Ave. Coconut Grove FL 33133	(305) 441-2300 – Ext. 207 - Office (305) 441-2307 Fax
Maria Blandon, Payroll Specialist II City of Miami GESE Retirement Trust 2901 Bridgeport Ave. Coconut Grove FL 33133	(305) 441-2300 – Ext. 213 - Office (305) 441-2307 Fax
Oscar Alvarez, Facility Maintenance Manager City of Miami GESE Retirement Trust 2901 Bridgeport Ave. Coconut Grove FL 33133	(305) 441-2300 – Ext. 221 - Office (305) 441-2307 Fax
Enrique Mesa, Chief Accountant City of Miami GESE Retirement Trust 2901 Bridgeport Ave. Coconut Grove FL 33133	(305) 441-2300 – Ext. 210 - Office (305) 441-2307 Fax
Marlene Jane-/Benefits Analyst City of Miami GESE Retirement Trust 2901 Bridgeport Ave. Coconut Grove FL 33133	(305) 441-2300 – Ext. 211 - Office (305) 441-2307 Fax
Aimee Martinez, Receptionist City of Miami GESE Retirement Trust 2901 Bridgeport Ave. Coconut Grove FL 33133	(305) 441-2300 – Ext. 201 - Office (305) 441-2307 Fax

APPENDIX A-2
G.E.S.E. RETIREMENT TRUST BOARD & Consultants
Luis Fernandez, Chairperson – Joe Simmons, Jr. Vice-Chairman
Edgard Hernandez, Pension Administrator

<u>NAME/ADDRESS</u>	<u>TELEPHONE/FAX #</u>
Luis Fernandez City of Miami GESE Retirement Trust 2901 Bridgeport Avenue Coconut Grove FL 33133	(305) 441-2300 Office (305) 441-2307 Fax
Joe Simmons, Jr. City of Miami GESE Retirement Trust 2901 Bridgeport Avenue Coconut Grove FL 33133	(305) 441-2300 Office (305) 441-2307 Fax
Ronald Thompkins City of Miami GESE Retirement Trust 2901 Bridgeport Avenue Coconut Grove FL 33133	(305) 441-2300 Office (305) 441-2307 Fax
Charlie Cox City of Miami GESE Retirement Trust 2901 Bridgeport Avenue Coconut Grove FL 33133	(305) 441-2300 Office (305) 441-2307 Fax
Sean Moy City of Miami GESE Retirement Trust 2901 Bridgeport Avenue Coconut Grove FL 33133	(305) 441-2300 Office (305) 441-2307 Fax
Elizabeth Warwick City of Miami GESE Retirement Trust 2901 Bridgeport Avenue Coconut Grove FL 33133	(305) 441-2300 Office (305) 441-2307 Fax
Clarence Graves City of Miami GESE Retirement Trust 2901 Bridgeport Avenue Coconut Grove FL 33133	(305) 441-2300 Office (305) 441-2307 Fax
John Hill City of Miami GESE Retirement Trust 2901 Bridgeport Avenue Coconut Grove FL 33133	(305) 441-2300 Office (305) 441-2307 Fax
Ann Marie Sharpe City of Miami GESE Retirement Trust 2901 Bridgeport Avenue Coconut Grove FL 33133	(305) 441-2300 Office (305) 441-2307 Fax
Ronald A. Silver City of Miami GESE Retirement Trust 2901 Bridgeport Avenue Coconut Grove FL 33133	(305) 441-2300 Office (305) 441-2307 Fax

APPENDIX- B
APPROVED SUPPLY KIT (locked box)
KEPT IN THE SERVER ROOM

- *Petty Cash (\$200)
- *50 blank checks from operating account
- *5 checks from the excess benefit plan (Grantor Trust Account)
- *200 stamps
- *Checkbook for retiree's account, operating account and excess benefit plan account
- *Updated Vendors list
- *Updated Telephone list
- *Fax cover sheets
- *Most Current ordinance
- *Updated Disaster Recovery Plan
- Retirement Package, (Option Forms, Waiver, Defined Benefit Forms, Enrollment Form, DROP & BACKDROP PACKAGES, and DROP Exit packages, ICMA 401 Plan Employee Enrollment Form)
- *1 updated W2 Tax form/ W4P
- *1 updated direct deposit form
- *1 updated change of address form
- *1 updated beneficiary form
- *1 updated refund of contribution form
- *1 updated retirement application form
- Example book
- *Disruptive Event Manual (LRS)
- *Latest Actuarial Valuation
- *Latest Three Years Experience Study
- *Latest CAFR
- *Latest Summary Plan Description
- *Latest Auditor's Report
- *Pension Administrator's outlook contact list
- *Treasurer's Contact List

*** Must be placed in locked box kept in the Server Room on the day a hurricane warning is issued. The Administrator may initiate the above duties during a Hurricane Watch if deemed necessary.**