



# IBG Underwriting Managers

## FSP: 36515

*IBG Underwriting Managers is an authorised Financial Services Provider with FSP number 365151 Underwriting on behalf of Renasa Insurance Company Limited, a licensed non-life insurer and FSP.*

## DISASTER RECOVERY PLAN

### CONTENTS

1. Disaster Planning
2. Evacuation Planning
3. Emergency Planning
4. Recovery Planning
5. Business Continuity Planning

### DISASTER PLANNING

Purpose:

- Recover from the initial impact;
- Restore basic operations;
- Resume normal operations; and
- Replace damaged equipment & facilities

Goals of a Disaster Recovery Plan:

- To eliminate or reduce the potential for injuries or the loss of human life, damage to facilities, and loss of assets and records.
- To stabilize the effects of the disaster, allowing for appropriate assessment and the beginning of recovery efforts.
- To implement the procedures contained in the Disaster Recovery Plan according to the type and impact of the disaster.

### **IBG Underwriting Managers (Pty)**

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### Priorities:

- People : Locate and calm all people
- Facilities : Secure each facility as shelter for both people and assets;
- Assets : Conducting a damage assessment will determine which assets have been destroyed, which ones are at risk and what resources are left;
- Records : Documenting the disaster and the actions taken by the company's personnel
- Client base : Reassure Clients of a recovery

### Types of Disaster:

- Natural or cataclysmic events (e.g., earthquakes, fires, floods and storms);
- Human behaviour (e.g., robberies, bomb threats, acts of arson, hostage events or transportation strikes); and
- Technological breakdowns (e.g., power outages, computer crashes and virus attacks).

### Common Disasters:

- Fires;
- Water leaks;
- Power outages;
- Virus attacks;
- Premises liability issues; and
- Human errors.

### Fire Safety

- Have your office, plant or facility inspected for fire safety; ensure compliance with fire codes and regulations.
- Install smoke detectors and fire extinguishers in appropriate locations.
- Consider an automatic sprinkler system, fire hoses and fire-resistant doors and walls.
- Establish a system for warning your employees. Plan how you will communicate with people with hearing impairments or other disabilities and those who do not speak English.

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- Put a process in place for alerting the fire department.
- Plan and practice how people will evacuate in a fire.

## **EVACUATION PLANNING**

- Plan one way out of the office, three routes out of the centre.
- Consider the feasibility of installing emergency lighting or plan to use flashlights in case the power goes out.
- Establish a warning system.
  - Test systems frequently.
  - Plan to communicate with people who are hearing-impaired or have other disabilities and those who do not speak English.
- Designate an assembly site.
  - Pick one location near your facility and another in the general area in case you have to move farther away.
  - Be sure the assembly site is away from traffic lanes and is safe for pedestrians.
- Have a roster or checklist prepared to assist with the head count of all employees
- Conduct employee training, exercises and drills including procedures for evacuating high-rise buildings on a regular basis.
- If your business operates out of more than one location or has more than one place where people work, establish evacuation procedures for each individual building.
- If your company is in a small strip mall, it is important to coordinate and practice with other tenants or businesses to avoid confusion and potential gridlock.
- If you rent, lease or share space with other businesses make sure the building owner and other companies are committed to coordinating and practicing evacuation procedures together.

Process:

1. We will practice evacuation procedures once a year.
2. We will test the warning system and record results once a year.

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## EVACUATION PLAN

Factors to consider when ordering an Evacuation:

- Severity of the Incident
- Likelihood of escalation
- The incident becoming uncontrollable beyond resources available

Procedures:

1. Assess the situation for potential evacuation
2. Remove anyone in the immediate vicinity
3. If there is a fire and it is localized, then endeavour to use the fire extinguisher
4. Notify Quick Reaction Team
5. Quick Reaction Team Leader to:
  - Assess the situation
  - Notify all persons to leave the premises calmly and assemble at evacuation points
  - Notify Emergency services
6. Quick Reaction Team to:
  - Head count all employees and visitors
  - Render First Aid
7. Wait for Emergency Services
8. Once emergency services assess the situation and deems it safe to re-enter the building, then Quick Reaction team to Salvage and Restore Company operations
9. All persons may re-enter the building to retrieve personal belongings

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## EMERGENCY PLANNING

### Rules in an emergency:

- Stop work and leave the building IMMEDIATELY when the fire alarm sounds or when you are instructed to do so.
- Follow instructions, avoid panic, and cooperate with those responding to the emergency.
- Proceed to the designated or nearest exit.
- Turn off computers, equipment, fans, etc., and close desk drawers.
- Do NOT delay your exit from the building by looking for belongings or other people.
- When leaving the building, go to a clear area well away from the building. Do not obstruct fire hydrants or the responding fire/rescue workers and their equipment.
- Do not re-enter the building until instructed to do so by your supervisor or fire/rescue worker.
- The above rules will be enforced. Periodic fire emergency drills may be conducted. Your life and the lives of others will depend on your cooperation.

### Emergency plan:

This company has a responsibility for minimizing the danger to life, property, and job security arising from the effects of fire, riots, civil commotion, and natural and man-made disasters. To accomplish this purpose, a Quick Reaction Team has been developed to respond to emergencies.

#### Quick Reaction Team Members:

#### Responsibilities:

Sangeline Nielsen

Evacuate Employees

Dimitri Nielsen

Render First Aid

Sangeline & Dimitri Nielsen

Salvage and Restore Company Operations

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If you ever discover a fire:

- Remain calm. Do not shout "Fire!"
- Pull the nearest fire alarm.
- Dial "031 361 0000 or 082 891 9563" on the telephone and give the operator the location of the fire, the floor and room number, if possible.

List of recommended emergency supplies

- Fire Extinguisher
- Water, amounts for portable kits will vary. Individuals should determine what amount they are able to both store comfortably and to transport to other locations. If it is feasible, store one gallon of water per person per day, for drinking and sanitation
- Flashlight and extra batteries
- First Aid kit
- Whistle to signal for help
- Dust or filter masks, readily available in hardware stores, which are rated based on how small a particle they filter
- Moist towelettes for sanitation
- Wrench or pliers to turn off utilities
- Plastic sheeting and duct tape to "seal the room"
- Garbage bags and plastic ties for personal sanitation

## QUICK REACTION TEAM

Names	Role	Responsibilities
Sangeline Nielsen	Leader	Evacuation, Contacting Emergency & Service Departments
Dimitri Nielsen	Member	First Aid
Sangeline and Dimitri Nielsen	Member	Salvage and Restore :

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### EMERGENCY CONTACT INFORMATION

Emergency Departments	Number
Ambulance	039 978 1603
SAPS Police	039 978 9916/54
Metro Police	039 973 6112
Fire Brigade	031 361 0000 / 082 891 9563
Water Works	0800 092 837

### EMPLOYEE EMERGENCY CONTACT INFORMATION

Employee Name	Employee Contact Number	Next of Kin Name	Next of Kin Contact Number
Sangeline Nielsen	068 219 8097	Kelly Nielsen	083 682 6974
Dimitri Nielsen	063 388 8047	Nicolas Nielsen	065 862 9938
Ivan Bernard Down	084 799 3220	Elaine Down	072 726 8397
Tiffany Hanekom	079 899 3853	Elaine Down	072 726 8397

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### RECOVERY PLANNING

#### HARDWARE INVENTORY

HARDWARE (LAPTOP, CPU, MONITOR,KEYBOARD, PRINTER ETC)	HARDWARE SIZE, RAM & CPU CAPACITY	MODEL NUMBER	SERIAL NUMBER	DATE PURCHASED
Acer Swift 3 Printer		SF314-56-54ZR	NXH4JEA002902086A66600	
Dell 15 3000 Series Laptop		3000	CW85F32	
Kyocera copier			R4Z2360395	
Lenovo IP3 Laptop			1115G4 8 512 11	
Lenovo Laptop			00327-60000-00000-AA572	
MSI Modern 14 Laptop			C2501N0016152	

#### SUPPLIER DETAILS

SERVICE DEPARTMENTS	ADDRESS	CONTACT PERSON	PHONE NUMBER	E-MAIL ADDRESS	ACCOUNT NUMBER
Phone & IT Techs	20 Allen Street, Scottburgh	Manus	031 0032200	support@marveltec.co.za	IBG001
Plumber	Scottburgh	Ivan	071 012 2327	Aquajplumbing@gmail.com	
Stationery Supplier	DNS Stationers		039 976 0555	statements@dnss.co.za	IBT1
Insurance Provider	RENASA				REN-COMM- IBG0015-9991176
Municipality	Umdoni	Kerusha	039 976 1202	kerushag@umdoni.gov.za	

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### BUSINESS RECOVERY CHECKLIST

Premises, Fixtures and Furniture	
Power and Other Utilities	
Communications Systems	
IT Systems (Hardware and Software)	
Trading, Sales and Customer Service	
Human Resources	
Information and Documentation	
Office Supplies	
Operations and Administration (Support Services)	

### BUSINESS CONTINUITY PLANNING

If the business premises is destroyed, we will operate from the following location:

We have two offices sites for the Uma, Scottburgh and Cape Town. The staff live on the same properties where offices are based which makes it possible for them to operate from their home offices and work remotely, if Cape Town office is not suitable or it isn't convenient to travel at the time of the incident.

If the business telecommunication lines are not operational, we will use the following telephone and fax numbers:

All cellphone numbers are already made available to clients and all business partners.

If the Manager is unavailable, the following person will render assistance:

Sangeline Nielsen

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If our computers are destroyed, we will use back-up computers at the following location:

All information is constantly being stored and uploaded to the cloud and readily available on login. Laptops will be replaced and work will resume.

Back-up records including a copy of this plan, site maps, insurance policies, bank account records and computer back ups are stored at:

In the cloud storage for the Uma.

If our accounting and payroll records are destroyed, we will provide for continuity in the following ways:

North Coast Accountants - [jacobus@northcoastaccountants.co.za](mailto:jacobus@northcoastaccountants.co.za) – stored with our accountants and on the cloud.

Manner in which to inform clients of Disaster:

The employees at our second site will inform our client or we will do so ourselves once our new devices are up and running.

Annual Review

We will review and update this Disaster Recovery Plan in July 2026.

Full Name of Key Individual:

IVAN BERNARD DOWN

Signature of Key Individual:

Date:

20 June 2025

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