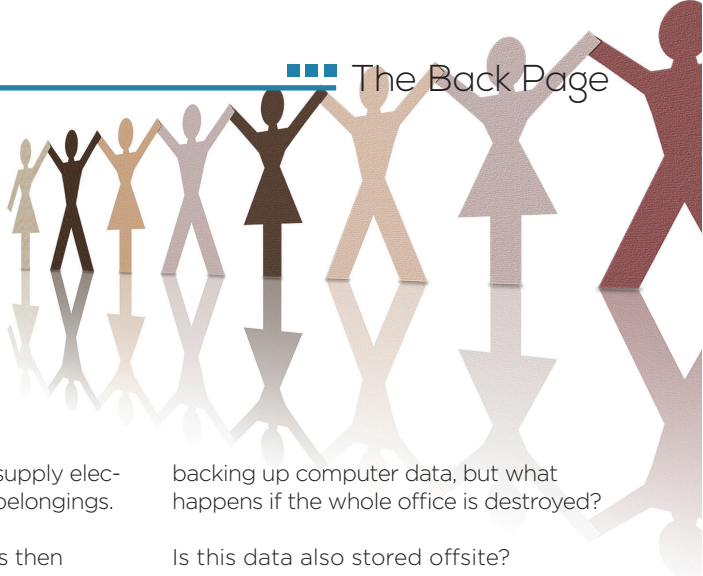


# AFTER THE FLOOD

## What Did We Learn?

By Gas Processing Management Inc.



**THE FLOOD OF JUNE 20, 2013** in southern Alberta certainly caught a lot of people and businesses off guard, but it also taught us a few lessons.

The first and most important lesson is that when it comes to disasters, people matter most.

During the flood and evacuation in low-lying areas, we saw people being assisted. The primary concern was of course to get people out of harm's way.

In the aftermath of the flood, many businesses were at worst inundated, or, at least temporarily shut down, because of lack of access and utilities. But still the primary concern was for the people who were now effectively homeless.

Concern about business took a back seat to looking after these homeless people: friends, relatives and complete strangers helped those affected by whatever means they could. Even when businesses did open, employees and customers were preoccupied with helping other people. Looking after business came second.

The second lesson that we learned was that during a crisis businesses have a great opportunity to show that they are part of their communities.

Most oil and gas companies showed this by encouraging their staff to help others, giving them time off to assist those in need. Service companies from the local area and from far away were quick to respond if they had equipment that could

help pump out basements, supply electricity or haul away spoiled belongings.

Many oil and gas companies then followed up their initial response by donating millions of dollars to charities for flood relief, and to local communities and non-profits to help them restore their facilities and operations. All of this was not solicited, but was voluntarily donated by businesses out of their sense of wishing to help the people of their communities.

That type of goodwill really shows that oil and gas companies really are integrally entwined in Alberta and Calgary. It should also serve as an example for how they will respond to needs in any communities in which they do business.

The third lesson we learned from the flood is one of preparedness.

After the flood, we as individuals and our businesses should reassess our abilities to recover from any disaster, such as a flood, fire or robbery.

Can we quickly get back to what we were doing, and spend our time looking to the future, rather than recovering from the past?

Larger companies typically have backups in place for their computers, systems and data, and these are stored at an offsite location, allowing them to recover quickly after a loss.

However, smaller businesses tend to be less prepared. They may have a server

backing up computer data, but what happens if the whole office is destroyed?

Is this data also stored offsite?

As well, can they recover from a loss of critical paper files, such as contracts, accounting, taxes, personnel records and other private information?

These are all things that need to be assessed.

For individuals, the need to assess our preparedness is likely to cause more concern. If all our home computers and files were lost, could we quickly return to function normally?

We may have backups of our computer data, but what about the programs and systems?

Have we actually tried to restore the computer with the backup so we know it works?

Is the backup located near the computer?

Most of us have experienced a computer failure — it certainly is not something we would prefer to experience again. Then what about our personal papers, such as credit cards, passports, contracts, tax files, financial information, etc. Are these backed up?

These days, scanners and large capacity jump-drives are readily available, so all critical personal information can easily be copied and stored in electronic form, and copies can be co-located with family or in a safety deposit box. It takes a little time to set this up, but it will be invaluable in case of a disaster in your home.

So, what have we learned from the flood?

We should band together to help each other in times of disaster, and that the Boy Scout motto — “Be Prepared” — still applies. ⊕



Calgary-headquartered Gas Processing Management Inc. has nine principals, all with professional designations and more than 25 years of industry experience. They are (standing, from left): **Steven Wolfe, John Kingsbury, Bart van Schaayk, Bob Child and Ib Moller.** Seated (from left): **Gerry Goobie, Terry Joubert, Dave Esau and Bill Armstrong.**