

Opening Remarks delivered by
Richard P. Young
Managing Director, Scotiabank Trinidad and Tobago Limited
Disaster Management Workshop
September 6th 2007
Crowne Plaza, Port-of-Spain

Good morning Ladies and gentlemen, participants, presenters and members of the press.

Scotiabank is pleased to be associated with Tropical Shipping, Caribbean Central-American Action (CCAA) and the Office of Disaster Preparedness & Management (ODPM) in presenting & hosting such an important workshop Disaster management-throughout the Caribbean region.

Scotiabank has been promoting the practice of Disaster Management planning from the early 80's. In 1989 we officially established a Business Continuity Planning Unit, as we recognize this as a very important management discipline.

Scotiabank was one of the first institutions in Canada to set up a permanent unit of this type. The underlying concept is simple – if we take some elementary steps, we can put ourselves in a position where we can continue to offer our customers, service when disruption hits our workplace.

Scotiabank's mission for Disaster Management is to take all reasonable measures to provide for the continuity of business under conditions that have the potential to disrupt the workplace or its environment.

With this mission in mind, each Scotiabank location is mandated to prepare and develop plans to ensure a coordinated recovery from incidents impacting that location. All the individual location plans are coordinated within the region to be able to respond to widespread situations, and also further afield encompassing our International Banking offices in Toronto.

In an effort to ensure that your Disaster management plan is effective here are a few tips I need to share with you: -

- Recognize that there are costs associated with developing effective Disaster management plans.
- Establish an active committee comprising of management and staff.
- Identify a location coordinator.
- Assign resources from the main sectors of your business to be represented on your Disaster management committee.
- Set standards, do regular testing of your plans. Do not leave your plans on a shelf to collect dust.
- Ensure that all staff participates in the testing of your plans, preferably on every six months.

- Conduct training sessions with staff to ensure that every one is aware of your plan and the response required.

When most people in the Caribbean hear of disasters, we tend to think of hurricanes only, but we must think of all the disasters when creating our plans, e.g.

- Earthquakes
- Tsunamis /Tornadoes
- Floods/ Water leaks/damage
- Fires
- Explosions
- Toxic Fumes/Contamination
- Bomb threats
- Power failures
- Communications failure
- Mainframe failures (computers)
- Computer viruses
- Robberies/Hostage taking
- Strikes.

This workshop is aimed at assisting all of you here today to enhance and update your business disaster management plans, to learn from the speakers, share their experiences, and best practices.

Scotiabank recognizes the added value of continuing to support people in the communities in which we live and work. We envisage

this as a win-win opportunity, specifically since Scotiabank's success as a company directly depends on the strength of the communities where we do business. We hold a strong belief that by investing in the well being of our customers we contribute to a brighter future for all of us.

We therefore invite you to sit back, relax and take advantage of the expertise in our midst, all of whom are here to assist you in enhancing and upgrading your own disaster management plans.

I thank you!