


# Disaster Preparedness and Business Continuity Seminar

July 22-23, 2010

HawaiiUSA Community Conference Room • 1226 College Walk, Honolulu

Presented by:  Hawaii Credit Union League  
Your Partner For Success



It's not a matter of "if" a disaster strikes, but "when". How well you survive any disaster depends on how well you have prepared. This seminar takes you through a statewide hurricane simulation exercise from start to finish to get you disaster-ready.



**Early Bird Deadline**  
July 1, 2010

**Final Deadline**  
July 13, 2010

**Thursday, July 22  
8:30 am - 4:00 pm**

**8:30 am – 9:00 am**

Registration and Continental Breakfast

**9:00 am – 12:00 pm**

*Keynote Speaker, Ed Teixeira, Vice Director of State Civil Defense will provide a debrief on the “2010 Makani Pahili “ (MP10) statewide hurricane simulation exercise and the 2010 tsunami threat resulting from the Chilean earthquake.*

**Makani Pahili 2010 (MP10)**

MP10 had the “eye” of a would be hurricane passing over the islands causing flooding and other damages including but not limited to:

- Oahu
  - ♦ 33 deaths and 247 storm related injuries
  - ♦ Credit unions and banks closed due to power outages
  - ♦ All shelters at maximum capacity
  - ♦ 70,000 displaced residents
  - ♦ 37,000 tourists in Waikiki must be relocated
  - ♦ Honolulu International Airport closed
- Big Island
  - ♦ 28 storm related injuries
  - ♦ Kawaihae Harbor sustained major damage
  - ♦ Honokohau Marina closed
  - ♦ Keahole Airport closed
- Maui
  - ♦ Six storm related injuries
  - ♦ 8,000 displaced residents
  - ♦ 75 percent of hotels in Kihei-Wailea are without water
  - ♦ Kapalua and Kahului Airport closed
- Molokai
  - ♦ 16 storm related injuries
  - ♦ All shelters at maximum capacity
  - ♦ Molokai General Hospital on generator power
  - ♦ Molokai Airport closed
- Kauai
  - ♦ Two deaths and 37 storm-related injuries
  - ♦ All shelters at maximum capacity and approximately 9,000 displaced persons are in need of shelter to include 700 tourists

- ♦ Mahelona Memorial Hospital has intermittent electricity and the generator can only power half of its needs
- ♦ Lihue Airport is closed with 1,300 stranded, disgruntled tourists

Is your institution prepared to support financial services for your members and customers in the aftermath of this level of statewide devastation? Hear from the experts and learn how the financial services industry in Hawaii can improve resilience and maintain service to members and customers!

- *Ed Teixeira, Vice Director of State Civil Defense*
- *Erwin Kawata, Program Administrator for Environmental Compliance & Water Quality for Board of Water Supply*
- *Frank Vargo, Operations Engineer for Hawaiian Electric*

**2010 Tsunami Threat-Debrief**

Did you know that a tsunami can travel 6,700 miles from Chile to Hawaii in a matter of hours? A tsunami warning was issued as a result of the 8.8 earthquake which devastated Chile in February of this year. Hear from State Civil Defense “lessons learned” from this exercise.

**12:00 pm - 1:00 pm**

Lunch

**1:00 pm - 4:00 pm**

**Communication Templates**

*Dr. Robert Chandler, Ph.D.* Director of the Nicholson School of Communication at the University of Central Florida returns to conduct a general interactive session, using MP10 and the Chilean earthquake threat to teach participants how to develop communication templates suitable for your institutions use. You will walk away from this session with usable templates which will enable you to communicate effectively to members, customers, staff, regulators and media during and after a catastrophic event.

**Friday, July 23  
8:30 am - 3:00 pm**

**8:30 am – 9:00 am**

Registration and Continental Breakfast

**9:00 am – 12:00 pm**

**Mutual Support Agreements Between Hawaii’s Financial Institutions to Ensure Financial Sector Resilience**

*Dr. Chandler* will facilitate a thought-leader session focused on identifying the strengths, weaknesses and dependencies of Hawaii’s financial sector and the potential to establish Mutual Support Agreements between Hawaii financial institutions to ensure the financial needs of our customers and members are supported.

Things to Consider:

- WHY IT WON’T WORK!!!
- IS COLLABORATION A NECESSITY OR AN ADVANTAGE?
- WE SHARE A MUTUAL PREDICAMENT!

- WHAT ARE OUR NEEDS, LIMITATIONS AND MUTUAL DEPENDENCIES?
- WHAT HAVE OUR PREPARATION PLANS, TESTING AND EXPERIENCES UNCOVERED?

**12:00 pm - 1:00 pm**

Lunch

**1:00 pm - 3:00 pm**

**Round Table Discussion Facilitated by Dr. Robert Chandler**

Explore opportunities for financial institutions to work in collaboration to support provision of financial services to our members and customers in a disaster situation.

**Agenda**

**Thursday, July 22**

- 8:30 am - 9:00 am** Registration/Continental Breakfast
- 9:00 am - 12:00 pm** Program
- 12:00 pm - 1:00 pm** Lunch
- 1:00 pm - 4:00 pm** Program

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- 1:00 pm - 3:00 pm** Program

**Upcoming HCUL Educational Opportunities**

**Webcasts**

**The Revised BSA Exam Manual: Reviewing New April 2010 Changes**  
June 18

**Preventing Losses on the Frontline & in the Call Center**  
June 23

**Handling Right of Set Off: What You Need to Know**  
June 30

**Crime & Your Credit Union Workshop**  
HCUL Education Center • July 7

**Exceptional Member Services Workshop**  
HCUL Education Center • July 14

**Operations Compliance School**  
Ala Moana Hotel • August 4-6

**Be Recognized!**

The Hawaii Credit Union League Päkela Award honors credit union professionals and volunteers for their commitment to continuing education.

Individuals qualify for a Päkela Award by earning 25 credit hours beginning July 1 of each year and ending June 30. Credit hours are earned by completing League workshops, schools, special interest seminars, and conferences.

Those who complete at least 25 credit hours will be recognized annually at chapter events. These individuals will receive certificates and recognition in the program of events at their respective chapter meetings.

In addition, a special award will be given to one outstanding individual from each of three credit union asset categories.



**Hotel Reservation  
Deadline:  
July 13, 2010**

Sleeping room reservations at the Ala Moana Hotel will be confirmed on a space available basis. To reserve a room, please email the following information to [shill@hcul.org](mailto:shill@hcul.org):

Name: \_\_\_\_\_  
Credit Union: \_\_\_\_\_  
Arrival date: \_\_\_\_\_  
Departure date: \_\_\_\_\_

Room rate:  
Kona Tower \$99 + taxes  
Waikiki Tower \$129 + taxes

HCUL will host the parking fee for all sleeping rooms booked through our office.

Complete the registration form and return it along with payment. If you have any questions call Sherrie Hill at 203.6404 or toll-free at 888.331.JOIN (5646).

Payment is required at the time of registration to confirm participation. Please mail your completed form and payment to:

Hawaii Credit Union League  
1654 S. King Street  
Honolulu, HI 96826-2097

Make checks payable to "Hawaii Credit Union League." One form per participant, please. Retain a copy for your files. You may also register on-line at [www.hcul.org](http://www.hcul.org).

Meals: A continental breakfast and lunch each day are included. Please inform us of any special dietary needs when you register.

Cancellations and Refunds: No refunds will be made or registration forms accepted after July 13, 2010. Cancellation and refund requests must be made in writing and faxed to 945.0019 or e-mailed to [shill@hcul.org](mailto:shill@hcul.org). Hawaii Credit Union League (HCUL) reserves the right to cancel this school in the event of insufficient participation or for extraordinary reasons outside of its control, with advance notice to all registrants. HCUL also reserves the right to change the site, instructor, or schedule of this school due to unforeseen circumstances, with as much advance notice possible. (If you are registering for someone else, please share with them the following information).

Attire: Business casual attire. Room temperature varies, so please bring a sweater or jacket.

Location: HawaiiUSA Community Conference Room, 1226 College Walk, Honolulu



## Disaster Preparedness and Business Continuity Seminar

**HAWAIIFIRST FOR CONTINUITY**  
*Financial Industry  
Resilience, Security and Teamwork*

**HawaiiUSA Community Conference Room • July 22-23, 2010**

Participant's Name \_\_\_\_\_

Badge Name \_\_\_\_\_

Title \_\_\_\_\_

Credit Union Name \_\_\_\_\_

CU Telephone Number \_\_\_\_\_ Ext. \_\_\_\_\_

Participant's E-mail Address \_\_\_\_\_

Special dietary needs (e.g., vegetarian, food allergies, etc.): \_\_\_\_\_



If you have a physical or medical condition requiring

special attention, dietary or otherwise, please advise us so arrangements can be made.

Registration [please check the appropriate selection]

Postmarked on or before July 1, 2010

- \$350 per person
- Pending grant

**Amount Enclosed**

\$

Postmarked from July 2-13, 2010

- \$438 per person
- Pending grant



**Payment is required at time of registration to confirm participation. Please mail to:**

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