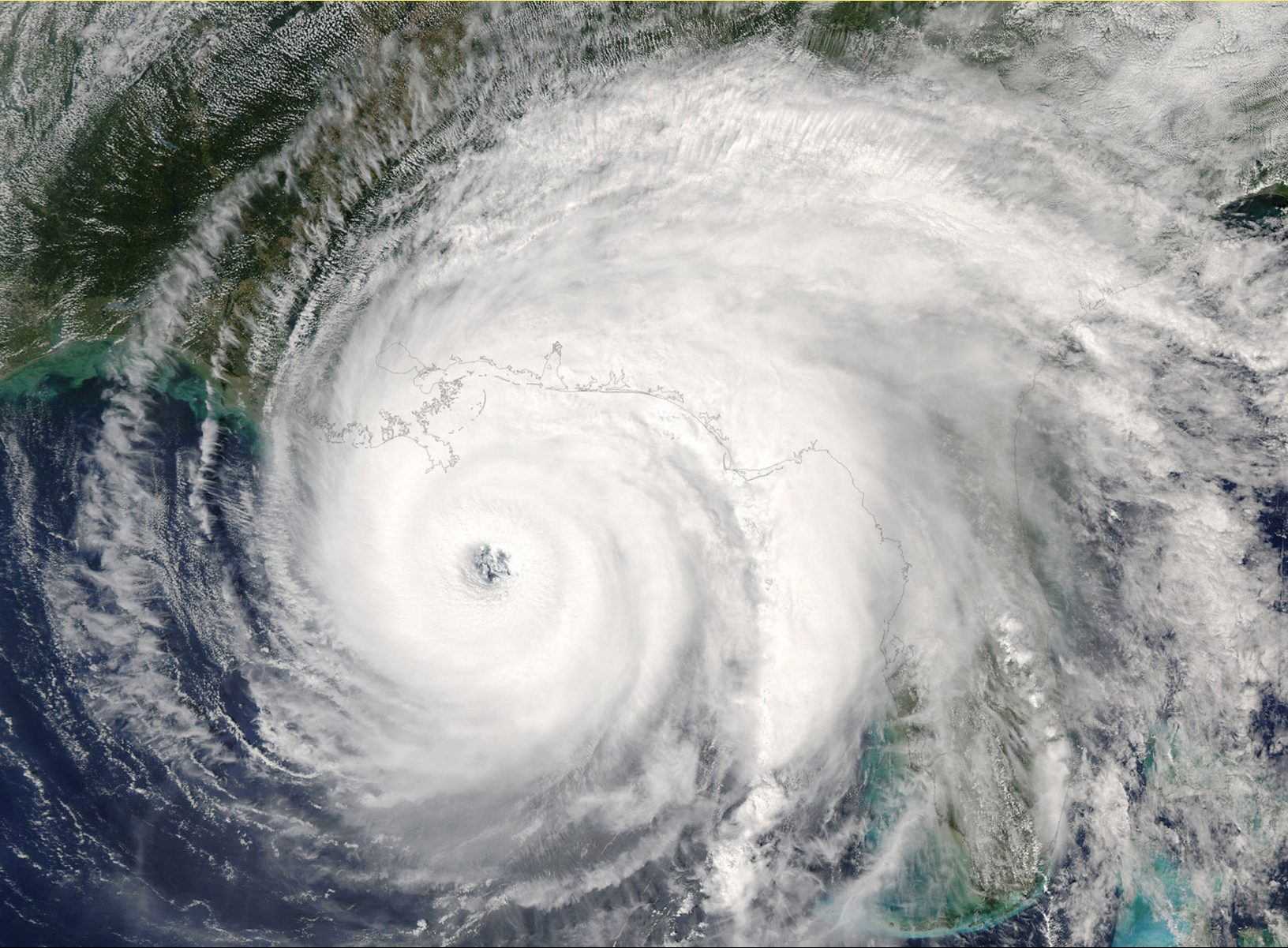


# HURRICANE PREPAREDNESS PLAN FOR BUSINESSES

If you need help preparing your hurricane response plan,  
call us at **844-413-3130** or for more information visit  
[ServiceMasterDSI.com](http://ServiceMasterDSI.com).



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## OVERVIEW

Over the past 40 years, ServiceMaster Recovery Management (SRM)/ServiceMaster DSI has helped thousands of businesses recover from Hurricanes. We have seen minimal damage to total destruction and can testify that being prepared is essential to business survival. In fact, according to the Federal Emergency Management Agency (FEMA), forty percent of businesses do not reopen after a disaster and another 25 percent fail within one year. Review the information below to help you prepare for the 2021 Hurricane Season. With proper planning, it may be possible to minimize the damage to your business. It is also important that you plan for how you will continue to run your business after a hurricane hits your facility.

**COVID-19 Hurricane Preparedness Plan Changes:** This year it is more important than ever to update your hurricane preparedness plan to abide by the COVID-19 protocols. Review some of the changes below.

**Emergency Supplies:** Make sure you have enough masks and PPE added to your emergency supplies for all employees and residents (if applicable).

**Shelters:** Find shelters that can abide by the social distancing rules.

**Evacuation:** Consider evacuating earlier to avoid crowds and to abide by the social distancing rules.

**Vendors:** Make sure you are using vendors such as your disaster restoration company that can follow all Centers for Disease Control and Prevention (CDC) COVID-19 protocols.

## 2021 HURRICANE SEASON PREDICTIONS

Reports from forecasters at Colorado State University and AccuWeather are predicting this year's season to have above-normal activity. Some of these predictions include a maximum amount of 20 possible named storms, 10 possible hurricanes, and 5 possible major hurricanes.

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## COMMUNICATION PLAN

Appoint a primary contact and team leaders who will communicate with and direct people in your facility. Then decide how the team will stay in contact and communicate information during the event.

Primary Communication Contacts	
Contact:	Phone/E-mail:
Contact:	Phone/E-mail:
Contact:	Phone/E-mail:
Contact:	Phone/E-mail:
Contact:	Phone/E-mail:
Contact:	Phone/E-mail:

Decide how the team will stay in contact and communicate information during the event. *Do you have new video conferencing tools or communication tools ie. Slack, GoTo Meeting, Zoom, etc. from the COVID-19 lockdown that you can utilize?*

Communication Tools

Decide how often the team should communicate and inform all employees so the expectations are clear.

Communication Schedule

**Don't forget to review your communication plan with all personnel.**

## SHELTER IN PLACE/EVACUATION PLAN

Find and identify safe social distancing shelters for your personnel and/or residents throughout the city where they can stay **6 feet apart** from each other.

Shelters	
	Contact Info:
	Contact Info:
	Contact Info:

Create an evacuation plan and possibly consider evacuation early to maintain social distancing recommendations.

Evacuation or Stay In Place Plan

**Don't forget to review your evacuation/stay in place plan with your personnel.**

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## PREPAREDNESS & EMERGENCY HURRICANE SUPPLIES

Whether you evacuate from your facility or stay in place, you should have enough emergency supplies for everyone. COVID-19 Update: Make sure you add two masks per employee and/or resident. Also have enough PPE for all personnel.

Facility Protection Supplies				
	Sand Bags		Plywood	Shovels
	Water Barricades		Generator	Tarpaulins
Hygiene				
	Hand Sanitizer		Toilet Paper	Antibacterial Wipes
	Hand Soap		Garbage Bags	Disinfectant Sprays
First Aid Supplies				
	Bandages		Sterile Gloves	Scissors
	Antiseptic Lotion		Pain Reliever	Sterile Gauze Pads
Food & Water				
	Bottled Water		Peanut Butter	Boxed Foods
	Canned Foods		Granola Bars	Nuts
Basic Tools				
	Wrenches		Hammers	Duct Tape
	Pliers		Can Opener	Matches
Safety Apparel				
	PPE		Gloves	Hard Hats
	Masks		Rain Ponchos	Hand Sanitizer

## EVALUATE YOUR COMPANY'S HURRICANE RISKS

Review your company's flood zones, hurricane insurance, and flood/storm surge limits.

## BUSINESS CONTINUITY

- Plan an off-site back up of critical files and other data if not already using a cloud service for this.
- Consider what options are available for alternate workspace or production
  - Did you invest in work from home options for COVID-19? Can you put these into place?
- Consider what short term outsourcing possibilities exist for your clients or customers if a hurricane hits.

**Don't forget to email this completed plan to all of your personnel.**

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## **SELECT A HURRICANE DISASTER RESTORATION COMPANY**

- Make sure this contractor can abide by COVID-19 protocols and rules.
- Make sure this contractor is licensed and bonded.
- Make sure this contractor will provide priority response after a hurricane.
- Resources are limited after a hurricane damages an area, make sure this contractor will take pro-active steps to mobilize and stage equipment.

## **EMERGENCY CONTACTS**

List all of your emergency contacts on this page. Contacts to consider listing include: water, security, gas, electric, and disaster restoration company.

<b>Contact</b>	<b>Company</b>	<b>Phone Number</b>	<b>Email</b>



## PRIMARY CONTACTS

This page lists the people and businesses that will help your business respond and recover from a loss. Contacts to consider listing include: Building Owner, Building Contact, Risk/Property Management Company and Work Authorization Contact. If building is a lease, ensure Building Owner and Name Contact is present.

### Insurance Contact Information

Structural Insurance	
Broker:	Phone:
Carrier:	Policy #:
Contents Insurance	
Broker:	Phone:
Carrier:	Policy #:

Contact	Company	Phone Number	Email



## UTILITY CONTACTS & SHUT OFFS

### Gas

Company:	Phone:
Account #:	Email:
Shut-Off Location:	
Access Key Location (if applicable):	

### Electricity

Company:	Phone:
Account #:	Email:
Shut-Off Location:	
Access Key Location (if applicable):	

### Water

Company:
Account #:
Shut-Off Location:
Access Key Location (if applicable):

### Security System Panel

Company:
Account #:
Shut-Off Location:
Access Key Location (if applicable):

### Other

Company:
Account #:
Shut-Off Location:
Access Key Location (if applicable):



## EMERGENCY POWER REQUIREMENTS

Consider purchasing a generator to supply emergency power to your facility.

Item	QTY	Size/Voltage	Est. Fuel Consumption	Amps	Distance of Cable Run

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## HURRICANE WARNING IN EFFECT PREVENTION CHECKLIST

In the event that a the National Weather Service issues a Hurricane Warning in your area, use the following checklist to help manage the situation and minimize business interruption:

- 1. Test Emergency Power**
  - Test generators.
  - Make sure you have enough fuel to run generator(s) for a week.
- 2. Prevent Damage from Winds**
  - Bring in equipment and other items that are outside so they are not blown during high winds. Anchor structures in yards that are not movable.
  - Board-up windows and doors; keep outdoor equipment and materials from becoming projectiles by moving them indoors.
  - Move everything away from windows and walls.
  - Pick up all loose small items and put them in boxes or heavier cabinets/ desks.
- 3. Prevent Damage from Water:**
  - Use sandbags and/or water barricades to protect your facility from water damage.
  - Move vehicles and equipment out of basements and low lying areas; raise elevators off lower levels.
  - Remove any important documents in lower level cabinets or desks.
  - Cover electrical outlets.
  - Cover all furniture.
- 4. Analyze Threats and Consider Evacuation Plan**
  - Consider evacuation early to maintain social distancing recommendations.
- 5. Turn Off Utilities**

Turn off utilities at the main switches or valves as best suits your emergency plan, and as directed by utility companies. Ensure that you do not shut-off critical systems that will be needed during and after an event (fire sprinklers, security, etc).
- 6. Disconnect Electrical Equipment and Appliances**
  - If you have time, thaw out any refrigerator or freezers.

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## STEPS TO DO AFTER A HURRICANE HITS

In the event that your company experiences a hurricane loss, use the following checklist to help manage the situation and minimize business interruption:

- 1. Notify Essential Contacts:**
  - Emergency contacts
  - Emergency Response Contractor
  - Insurance carrier/broker and other primary contacts
- 2. Minimize Additional Damage:**

Included in the language of virtually all insurance policies is a disclaimer holding the “insured” accountable for taking steps to help reduce any further damage. SRM/ServiceMaster DSI can help ensure proper steps are taken to mitigate the situation and prevent additional damage.
- 3. Execute a Communications Plan:**

In addition to those who are part of the recovery process, it will be necessary to inform staff members who will be charged with internal/external communication to employees, suppliers, customers and other stakeholders as to what is going on and expected next steps.
- 4. Assess the Damage:**

The recovery team should begin the task of damage assessment as soon as reasonably possible upon receiving the authorization to return to the facility. Take the time to document the loss, take photos and identify any potential hazards.
- 5. Restore Fire Protection:**

To reoccupy a facility, the fire protection/suppression system must be operable or adequate alternatives must be established.
- 6. Begin Preventative Maintenance:**

Once there is no danger associated with the effects of the loss, begin the process of protecting property and equipment.
- 7. Start the Reclamation Process:**

Begin the cleaning and restoration process as soon as possible. Exposure to water can cause irreparable damage if not addressed in a timely fashion.
- 8. Keep Tabs on Costs:**

It is important to your business and your insurance carrier that people in the organization track the costs associated with the claim process. Make sure you can readily identify and capture expenses directly related to the claim.
- 9. Enact Temporary Repairs:**

As an extension of reducing any further damage, temporary repairs should be performed if they will save, protect or preserve property/equipment, and to improve personnel safety.
- 10. Complete Final Repairs and Replacement:**

Once all parties have agreed on scope of services required to return to pre-loss condition and funds have been authorized, finalize repairs or if necessary replace “totaled” items.

## REFERENCES & RESOURCES

<https://www.accuweather.com/en/hurricane/accuweathers-2021-atlantic-hurricane-season-forecast/924431#:~:text=AccuWeather's%20team%20of%20tropical%20weather,incl%20seven%20to%2010%20hurricanes.&text=A%20normal%20season%20is%20considered,hurricanes%20and%20three%20major%20hurricanes.>

[www.ready.gov/business](http://www.ready.gov/business)

<https://www.osha.gov/dts/weather/hurricane/>

<https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html>

<https://www.iii.org/article/when-disaster-strikes-preparation-response-and-recovery/>

<https://tropical.colostate.edu/>

## ABOUT SERVICEMASTER DSI

ServiceMaster DSI (SMDSI) is a residential and commercial disaster restoration company that provides services through the ServiceMaster Restore® and ServiceMaster Recovery Management (SRM) brands.

Starting with its first ServiceMaster license in 1981, ServiceMaster DSI has grown to be the premier ownership group within the ServiceMaster network, amassing 85 licenses within the United States and serving as the flagship SRM operator. ServiceMaster DSI has 16 regional offices within the U.S. with its primary hubs located in the Chicago, Denver, Indianapolis, Kansas City, Miami, and Minneapolis markets.

Through these brands, SMDSI services clients in all 50 states and its large loss team has provided commercial disaster restoration services in more than 20 countries around the world.

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