



Hurricane Management Plan

A Preparedness Kit for Your Business



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A hurricane can cause widespread devastation during and after it occurs. This guide from FEMA is designed to help you properly prepare for a hurricane and know how to protect yourself during and after one. Planning and preparing can make a big difference in safety and resiliency in the wake of a hurricane. The ability to quickly recover following a hurricane requires a focus on preparedness, advance planning, and knowing what to do in the event of a hurricane.

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Hurricane Management Plan

Create a Preparedness Plan for Your Business

When a disaster strikes, a quick and adequate response is your only chance to stay safe and recover in short order. To be able to react fast and effectively, however, you need to be well prepared – both at home and at work.

If you're a business owner, proper disaster preparedness takes on even more importance – you need to ensure not only your own safety and the safety of your employees, customers, and everyone else who happens to be in your company building when an emergency occurs, but also the continuity of your business and its future. A good business disaster plan will help you protect lives, equipment, and property, minimize financial loss, and expedite recovery.

Yet, even a well-thought business emergency preparedness plan won't ensure your survival without proper supplies – you and your employees may be stranded at work for days until roads are cleared; electricity may be out for a long time causing water treatment plants to shut down; there may be bodily injuries requiring medical attention; etc. Therefore, business owners all over the country are urged to assemble office survival kits that contain all the emergency supplies needed to ensure the safety and well-being of everyone in the company in the event of a disaster.

Here are some guidelines for creating and maintaining a business preparedness plan that can help protect you and your staff in an emergency situation and allow you to resume normal operations as soon as possible after the disaster:

We refer to this process as a management plan, because there are 3 parts to manage in considering your business needs in case of a hurricane –

- 1. Evaluation of your plan**
- 2. Preparing your business when a storm is set to arrive**
- 3. Re-entry and reopening.**

Section 1: Evaluate Your Plan

Hurricane Evaluation Review

Should be completed in Early June

- Evaluate all property **insurance** to confirm coverage is adequate. Maintain copies of policies in secure place and To Go box.
- Purchase and maintain a supply of **flashlights, battery-operated radio and batteries.**
- Purchase and maintain **hurricane supplies, 10 bags per office or cubicle, zip lock bags, duct tape, plastic sheeting and storage boxes.**
- Review **disaster plan** with entire staff and provide copies of hurricane preparation procedures at the onset of hurricane season.
- Make sure that your Emergency Call List is updated and distributed to employees.
- **Distribute employee evacuation form** to all staff members.
- Complete employee evacuation form and return to appropriate person on staff.
- **Inventory property by photos and store to portable devices.** Store one copy in the safe location and the other copy in the To Go box.
- **Clean work areas and file cabinets.** Shred and discard files as necessary.

Make online backups of the server, bring down the system and unplug

Every business should have a fire and waterproof Business-Ready “Records-To-Go” box that includes essential information and documents necessary for business to continue and/or when applying for state and federal assistance after a disaster.

Records needed to continue business:

- **Business Continuity, Emergency Preparedness, and Disaster Recovery Plan**
- **Emergency contact list of employees and key customers**
- **Insurance policies and agent information**
- **List of suppliers and vendors**
- **Customer records**
- **Back-up computer systems and data files**
- **Bank records**

When applying for state and federal business disaster loans, customary information needed includes:

- the business' physical address
- tax identification numbers
- legal structure or incorporation papers
- name, social security number, contact information and percentage of ownership for each owner; and
- list of business key creditors and vendors

Customary documentation needed when applying for state and federal business disaster loans includes:

- business tax returns
- personal tax returns for each owner
- employee verification documentation (e.g. IRS Form 941, W-3s, W-2s)
- schedule of liabilities and debts of the business; and
- current and year-to-date financial statement (profit and loss, balance sheet, and cash flow statements)

Section 2: Preparing Your Business

Staff

Your most important asset. Prepare or update your emergency call list.

Emergency Call List

The purpose of the Emergency Call List (call list) is to provide an efficient method to communicate with all staff members. It is helpful to assign telephone captains with staff allocated to an individual telephone captain. If possible, have an emergency line that can have a recorded message for employee updates in general. The call list may be used in any of the following ways:

- When a hurricane is approaching to alert staff to secure the office
- To determine the safety and needs of all staff members
- To solicit help for a staff member impacted by the storm
- To provide instructions for returning to work (when and where)

Procedure

- The President & CEO and the Chief Financial Officer will determine if it is necessary to secure the office during a weekend or holiday in the event a hurricane is approaching.
- If the decision is made to secure the office, the call list will be activated to notify all staff members to report to the office immediately.

Telephone Captain Instructions

- Telephone captains are responsible for obtaining staff members' phone numbers prior to closure of the office.
- If the area has been impacted by a hurricane, call to determine the physical status of all staff members and whether support is needed by anyone on our staff.
- Once all calls have been made (you may not reach all at this time) alert the President if a staff member needs shelter, food or clothing.
- Call your phone list again to solicit help if a staff member needs assistance.
- Once provisions are made for all staff members impacted by the storm, call your list to determine the feasibility of staff helping in the recovery efforts (community or office) or when/where to report to work.

Prepare an Emergency Kit for Your Business

An office emergency kit should contain items and equipment that will ensure your and your employees' safety and well-being while waiting out the storm at your workplace.

A business disaster kit should include emergency office supplies and equipment that will allow you and your employees to stay safe and well while waiting out the storm, give first aid to the injured, and receive timely updates and information about the situation at hand.

So, what to put in an office emergency kit? Here is a list of items to consider when creating a business preparedness kit:

- **Bottled water** – A minimum three-day supply of water for every member of your staff (one gallon of water per person per day). Running water will likely be unavailable or unsafe during and immediately after a disaster, so you need to have enough clean water for both drinking and sanitary purposes. It is a good idea to store some water purification tablets as well
- **Non-perishable food** – A three-day supply of non-perishable food per person – the food should not require any cooking and should not provoke thirst (canned meats, vegetables, and fruits; nuts, cereal bars and other healthy snacks that have a long shelf life; jars of peanut butter, jam, jelly, and other high energy foods; dried fruits; etc.). Make sure you store a manual can opener and disposable utensils with the food supplies
- **First-aid kit and essential medications** – Sterile gauze pads, bandages, antiseptic lotion, pain relievers, fever reducers, burn ointment, allergy meds, thermometer, scissors, tweezers, sterile gloves and any other supplies that may be needed to provide first aid and relief until proper medical assistance is available. Ask every employee to keep in the office a few days' worth of prescription medications and specialized medical items they use on a daily basis
- **Sanitation and hygiene supplies** – Hand soap, paper towels, moist towelettes, antibacterial wipes, toilet paper, garbage bags, disinfectants, and other hygiene supplies necessary to maintain sanitary conditions and avoid sickness during a time of disaster
- **Personal protection gear** – Dust masks, safety glasses, work gloves, hard hats, sturdy boots, and other personal protection equipment. Thermal blankets, rain ponchos, jackets, tarps, and sleeping bags are also worth considering
- **Emergency supplies** – Fire extinguishers, flashlights, light-sticks, spare batteries, whistles to signal for help, a portable hand crank radio, a disposable camera, and other items that will help in search and rescue efforts, keep you updated with the latest information, and allow you to document the damage (useful for insurance claims)
- **Basic tools** – Swiss army knives, wrenches, pliers, hammers, screwdrivers, duct tape, plastic sheeting, plastic ties, and other tools and supplies that may be needed for emergency tasks like turning off the water valve or waterproofing a room

- **Company documents** – Copies of important documents and records (bank statements, tax returns, insurance policies, client files, employee ID information, etc.) that will help you recover quickly after the disaster. Needless to say, all essential company data and business records should be stored in the cloud and/or on digital media in an offsite facility
- **Emergency contacts list** – A list of emergency phone numbers and contacts that are crucial to business operations (such as local police, fire, and ambulance services, banks, lawyers, accountants, suppliers, etc.). It is also highly recommended to keep a spare cell phone with a solar charger in your workplace emergency kit
- **Other emergency office supplies** – Smoke alarms, plastic containers, maps of the local area, spare keys, cash, and any other items that may come handy in an emergency.

If you do not have a Business To-Go Box ... now is the time to compile the documents that may be needed after a hurricane.

Business To-Go Box

After a disaster occurs, you may need disaster assistance to help your business rebuild, recover, and reopen. Every business should have a fire- and waterproof Business-Ready “Records-To-Go” box that includes essential information and documents necessary for business to continue and/or when applying for state and federal assistance after a disaster.

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Train Employees on Disaster Preparedness

Creating an emergency preparedness kit for your business will be of little use if your employees are not familiar with the company's disaster response plan and can't react in a timely and effective manner in the event of an emergency. You need to train your staff so that everyone knows what to do if a disaster strikes during business hours:

- Review your emergency preparedness plan with your employees every six months to remind them of the company safety procedures, emergency warning and communication systems, and evacuation plan. Make sure everyone knows where the safest places in the building and the emergency supplies are

Make sure all your employees know what is in your emergency preparedness kit, how to use every individual item, where the kit is kept, and how to access it.

- Encourage employees to keep their own emergency supplies (copies of personal documents, a few days' worth of prescription medications, a desk flashlight, basic personal care items, etc.) at hand

- Inform employees of their individual roles and responsibilities during an emergency. Let them know that you expect the personnel to help ensure the safety of all customers, business partners, and other people who are at the company property when a disaster strikes
- Have regular drills to practice your business disaster plan.

One final piece of advice

Your preparedness plan will help you weather the storm, but you need to know what to do immediately after a disaster in order to expedite recovery and get your business back on track as soon as possible:

1. Contact your business's insurance provider immediately after the storm passes
2. Document the sustained damage and take measures to salvage as much of your property as you can
3. Call experienced storm damage repair specialists to restore your company building and return it to normal functioning. Using professional tornado and hurricane damage repair services will allow you to successfully reopen with a few short weeks after the disaster

When a Storm is Predicted to Affect Our Area

- Make copies of the emergency call list for each staff member.
- Remove all food from the refrigerator and freezer. Take it home or discard. Food not taken will be discarded.
- Office/Cubicle Preparation: Remove all personal items (pictures, decorative objects, plants) from walls and desks. Take them home.
- Unplug all printers and computers and move into the mailroom.
- Unplug postage meter, copiers and other office equipment.
- Change after hours and office closure recordings to reflect the emergency situation
- Disconnect phones, surge protectors and calculators.
- Empty ice maker. Unplug all kitchen appliances.

- Distribute a copy of the staff telephone list to each telephone captain.
- Lock desks and file cabinets and label keys. Assign a key captain.
- Inform your telephone captain if you are evacuating or relocating. Provide the telephone number where you may be reached if different from the one listed on your emergency call list.
- All Staff member bring home the emergency call list.
- Close all office doors.
- All staff with laptops must take them home. If there are additional laptops assign a person responsible for them.
- Conduct a final walk-through.
- Take To-Go box.
- Lock the doors.

Section 3: Re-entry and Reopening

- Once the storm is over, the call list will be activated to make sure all staff members are safe and to determine if anyone needs assistance.
- If any staff member has sustained a major loss, the telephone captains will solicit help as quickly as possible. Obviously, if you have sustained a major loss the telephone captains will not be able to reach you. Do your best to reach one of them.
- The call list will be activated to provide information about reporting to the office or to another location.
- Evacuated staff members - Staff members who evacuate their homes should call his/her telephone captain as quickly as possible to provide status on their personal situation and, if possible, telephone numbers. Provide your telephone captain with telephone numbers in advance if you are relocating to a friend or relative in the area.

Hurricane Preparedness Personal Checklist

Be prepared to reside for at least three (3) days with no assistance from outside sources.

Pre-storm Planning

1. Decide if you are going to buy shutters (have them installed or do it yourself) or plywood to cover windows. If you choose plywood, pre-cut and mark the location of each plywood sheet. Plywood must be anchored on the outside of the window. Determine if garage door needs reinforcement. The northeast quadrant of a hurricane is the strongest; therefore, the southwest side of your home will be the area you really need to protect.
2. Videotape the contents of your home, garage and landscape for insurance purposes. Store in your safety deposit box at your bank or in the emergency box you are going to prepare.
3. Gather important documents such as deeds, titles, stock certificates, wills, birth certificates, military and adoption records, credit card and bank account numbers, insurance policies and anything else that would be difficult to replace. Store in a large, waterproof envelope, ready to place in your emergency box.
4. If you live in an evacuation zone or in a mobile home decide where you are going and determine how you will get there (avoid the interstate). If you are going to go to the home of relatives or friends discuss your plans with them and determine what you need to bring.
5. Check with other relatives in the area for information about their evacuation/preparation plans. This will be very important if you are not in an evacuation zone and your relatives are! Your home may become their refuge. If that is the case, you will need to have more supplies, etc. Only those in evacuation zones or in mobile homes should go to a shelter. The safest place to be is your own secured home.
6. Determine, in advance of a hurricane, what you will do with your pets, especially if you are evacuating. Pets are not allowed in most shelters.
7. Buy plastic storage boxes with handles and secure lids to serve as your emergency boxes and fill with the suggested supply list. Review the hurricane preparation guide from the newspaper or from the internet before you go on your shopping trip. Add any items you think are necessary to provide for your family.
8. Save and clean a variety of two-liter bottles (not milk jugs). Begin to stockpile enough water to provide one gallon a day for each family member and enough to last at least a week. Once a storm is approaching, fill remainder of bottles.

9. Store a week's supply of canned or packaged food that won't spoil. Do the same for your pets.

10. If you are staying in your home, determine where is your safest spot – an inside walled area with NO windows. An inside bathroom, underneath stairs or a hallway are examples of inside walled areas.

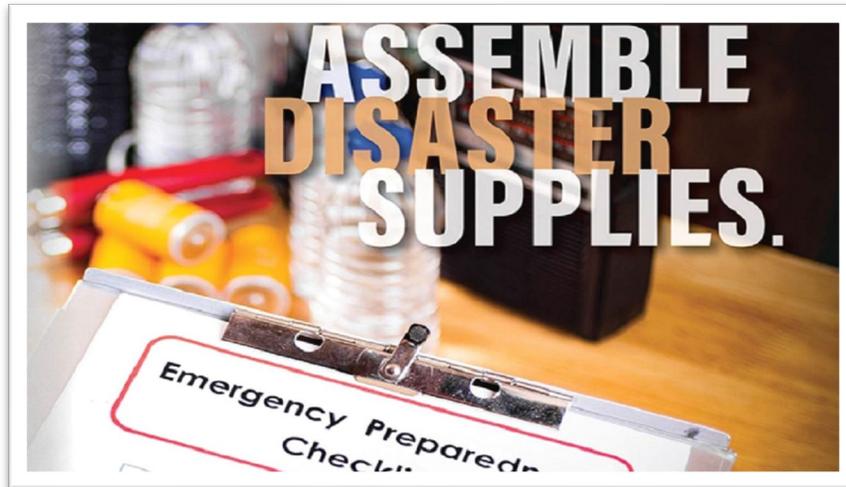


Storm approaching

1. Bring in everything not attached to house - plants, wind chimes, bird feeder, patio furniture, etc.
2. Fill clean 2-liter bottles with water and place in the freezer. Make and store ice.
3. Stock up on supplies: batteries - radios, flashlights, charcoal and fluid or gas for grill, water and canned goods.
4. Obtain cash - ATMs will not work without electricity.
5. Refill prescriptions - have a 30-day supply.
6. Charge all cell phone batteries.
7. Fill car with gas, check oil, tires, etc.
8. Gather additional radios and flashlights, verify battery needs.
9. Put games/toys/cards for children in the emergency box.

Storm is going to hit

1. Board windows with shutters or pre-cut plywood.
2. Get 2 extra outfits of clothing for every person (including shoes, underwear) place in a plastic bag in your safe area.
3. Fill large, clean trash can(s) with water and store in garage.
4. Gather pillows, small mattresses, sleeping bags, blankets, lawn chairs in your secure area. Small mattresses can be used to protect your family from debris if your roof goes.
5. Put your emergency box in the secure area.
6. Clean bathtub thoroughly; clean again with plain Clorox. Seal bathtub drain with silicone caulking to hold the water. Fill the tub with water and add some plain Clorox. It may be handy to have thick plywood cut to fit over the tub so you could use that area to sit on or for storage of supplies.
7. Turn freezer and refrigerator to coldest setting. Fill every area in freezer with 2liter ice bottles made earlier or pack with ice in zip lock bags.
8. Unplug TV, sound system, computer, etc. - any valuable electronic devices.
9. Gather lanterns and extra oil - do not have lit during high winds.
10. Put picture albums or special memorabilia in plastic bags.
11. Turn off sprinkler system.
12. Gather water and food and take to the protected area or store in an inside closet that should be safe, i.e. linen closet.
13. If you have a gun(s) unload and store with ammunition inside a closet.
14. Detach propane tank from gas grill and put in a secure place inside garage.
15. Boat owners: If you have a boat on a trailer, either tie it down or move it inside garage if possible. If moored, follow procedures for securing boat in the newspaper hurricane guide or from the internet.
16. Pool owners: Cover the pool pump filter and super-chlorinate the pool.
17. Turn off the gas and electricity to your house.



Recommended Items to Include in a Basic Emergency Supply Kit:

- Water, one gallon of water per person per day for at least three days, for drinking and sanitation
- Food, at least a three-day supply of non-perishable food
- Battery-powered or hand crank radio and a NOAA Weather Radio with tone alert and extra batteries for both
- First aid kit
- Whistle to signal for help
- Dust mask, to help filter contaminated air and plastic sheeting and duct tape to shelter-in-place
- Moist towelettes, garbage bags and plastic ties for personal sanitation
- Can opener for food (if kit contains canned food)
- Local maps
- Zip lock(s) with important papers - house and car insurance policies, copies of social security cards, birth certificates, passports, wills, etc.
- Flashlights (one for each family member) with the batteries stored outside the flashlight (to avoid corrosion)
- Spare batteries for radio, flashlights, etc. as well as things like hearing aids
- Cheap camera and film in case of cell phone failure- to take pictures of the damage for insurance company
- Basic tools - hammer, screwdriver, pair of pliers or a wrench, nails
- First aid kit

- Water treatment pills (available at camping supply stores) • Small bottle of Clorox - plain
- Lots of plastic bags - large ones for trash, small/medium ones for toilet
- Personal hygiene/comfort needs - toothbrushes, toothpaste, soap, shampoo, deodorant, comb and brushes, sunscreen
- Mosquito netting, mosquito repellent
- Can opener - not electric
- Designated radio and batteries (stored outside the radio)
- Medium size cooking pot and skillet - can cook on grill.
- Few cooking implements - large spoon, tongs, one sharp knife
- Charcoal and wooden matches (in sealed plastic bag)
- Paper towels, toilet paper, pre-moist towelettes
- Candles and matches in zip lock bag
- Plastic sheeting
- An air horn - makes a loud blast that can be heard for great distances. If you're trapped inside your house, you can let people know you're there.
- Instant flat-tire sealer - roads may be littered with glass and debris after a storm.
- Pet food and medication
- Oven mitts
- A wind-up clock
- Duct tape - that perennial quick fix
- Spray paint - can paint your house number and names of insurance carrier on the side of your home to attract the attention of insurance adjusters.
- Important family documents such as copies of insurance policies, identification and bank account records in a waterproof, portable container
- Cash or traveler's checks and change
- Emergency reference material such as a first aid book or information
- Sleeping bag or warm blanket for each person. Consider additional bedding if you in a cold-weather climate.
- Complete change of clothing including a long-sleeved shirt, long pants and sturdy shoes. Consider additional clothing if you live in a cold-weather climate.
- Household chlorine bleach and medicine dropper – When diluted nine parts water to one part bleach, bleach can be used as a disinfectant. Or in an emergency, you can use it to treat water by using 16 drops of regular household liquid bleach per gallon of water.
- Fire Extinguisher
- Matches in a waterproof container
- Feminine supplies and personal hygiene items

- Mess kits, paper cups, plates and plastic utensils, paper towels
- Paper and pencil Books, games, puzzles or other activities for children

GROCERY LIST

Think: What will my family members eat?

What can I buy that is ready to eat or can be heated on the grill?

What can I buy that will not require refrigeration after opening?

- Juices in individual containers or small cans
- Dried milk • Gatorade • Canned meats
- Canned fruit • Canned vegetables
- Peanut butter
- Jelly
- Granola bars
- Raisins, snacks
- Applesauce - individual containers
- Pudding - individual containers
- Soup
- Bread
- Cereal
- Instant coffee or tea bags
- Apples • Bananas
- Crackers (kind with peanut butter/cheese) and cookies
- Do you have enough?
 - Charcoal
 - Charcoal fluid
 - Matches
 - Batteries
 - Plastic bags
 - Water
 - Clorox (plain)
 - Gas for grill
- Items for infant/toddlers
 - Diapers
 - Baby food
 - Formula



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