



# EMERGENCY HURRICANE PREPARATION

According to the American Red Cross, almost half of all small businesses affected by a major disaster, such as a tornado, flood, earthquake or hurricane, do not reopen their doors because they were unprepared for the disaster. Therefore, it is necessary for business owners and managers to consider the fact that a natural disaster is possible. Ask yourself these questions: How could I continue to conduct business if the city (or even just the streets near my building) are closed off? How could I serve my customers' needs if my facility needed to close for several months? Could my business survive if it was closed down for several weeks or months?

Even if a hurricane does not put your company out of business, you may not be able to make contact with your customers or obtain important deliveries. To combat these risks, you must take the necessary steps before a disaster strikes to ensure business continuation.

## HURRICANE PREPARATION SUGGESTIONS

Consider incorporating the following hurricane preparation suggestions into your business to avoid unnecessary upsets in the event that disaster strikes:

- Gather a list of vendors and telephone numbers of individuals or entities that are critical to your daily operations. If you heavily rely on one or two vendors, consider adding a backup vendor outside of your area.
- Prepare a list of companies that can assist you in recovery efforts, such as removing debris, boarding up damaged windows, install tarp on damaged roof, moving and computer services.
- Provide employees with a chain of command and list of responsibilities in the event that a disaster strikes.
- Prepare a list of your employees and their contact information. Also find out where they may vacate to, if you are required to evacuate the city.
- Arrange for communication with your tenants, clients and customers. In the event of a disaster, you will need to keep them informed.
- Designate a remote phone number on your voicemail system for which you can record messages to employees in the event of an emergency.
- Arrange for programmable call forwarding of your business lines with the phone company. Then you can call and reprogram your phones from a remote location, if needed.
- Confirm backup lights that turn on when the power goes out are working properly.
- Back up your data on a frequent basis and keep this information off-site.

## EMERGENCY SUPPLIES

If employees may be confined for several hours, or even days, consider stocking the following items at your place of business:

- Flashlight and extra batteries
- Battery-powered radio
- Ready-to-eat canned foods, fruits and vegetables. Also energy foods, such as granola bars. Select foods that do not require refrigeration, cooking or preparation.
- Water stored in plastic containers
- Urge employees to keep a three-day supply of their medications on-hand as well as pain relievers and stomach remedies.
- Urge employees to bring in a blanket.
- Paper plates, cups and utensils
- Manual can opener
- Urge employees to keep an extra pair of reading glasses at work.
- First-aid supplies:

- Adhesive bandages
- Sterile dressing
- Roller gauze bandages
- Triangular bandages
- Gauze pads
- Germicidal hand wipes and alcohol-based sanitizer
- Non-latex gloves
- Adhesive tape
- Cold packs
- Scissors
- Tweezers
- CPR face shield

## REDUCING DAMAGE

- Place large objects on low shelving.
- Install latches on drawers to prevent them from flying open.
- Remove items hung on the walls, clear desks and etc. in perimeter offices to prevent items from flying around and causing damage.
- Close all perimeter office doors, blinds and drapes.
- Bolt tall bookcases and displays to the wall studs.
- Secure breakable items in a stand using hook-and-loop fasteners.
- Clear all debris from roof, gutters or etc.

## WHEN STORMS ARE IMMINENT

Once you get word that a storm is coming, please consider performing the following actions:

- Back up your files and move this information off-site.
- Move computers, files and valuable equipment to a secure and interior area of the building. If possible, this equipment should be stored off the floor and covered with plastic sheeting.
- Disconnect electrical power to all office equipment.
- Store or secure any outdoor property such as patio chairs, tables, umbrellas or etc. If possible, move it to an interior room of the building to prevent additional damage.
- Make arrangements to use alternative means of communication, especially if you cannot shut down your systems completely.
- Confirm the building has been evacuated and shut down all outside access.
- Check your emergency supplies and stock up on any necessary items.
- Help your employees get to their families safely. If it is not safe to leave the facility, establish a meeting point outside of the evacuation area for employees once you can leave.

## AFTER A HURRICANE

The following should be scheduled after the storm has passed, warnings are discontinued and the local authorities allow access to the area:

- The Property Management team should arrive at the property to assess the extent of the damage and limit access to the building.
- If electricity, water, emergency systems and etc. are not operational, the building must remain closed and tenant or public access prohibited. Rescue or Emergency Personnel should be allowed to enter at any time.
- If the Property Management team determines that entry can be done with a reasonable degree of safety, a limited number of tenant representatives should be allowed to enter the building to assess individual suite damage.
- The building should not be opened to all tenants or public access until electricity, water, emergency systems or etc. are completely restored.
  
- Report any damage to TriSure as soon as possible. Location address, brief description of the loss and contact information for person(s) on site should be all that is initially needed.*
- Take pictures and protect the building from further damage (board up broken windows, tarp over torn roof and etc.), but only if that can be done safely.*