

- Conference for Catholic Facility Management (“CCFM”)
- G460
- Disaster Preparedness-Being Ready for Whatever Happens
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Course Description

Disasters occur every day – some are due to natural disasters (hurricanes, floods, wildfires, etc.) and other are one-off events such as pipe bursts and fires from within the facility. This presentation will focus on being prepared for any event - large or small. Through example, it will demonstrate the importance of being prepared to protect the facility and, if something should occur, how to get it back up and running and reduce service interruption. Additionally, it will discuss the technology available to help pre-plan and then execute the emergency services should an event happen. Other topics to be covered include the following: it is estimated 50% of facilities that experience a disaster never re-open; the majority of those facilities that experienced a disaster and re-opened had an emergency readiness / contingency plan; timely mitigation response can reduce facility interruption; and emergency readiness plans can help prepare your facility for planned and unplanned disasters.

Learning Objectives

At the end of the this course, participants will be able to:

1. At the end of the program, participants will be able to understand the risk of not being prepared for water, fire or other disasters, using examples
2. At the end of the program, participants will be able to recognize, and identify the benefits of, a good emergency readiness / contingency plan, using examples
3. At the end of the program, participants will be able to understand the technology available to help pre-plan and then execute emergency services should a disaster event happen, using examples.
4. At the end of the program, participants will be able to demonstrate the importance of being prepared to protect their facility and, if something should occur, how to get it back up and running and reduce service interruption, using examples.

Are You “Ready for whatever happens?”

- Disasters and resulting facility interruption can devastate facilities. It is estimated that up to 50% of facilities that close due to a disaster never reopen.
- Of those that reopened, the majority had some type of response plan in place.

50%

The percent of businesses that may never reopen after suffering a disaster.

Are You Ready?



- Many facilities have an emergency contingency plan in place, but few have a plan to get back into their buildings following a disaster.
- It is estimated that 95% of disasters affecting regular operations are internal or man-made, such as fire or internal flooding.
- With the proper planning, you can better endure disasters when they occur.

No One Plans on a Disaster, But You Can Plan For It



- Disasters and emergencies can strike without warning.
- Planning ahead speaks trust to your parishioners and your employees. In the event your facility is affected by a disaster, they don't necessarily have to be.

No One Plans on a Disaster, But You Can Plan For It.

- By preparing now, you demonstrate excellence in readiness planning by compiling a comprehensive information resource to use in case of a disaster.
- Timely response in a crisis can:
 - Minimize facility interruption.
 - Save thousands of dollars in reduced secondary damage.



Disaster Planning – Excellence



It's Not About Aesthetics



Disaster Plan - Functional

Verizon Wireless



Result

- The regional network was able to re-route traffic around the flooded switching center.
- But local customers around lower Manhattan lost service.

Disaster Planning - Re-think the Plan



Preparedness Observations

- Storms such as Sandy and Katrina are teaching facility managers the value of emergency preparedness in hindsight.
 - Although companies, such as Goldman Sachs, typically have significant funds to spend on emergency preparedness training, you can invest in tutorials to assist employees/religious during emergencies and evacuations.

Preparedness Observations

- Disasters tend to surprise managers that thought they had good plans in place.
 - Ex. Moved back-up generators above ground but still lost power because they had failed to put fuel and pumps where floods could not reach.
- Disaster “Investment”
 - Too many under-invest in planning for disasters because they don’t think it will pay.
 - Leadership calculates that there is a small chance of disaster and that preparing for it is expensive, Consequently, people will be prudent only if prudence pays off quickly. (source: MIT)

Preparedness Observations

- Increased reliability on networks
 - Company's often fail to understand the inherent risks from networks.
 - Network diversity is critical not only being able to physically relocate technology and people, but also how they communicate with each other.
 - Supply chains, just-in-time and cloud based technology tend to bind activities ever closer together, making them more prone to failing at the same time.
 - A recent survey showed that 23 percent of big companies failed to include their entire supply chains in their business-continuity plans. (source: The Economist)

Preparedness Observations

- Running disaster-readiness drills with some level of regularity is accomplished all too seldom.
- The best-prepared facility and risk managers use a combination of planning for specific events and planning to cope with specific consequences, such as a loss of a building or supplier, regardless of the cause. (source: Harvard Business School)

Communications

- People who receive notifications about emergencies and evacuations are better equipped to handle the dangers presented by storms such as Hurricane Sandy.
- With effective emergency notification systems companies can keep their workers up to date on the latest information.
 - Businesses can notify their staff members about emergencies, evacuations and natural disasters through emails, text alerts, phone calls and website or social media updates to ensure that they understand the impact of any crisis situation.

Insurance Plan - Checklist

- Locate and secure all insurance policies that may be implicated by your loss
- Document property loss or damage, to the extent possible, by photographing, videotaping, and preparing an inventory of damaged or lost property (check with your insurance agent or broker for particular forms that should be used for the inventory).
- Keep receipts for all expenses incurred to protect or repair your property and for any additional or extra expenses.
- Provide your insurance company with a list of all expenses and determine if advance approval is required before incurring any expenses.
- Review your policy to determine if there are any procedural requirements or deadlines. To the extent possible, comply with all requirements and deadlines.
- Keep notes of written and oral communications with your insurance company, agent, or broker, including the dates and times of the conversations and the people with whom the conversations occurred.
- Review checks, payments, and other written communications from your insurance company to determine if there is any language releasing or giving up any claims.

Emergency Ready Plan (ERP)

- ERP “Heavy”
 - Significant financial, resource and time commitment
 - Covers: Personnel, data infrastructure, retainers (fuel, disaster recovery firms), offsite op's, logistics, detailed schematics, etc.
- ERP “Light”
 - Our focus for this presentation

Benefits of “Light” Profile

- Start up approach that provides critical information needed to begin work.
- Establishes a disaster mitigation and restoration partner.
- Identifies the line of command for authorizing mitigation work to begin.
- Provides pertinent facility details such as shut-off valve locations and priority areas.

Are You Ready?

- Emergency Ready Profile® is not a contingency plan but is a vital component of any existing plan.
- Most full contingency plans are made up of three main parts: incident response, disaster recovery and business continuity.
- Think about the potential disasters that could affect your facility. Now ask yourself this question:



Are You Ready?

Why the ERP?

- A low to no cost assessment of your facility.
- They are designed to contain only the critical information needed in the event of an emergency.
 - Simple to complete and will not take you away from current projects
- Identifies the line of command for authorizing work to begin.
 - This saves time so you can begin the work of mitigating the damage which can save you time and money.

Why the ERP?

- Provides facility details such as shut-off valve locations, priority areas and priority contact information.
 - Having a quick reference of what to do, how to do it and who to call provides solutions in advance of an emergency so that during the emergency you are “Ready for whatever happens.”
- Provides full integration of facility data that can be accessed by a variety of devices (mobile, laptop and tablet).
 - Having secured, electronic access to your facility information helps you be prepared no matter where you are.

ERP Development



Employee and Emergency Contacts

- Identifies local emergency contact information such as fire, police and hospital contacts.
- Establishes main internal contact for purposes of employee safety.

ERP Development



Utility Contact and Shut Off Locations

- Identifies local utility contact information.
- Provides a detailed description of utility shut off locations.
- Allows for a photo upload of each utility location, providing a visual aide for quick reference.
- Utilizes shut off tags to be placed on each shut valve specifically labeled to ease recognition.

ERP Development



Primary Contact Information

Identifies name, title, phone number and email of all primary contacts needed to begin cleanup and restoration:

- Building Name
- Building Contact
- Work Authorization Contact
- Maintenance Contact
- Risk or Property Manager
- Mitigation Vendor
- Internet Provider
- HVAC Contractor
- Elevator Company
- Flooring Company
- Plumber
- Electrician

ERP Development



Insurance Contact Information

- Captures structural and contents insurance information.
- Identifies the carrier, broker and policy number for quick reference in the event of an emergency.
- Allows for upload of your insurance declaration page, if desired, detailing your coverage and policy information.

ERP Development



Property Overview Information

- A snapshot of your facility.
- Provides address, photo and directions to your location.
- Provides a brief description of the facility including:
 - Structural information and special instructions.
 - Total square footage and square footage by floor.
 - Type of flooring.
 - Supplemental backup power.
 - Hazardous material information.

ERP Development

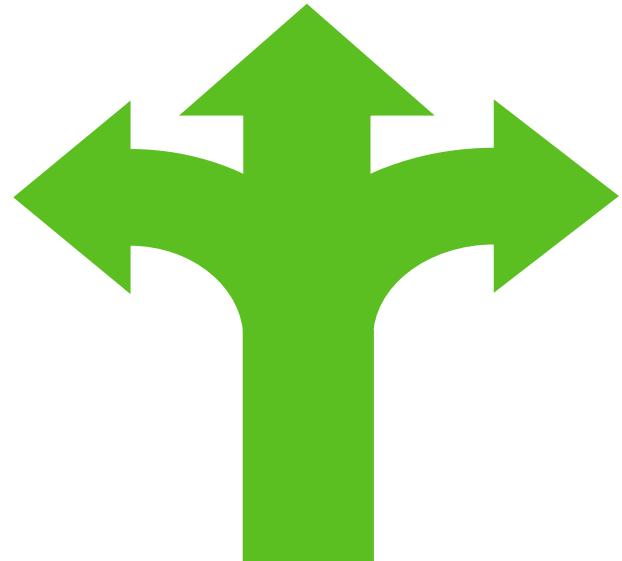


Building Access Information

- This establishes building access in advance in order to accelerate a smooth response to a disaster.
- Provides instructions and photos of:
 - Where to park service vehicles.
 - Preferred building access showing entrance locations.
 - Preferred elevator and stairwell use.

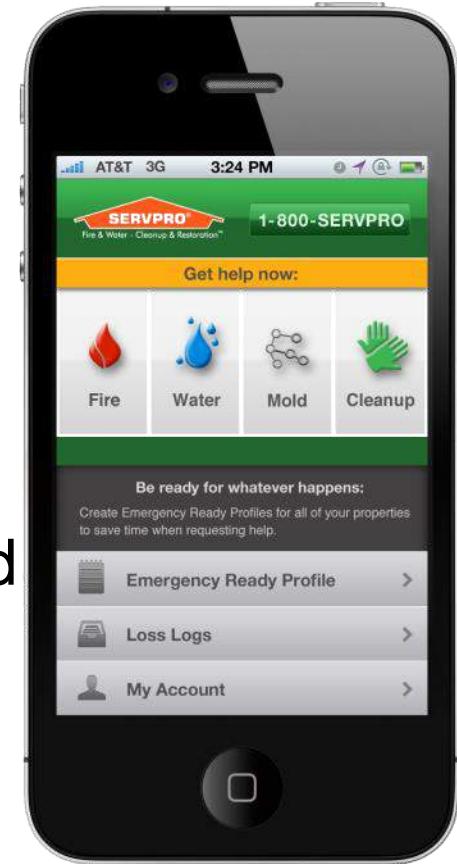
Completing the ERP Process

- The Emergency Ready Profile® will also allow for:
 - Additional notes about your facility.
 - Inclusion of Lead Reports.
 - Inclusion of Asbestos Reports.
 - Copy of your companies Evacuation Floor Plan.



Smartphone Applications

- Contain a mini-version of the ERP.
- Web-based data entry “cloud” support.
- Emergency Ready Program sharing.
 - Delegation of ERPs – community viewing.
- FNOL that will pull data from pre-populated information.
- Snap photo of damage and send.
- Emergency tips by damage type.





**Are You
Ready?**



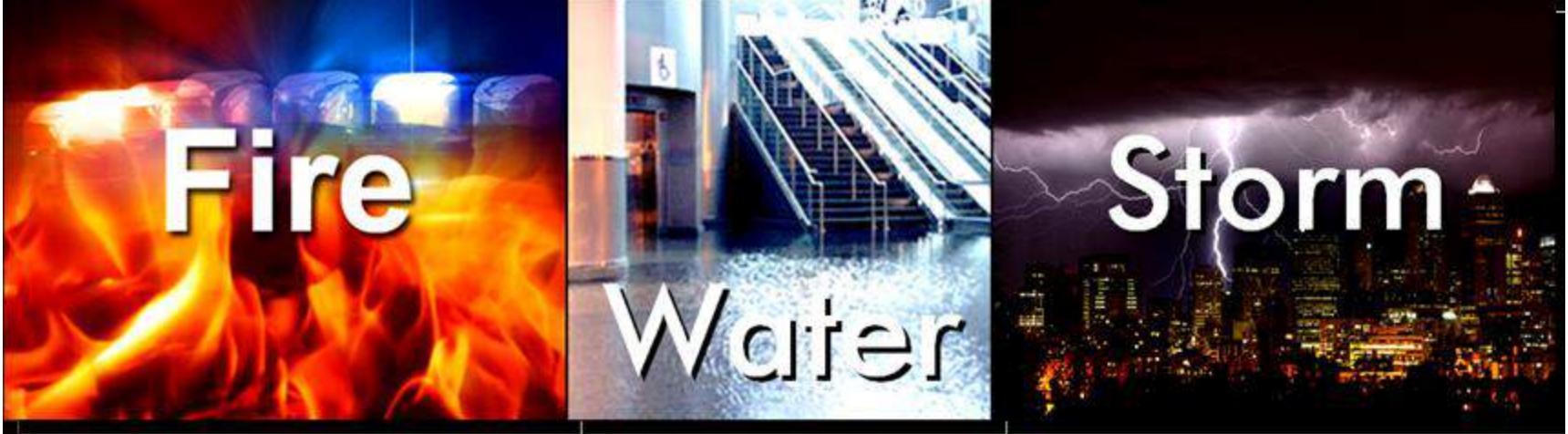
Fact: Emergencies Happen



- Although disasters don't occur every day, you need to be prepared with a sound risk management program

Where are you today?

- How do you handle current losses?
- Is your decision-making centralized or decentralized?
- Consider your current vendor network.
 - Service Policies and Service Level
- What are you looking for in a national partner that you are not getting now?



- Whether it is a fire, water, or storm event, mitigation vendors can be there to help you manage the situation.
 - Prepare you ahead of time,
 - Stabilize the building
 - Prevent further damage
 - Humidity control
 - Trash Out and Clean Up

This concludes The American Institute of Architects Continuing Education Systems Course

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