

Disaster Preparedness & Response Company Handbook

Updated 2016 - 2017



COMPANIES WORKING TOGETHER

This material is for general information and assistance for SMRSMCA members. This is not a substitute for developing your own preparation plan that is tailored to meet the needs of your business, your customers, and employees.

Plan for Each SMRSMCA Member Company

- Preparation plan in writing and keep it handy for updating and use
(Not all disasters give you time to prepare)
- To insure focus and concentration, give your employees adequate time to secure their own homes then return to work.
- Organization and structure:
 1. Who is in charge
 2. Delegate responsibilities
 - ✓ Truck Fueling
 - ✓ Trucking locations
 - ✓ Inventory
 - ✓ Emergency meeting places
 - ✓ Supplies
 - ✓ Etc.
- Consider everyday functions of your business and what you must have to operate.
- Consider when to activate your plan and who will be responsible for what function (*each employee should have a role*) “See organization structure”
- Plan ahead; allow time to implement your plan.
- Prioritize steps:
 1. Purchase emergency supplies
 2. Extra supplies
 3. Secure office
 4. Secure shop
 5. Secure equipment

- Set up a system to issue employee ID badges that are good for this event only (*dated, photo, and laminated with company information*). Require these badges to be turned in after a certain time (*based on the size of your company and areas you are working in, i.e.: emergency care facilities and/or other secure areas*).
- Prepare and maintain updated list of critical contacts (*See below*)
- Consider communications and efficient alternatives in event of land and cellular services are down
- Consider purchase of alternative power source (solar or generator)
- Establish a plan or package for employees, including provisions for extra funds, flexible or reduced work hours, crisis counseling, care packages, shelter locations, day care, etc. (encourage employee focus and loyalty).
- Develop a marketing plan for work (distribution of flyers, assisting with community clean-ups and etc.) this may be performed after the event, BUT PRIOR to roofing work.
- Review Insurance
 1. Business income loss
 2. Flood
 3. Inventory
 4. Windstorm
 5. Power Outage
 6. Storm Damage
 7. Equipment
 8. Automotive

SMRSMCA Disaster Preparedness Plan

The information in this handbook was developed to assist roof contractors and associate members of the Sarasota Manatee Roofing & Sheet Metal Contractors industry. This information was developed in consultation with the FRSA Disaster handbook as a guideline for our members. The information and steps should be used to develop an internal preparedness and response plan for each individual member company. The plan and guidelines will be reviewed and updated by the association as needed to conform with current practices in planning and storm preparedness.

SMRSMCA Disaster Preparedness Committee members:

April Dacas, Len's Roofing, Inc.

Tom Jacques, Avery Roof Services

Brad Sutter, Sutter Roofing

Scott Langeneger, Suncoast Roofers Supply

Lenworth Dacas, Len's Roofing, Inc.

George Manson, Manson Roofing

Paul Furr, PDF Roofing

Check list of what you need to do before an expected storm or other disaster

- **Get extra cash:** (if loss of utilities ATM will not work)
- **Get travelers checks:** (maybe difficult to use credit cards)
- **Purchase emergency supplies:** (plan ahead)
 1. Drinking water
 2. Sand bags
 3. Extra plywood
 4. Tarps
 5. Flashlights
 6. Batteries
 7. Rope
- **First Aid Kit:** up to date
- **Test:** all emergency equipment (radios, flashlights, generators, pumps, and etc.)
- **Make a list:** of all current jobs locations contact information (secure job sites)
- **Plan:** to send company vehicles to different locations (this cuts down on damage and less risk of total loss)
- **Checklist:** of what is needed to equip each vehicle with emergency and roofing materials and equipment (Full tank of gas)
 1. Drinking water
 2. Tools
 3. Extra plywood
 4. Tarps
 5. Flashlights
 6. Batteries
 7. First aid kit
- **Employees ID:** make sure all employees have proper ID (driver's license and etc.) to be kept on person
- **Call list:** keep it current and update often, distribute to employees to contact each other after the storm (management should have names, address and contact numbers in the event you are unable to reach an employee)

- **Computers and software**: back up everything on your computer on portable media, I-Cloud, or Etc. (make at least two copies and send with two members of your management team); (***MAKE SURE YOU HAVE A LIST OF YOUR ACCOUNT RECEIVABLES***)
- **Computer Software**: take all special or custom software that you will need to install on a new computer (Keep in safe place safety deposit box or home security)
- **Secure all computers and electronic equipment**: to a practical location, off the floor, covered and wrap in plastic too keep dry (keep away from windows)
- **Take laptops and portable electronics**: with you or an employee
- **Secure the office**: box what is important from the desk and walls
- **Secure all outside articles**: (antennas, signs, ladders, and etc.)
- **Shutters**: or board up windows and doors and place sandbags as needed
- **Share**: contact and other information with neighboring businesses
- **Record**: an office telephone Message about closing the office, when you will expect to re-open, and how to contact a company representative
- **Add a message**: to your website, Facebook and etc., and create an automatic response to any e-mail inquiry.
- **Unplug everything**: computers, radios, televisions, tools, lamps, clocks, refrigerators, and etc.
- **Shut off**: water, main breaker, Gas, etc.
- **Post**: contact information, cell number and more information outside of your building for authorities.
- **Employees**: set up two or three meeting places (*in order of accessibility*), for your employees to meet your management team in the event of a crisis. Set up a time after the event. (Plan a drill for this type of exercise) Be prepared for No communication.
- **Distribute**: your contact information to all employees in leadership.

- **Supplies:** stock up on needed dry- in materials. May consider placing an order with supplier to schedule a pickup of materials after storm, this allows the supplier to write tickets while the computers are up and running.
 1. Felts
 2. Tarps
 3. Extra plywood
 4. Modified Bitumen products SBS/APP
 5. Flashing cement -wet and dry
 6. Nails
 7. Battens aka 1X2 firmstrip
 8. Modified Bitumen Adhesive
- **Gas:** Designate three gas stations that have back up electric in the event of power loss
- **Permits:**
 - ✓ Copy permits that are on job sites
 - ✓ Keep new permits in a safe place

Make a list: of the telephone numbers and other contact information (website) that you may need after a disaster.

All your phone numbers

Police, Fire, and Ambulance

- **True Emergencies call 911**

Anna Maria City of

Building and public works	941-708-6130
Fire Department	941-741-3900
Sheriff's Office	941-708-8899

Bradenton Beach City of

Buildings and public works	941-778-3947
Fire Department	941-741-3900
Police Department	941-778-6311

Bradenton City of

Buildings and public works	941-708-6300
Fire Department	941-708-6233
Police Department	941 -932-9300

Holmes Beach City of
Building Department 941-708-5833
Public Works 941-708-5833
Fire Department 941-741 -3900
Police Department 941-708-5804

Longboat Key Town Of
Buildings and public works 941-316-1988
Fire Department 941-316-1944
Police Department 941-316-1977
Hurricane Evacuation Assistance 941-316-1944

Manatee County
Buildings and public works 941-749-3047
Fire Department 941-751-7090
Emergency Management 941-749-3507
Emergency Medical Service 941-748-4501
Sheriff's Office 941-747-3011

Myakka City Of
Building Department 941-749-3047
Fire Department 941-322-6525

Palmetto City Of
Buildings and public works 941-723-4570
Police Department 941-721-2000

Sarasota City Of
Buildings and public works 941-954-4156
Fire Department 941-951-4211
Police Department 941-366-8000

Sarasota County
Buildings and public works 941-954-4156
Fire Department 941-951-4211
Sheriff's Office 941-861-5800
Emergency Management 941-861-5000

American Red Cross

- ✓ Sarasota 941-379-9300
- ✓ Bradenton 941-792-8688
- <http://www.redcross.org/local/florida/central-florida>

EOC {Emergency Operations Center}

- ✓ Sarasota 941-861-5000
<http://www.sarasotagov.com/EM/>
- ✓ Bradenton 941-749-3507
<http://www.mymanatee.org/home/government/departments/public-safety/emergency-management.html>

Material Suppliers

- ✓ ABC Supply
- ✓ Beacon/RSG
- ✓ Construction Supply
- ✓ Gulf Eagle
- ✓ L&W/Seacoast
- ✓ SPEC/ Construction Wholesale
- ✓ Suncoast/SRS Distribution
- ✓ Sunniland

Listed of other sectors you may want to consider

All Utility Companies:

- Gas _____
- Electric _____
- Water _____
- Telephone _____
- Your Security Company _____

Hospital and Emergency Clinics

- Local Hospital _____
- Local Clinic _____

Insurance Companies, Agent and any other information

- Name of Insurance Company _____
- Agent Contact Number _____
- Policy Number _____
- Compensation _____
- Medical _____
- Auto _____
- Business _____
- Life _____

Equipment Sales and Repair:

- Computer _____
- Telephone System _____
- Alarm Company _____
- _____ _____

Tree Removal Company: _____

Vehicle Repair: _____

Vehicle Parts Store: _____

Contractors:

- Electrician _____
- Plumber _____
- HVAC _____
- Roofer _____ {*Hope you know a Good one!*}

- For your use only, make a SEPARATE list of contact information that also includes any necessary account numbers, warranty information, and other information that may be needed but should not be published. You may want to include bank account, credit card, and loan information on that list. List passwords and call forwarding instructions and etc.
- Make a list of important documents you will want to keep with you in a safe place, include bank books, deeds, warranties, insurance policies, lease agreements, client files, plans, licenses, certifications, military discharge papers, passports, birth and death certificates, social security cards, wills, trust, auto and truck titles, stocks and bonds, (include savings bonds) marriage licenses, and court documents. Take a supply of checks and you should have a secure portable container for these documents.
- Take inventory. You may want to have current information on your stock and equipment, in the event of an insurance claim. Would be a good idea to take pictures and/or videos of equipment.
- When you have completed your list of contacts, banking, and credit information ensure that all information is kept in a secure and locked location, accessible only to authorized people.
- When the weather event has passed and business returns to normal operating procedures, ensure that any sensitive or personal information is properly disposed of, or returned to secure file locations.

Disaster Preparation Plan Forms for your use

Disaster Preparation Plan for _____

(Your Company Name)

EMPLOYEE CALL LIST

Use this list to call and check status for all employees immediately after disaster

This list can also be used as the basis to set up or update *phone tree service.

Employee Name & Home Address	Home Telephone	Cellular	Other Tel (Explain)	Email	Who Calls	Done?

* Phone tree service is an arrangement with a company (preferably one in another state) where certain authorized persons can call a telephone number, leave a message, and the company calls all the people on that customer's list of persons to call.

Disaster Preparation Plan for _____

(Your Company Name)

Pre-disaster Check List (add or delete items as desired or needed):

EARLY PREPARATIONS

___ **Review and update contact information lists:**

- ___ project/client lists
- ___ personnel list (home, cellular, family)
- ___ government agencies list
- ___ utilities list
- ___ update employee call list

___ **Perform computer(s) back up and prepare to take data/files off site**

___ **Evaluate all communications systems** (*telephone, radios, and more*)

- ___ 2 to 3 plain corded telephones (no electrical power needed)
- ___ 2-way radios and ability to keep powered (batteries, etc.)
- ___ Update any phone tree system or agreement in place
- ___ Test check ham radio systems (including license)
- ___ Cell phones and chargers (auto and wall) - may not work

___ **Test/Check all generators and separate power sources** (batteries/solar)

___ **Check/Inventory post-storm recovery temporary roofing supplies:**

- ___ Tarps
- ___ sandbags and sand
- ___ duct tape
- ___ hammers and nails
- ___ plywood

___ **Review employee packages and instructions**

- | | |
|----------------------------|-----------------------------|
| ___ first aid kit | ___ contact and other lists |
| ___ schedule | ___ family check list |
| ___ Pay-as-you-go cellular | ___ phone calling card |
| ___ flashlight | ___ extra batteries |
| ___ rain gear | ___ hard hat(s) |
| ___ safety vest* | ___ photo ID* |

• Include **signed** terms and conditions with monetary penalty for loss

___ Pull together important documents and make copies

- | | |
|---|-------------------------------|
| ___ current project contracts | ___ other contracts in force |
| ___ vehicles titles | ___ property titles |
| ___ vehicle insurance policy | ___ property insurance policy |
| ___ liability insurance policy | ___ other insurance policy |
| ___ loan documents | ___ bank documents |
| ___ financial documents | ___ credit card information |
| ___ check books | ___ safe deposit box key |
| ___ all licenses (contractor, driver, occupational, and more) | |
| ___ photographs (personal & business) | |

Disaster Preparation Plan for _____

(Your Company Name)

PREPARATIONS

EMERGENCY PREPARATIONS

- cash (traveler's checks)
- drinking water
- generators
- tarps, rain gear - stay dry
- share contact information with neighboring businesses
- camera/video camera (post-storm record)
- take **ALL** keys (buildings, autos)

YOUR BUSINESS

- record message about closing
- make government contacts
- adjust post marketing plan
- post message on website
- make agency contacts
- maps (major/minor routes)

OFFICE

- | | |
|---|--|
| <input type="checkbox"/> back up all computers | <input type="checkbox"/> disconnect all computers |
| <input type="checkbox"/> copy software | <input type="checkbox"/> remove special software |
| <input type="checkbox"/> record phone message | <input type="checkbox"/> disconnect fax machine |
| <input type="checkbox"/> take one or more laptops | <input type="checkbox"/> take removable media |
| <input type="checkbox"/> move all equipment to center | <input type="checkbox"/> shutter/board windows |
| <input type="checkbox"/> disconnect/handle alarm system | <input type="checkbox"/> secure paper and supplies |
| <input type="checkbox"/> remove items from walls | <input type="checkbox"/> seal windows, doors, gaps |
- SHUT OFF MAIN POWER/WATER/GAS**
- sign on all doors and openings with list of cell phone numbers to call in case of emergency (**DO NOT** list names or home numbers)

VEHICLES

- fill all gas tanks
- check truck equipment
- chainsaw, shovel, ax
- large lidded trash cans (liners)
- copy of WC certificate
- plan to send different places
- fire extinguisher
- check tires, oil, etc.
- safety manual
- auto cellular phone charger
- plastic bags with towels/paper towels
- copy of other documentations
- review plan with employees
- instant tire sealant

YARD

- secure all loose supplies
- disconnect all power equipment
- shutter/board all windows
- secure all tools
- move equipment to center
- lock everything up

EMPLOYEE NEEDS

- time to check on homes
- explain duties before
- explain duties after
- provide each with disaster kit
- instructions for post-disaster
- explain duties during
- discuss their plans (shelter)

Disaster Preparation Plan for _____

(Your Company Name)

CONTACT and INFORMATION LIST for BUSINESS OWNERS Page 1

BANKS/INVESTMENT FIRMS/CREDITORS

Name _____
Telephone number _____ Website _____
Account Number(s) _____

Name _____
Telephone number _____ Website _____
Account Number(s) _____

Name _____
Telephone number _____ Website _____
Account Number(s) _____

Name _____
Telephone number _____ Website _____
Account Number(s) _____

ACCOUNTS/SUPPLIERS

Name _____
Telephone number _____ Website _____
Account Number(s) _____

Name _____
Telephone number _____ Website _____
Account Number(s) _____

Name _____
Telephone number _____ Website _____
Account Number(s) _____

Name _____
Telephone number _____ Website _____
Account Number(s) _____

Disaster Preparation Plan for _____

(Your Company Name)

CONTACT and INFORMATION LIST for BUSINESS OWNERS Page 2

INSURANCE / WARRANTIES

Name _____
Telephone number _____ Website _____
Account Number(s) _____

Name _____
Telephone number _____ Website _____
Account Number(s) _____

Name _____
Telephone number _____ Website _____
Account Number(s) _____

Name _____
Telephone number _____ Website _____
Account Number(s) _____

IMPORTANT DOCUMENTS TO TAKE IN WATERPROOF CONTAINER

- | | | |
|--|----------------------|------------------------------|
| ___ bank books | ___ warranties | ___ insurance policies |
| ___ lease agreements | ___ licenses | ___ certifications |
| ___ military papers | ___ passports | ___ birth/death certificates |
| ___ wills | ___ trusts | ___ property deeds/titles |
| ___ vehicle titles | ___ stocks | ___ bonds (savings) |
| ___ court documents | ___ client contracts | ___ plans |
| ___ permits | ___ supply of checks | ___ credit cards |
| ___ photographs (<i>personal & business</i>) | | |

INVENTORY CONSIDERATIONS

- ___ updated inventory - may be needed for insurance claim(s)
___ take inventory records, including any photo or video inventory

ACCOUNT NUMBERS FOR UTILITIES, SECURITY SYSTEM, & OTHER SERVICES

Name _____ Account Number _____
Name _____ Account Number _____
Name _____ Account Number _____
Name _____ Account Number _____

Disaster Preparation Plan for _____

(Your Company Name)

CONTACT and INFORMATION LIST - for BUSINESS OWNERS Page 3

EMPLOYEE INFORMATION

Full Name _____ **Position** _____
Spouse Name _____ **Pay Rate \$** _____
Address _____

Full Name _____ **Position** _____
Spouse Name _____ **Pay Rate \$** _____
Address _____

Full Name _____ **Position** _____
Spouse Name _____ **Pay Rate \$** _____
Address _____

Full Name _____ **Position** _____
Spouse Name _____ **Pay Rate \$** _____
Address _____

Full Name _____ **Position** _____
Spouse Name _____ **Pay Rate \$** _____
Address _____

Full Name _____ **Position** _____
Spouse Name _____ **Pay Rate \$** _____
Address _____

Full Name _____ **Position** _____
Spouse Name _____ **Pay Rate \$** _____
Address _____

Full Name _____ **Position** _____
Spouse Name _____ **Pay Rate \$** _____
Address _____

Disaster Preparation Plan for _____

(Your Company Name)

CONTACT and INFORMATION LIST - for ALL EMPLOYEES Page 1

TELEPHONE NUMBERS

Police _____ Fire Department _____

Paramedics/EMTs _____

Hospitals/Clinics _____

Local Emergency Management _____

American Red Cross _____

Building Department _____

Utility Companies (electric, gas, water, telephone)

Office/Yard Security System Contact _____

Auto Insurance Agent _____ Claims _____

Property Insurance _____ Claims _____

Liability Insurance _____ Claims _____

Equipment Repair Companies (including computers and telephone system)

Tree removal services (several, include those under contract, if any)

Local radio and television station channels (for emergency alerts), contact telephone numbers

Disaster Preparation Plan for _____

(Your Company Name)

CONTACT and INFORMATION LIST - for CUSTOMERS Page 1

Your Telephone Numbers _____

Your Supervisors' Names and Numbers

Names and Contact Information for Companies That Can Assist If Your Company Cannot

Licensing Check - DBPR _____

Local Building Department _____

Division of Workers' Compensation _____

Police _____ Fire Department _____

Paramedics/EMTs _____

Hospitals/Clinics _____

Local Emergency Management _____

County Public Health Department _____

American Red Cross _____

Utility Companies (electric, gas, water, telephone)

Tree removal services (several, include those under contract, if any)

Local radio and television station channels (for emergency alerts), contact telephone numbers

Disaster Preparation Plan for _____

(Your Company Name)

POST DISASTER PLAN CONTINUITY OF OPERATIONS (COOP)

1. If all employees can meet, verify status of:
 - ✓ All employees
 - ✓ All employees' families, homes, vehicles, and etc.
 - ✓ All company vehicles and equipment that went with employees
 - ✓ Preparedness of all employees to start work
2. Review plans to resume operations or perform clean up, including:
 - ✓ Evaluate all company buildings, vehicles, equipment, and inventory
 - a. roof and window evaluations
 - b. all structures
 - c. any water intrusion
 - d. any electrical or gas hazards
 - e. status of electrical power
 - f. status of telephone lines (if working but no power, plug in plain phones)
 - g. determine lost and usable inventory (photographs and count)
 - ✓ Develop plan to resume operations:
 - a. review (and modify if needed) structure for supervision and work
 - b. plan for answering phones and taking messages (important)
 - c. plan for use of and set up generators, if needed
3. Develop plan to evaluate damage and assist employees at their homes (*if your company helps with this, it will help them concentrate on work*)

Disaster Preparation Plan for _____

(Your Company Name)

EMPLOYEE DISASTER PREPARATION KITS AND INFORMATION

Put together a back pack for each person (including yourself) in the company with the following:

___ **Copy of company disaster plan** (*version appropriate for level of employee*)

- | | |
|---------------------------------|--|
| ___ employee contact list | ___ general contact list |
| ___ customer contact list | ___ maps (evacuation, to office, and etc.) |
| ___ post-disaster meeting plans | ___ post-disaster general procedures |
| ___ disinfectant wipes | ___ safety glasses |
| ___ disposable gloves | ___ simple face mask |
| ___ plastic trash bags | ___ insect repellent (not spray) |
| ___ sunscreen (not spray) | ___ wood matches (in Ziploc bags) |
| ___ water purification tablets | ___ first aid kit (with poison provisions) |
| ___ whistle | ___ distress flag |
| ___ flashlight | ___ batteries |
| ___ rain gear | ___ rain hat/baseball cap |
| ___ safety vest | ___ disposable camera |
| ___ hand-crank weather radio | |

___ **Instructions for preparation of home and family, including:**

- | | |
|--|---|
| ___ extra eyeglasses | ___ prescription medications (<i>2 refills</i>) |
| ___ special foods | ___ allergy bracelets/tags |
| ___ insurance cards | ___ medical records |
| ___ physician names & contact | ___ other health needs |
| ___ extra clothing | ___ extra shoes |
| ___ pillows | ___ blankets and towels |
| ___ charcoal and grill | ___ wood matches |
| ___ canned or freeze dried food | ___ coolers |
| ___ drinking and other water (<i>3 gallons/per person/per day</i>) | |

IMPORTANT DOCUMENTS TO TAKE IN WATERPROOF CONTAINER

- | | | |
|------------------------------|---------------------------|---------------------|
| ___ bank books | ___ lease agreements | ___ military papers |
| ___ wills | ___ vehicle titles | ___ court documents |
| ___ credit cards | ___ warranties | ___ licenses |
| ___ passports | ___ trusts | ___ stocks |
| ___ supply of checks | ___ insurance policies | ___ certifications |
| ___ birth/death certificates | ___ property deeds/titles | ___ bonds (savings) |
| ___ CASH | | |

*** If evacuating, BEFORE loss of power and service, contact family members to tell them where you are going

SMRSMCA

at your service since
1980

www.SMRSMA.com

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