Hurricane Katrina and Hurricane Sandy caused $60 billion and $80+ billion in damages respectively. Officials predict that the U.S. could experience a catastrophe in excess of $100 billion. If this occurs, disaster recovery work will exceed the capacity of all U.S. restoration companies. Clients with an emergency response agreement are guaranteed service.

One of the best ways to survive and recover from a natural or man-made exposure is to create a response plan before disaster strikes.

The plan should include:

- Defined recovery priority for the organization’s business
- Defined internal/external support functions for recovery priority
- Communication plan
- Defined provisions for back-up utilities and alternative communication sources
- Identification of command center location and set-up
- Specific job assignments and contact information
- Insurance claim reporting—list of carriers and contacts
- Identified emergency resources and alternative business partners
Water is the most commonly reported property insurance loss:

- Immediate response is the key to minimize secondary damage.
- Mold can develop in 24 to 48 hours at 60 percent relative humidity.
- “Clean” water losses will become contaminated and can become a category 2 or 3 in 24 hours if not cleaned and dried.

**Where do you start?**

- Hire an emergency response contractor.
- Interview prospective restoration companies, forensic accountants, engineers, and law firms.
- Review the existing disaster plan, make changes as required, and identify specific business needs.
- Develop emergency response agreement(s) that satisfies the client’s needs and meets with the insurance carrier’s requirements where appropriate.
- Communicate agreement to all necessary personnel.

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**Benefits of Disaster Planning**

- MINIMIZES potential economic loss
- PROVIDES a sense of security
- REDUCES business interruptions
- MINIMIZES the risk of delays and decision-making
- ENHANCES an orderly recovery
- ENSURES safety of employees and customers

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**Keys to a Successful Disaster Plan**

- **PRIORITIZE** Establish key objectives
- **COMMUNICATE** to employees, tenants, and partners
- **PRACTICE** may not make perfect but is vital
- **PARTICIPATE** in community disaster preparedness events
- **UTILIZE** a variety of media
- **UPDATE** regularly so plan is not out of date
THE EMERGENCY RESPONSE CONTRACTOR SHOULD HANDLE... 

**Emergency Response**

- Stabilization of Property
  - 24-hour emergency response to fire, flood, and smoke damage
  - Water extraction
  - Building dehumidification and moisture control
  - Odor removal and deodorization
  - Temporary power
  - Debris removal
  - Board-ups/roof cover ups
  - Emergency repairs
  - Temporary shoring
  - Consulting and project management

**Contents Restoration**

- Personal Property Restoration
  - Complete content inventory
  - Electronics restoration
  - Document restoration and preservation
  - On-location cleaning
  - Pack-outs for off-site cleaning and storage
  - Artwork
  - Furniture restoration
  - Dry cleaning
  - Consulting and project management

**Environmental Remediation**

- Environmental Concerns
  - Mold remediation
  - Asbestos abatement
  - Biohazard clean-up
  - Hazardous materials
  - Lead removal

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**Checklist**

A sample checklist for preparing for a tropical storm or hurricane is available by going to [http://www.lockton.com/Resource/PageResource/MKT/Lockton%20ERA%20Windstorm%20Checklist%202010-2-2013.pdf](http://www.lockton.com/Resource/PageResource/MKT/Lockton%20ERA%20Windstorm%20Checklist%202010-2-2013.pdf). Although tornadoes usually provide little advance warning, locations subject to tornadoes can apply much of this checklist prior to the tornado season and after a strike. This checklist should be tailored to processes/operations, wind protection features, and windstorm potentials at your client’s specific plant location.

Please discuss any questions you may have with your Lockton representative.
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