

# Trying to Reason with Hurricane Season: Preparing Your Organization to Recover from a Major Hurricane

## Speakers



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# Main Objectives of Presentation



Provide an interactive and informative discussion with real-time insight and actionable directives



Define risk management to-do's prior to hurricane season



Discuss lessons learned from past catastrophes



Answer your questions

# Before: Insurance Coverages & Provisions

## Understanding Your Coverage

Deductibles

Blanket vs. specified coverage

Important coverage provisions to know:

- Extra expense
- Business interruption
- PITO
- Inland marine
- Mitigation coverage

Possible exclusions within the policy

Flood coverage

# Before: Valuations & Placement

## **Regularly Scheduled Appraisals**

- Every 3-4 years (at a minimum)
- Values should be nominally adjusted annually

## **Implications of Under-Insurance**

- Co-insurance penalties
- Gaps in recovery funding
- FEMA isn't the answer

## **Budget For Recovery**

- Deductible exposure
- Funding for uninsured assets

# Before: Develop Your COOP

## **COOP = Continuity of Operations Plan**

### **COOP Must Account For:**

- Mission-critical functions
- Roster of personnel necessary to complete functions
- Equipment necessary to complete functions
- Alternative work locations to carry out functions

### **COOP Should Be:**

- Capable of implementation with or without notice
- Crafted around insurance policy
- Shared w/ insurance provider
- Exercised & adjusted annually

# Before: Pre-Storm To Do List

## 1 Identify Critical Assets

- Make plans and preparations in the event critical assets are damaged
- Communicate critical assets w/ coverage provider
- Consider insurance policy to support (limits may apply)

## 2 Identify Operational Needs

- Power generation & fuel
- Redundant or alternative communication platforms
- Executing alternative work locations



# Before: Pre-Storm To Do List (cont.)

## **3 Establish Pre-Disaster Contracts**

- Debris removal, hauling, and monitoring
- FEMA consulting
- Contingent staffing
- Insurance Managed Repair Programs (IMRP)

## **4 Create Emergency Contact List**

- Establish chain of command & order of succession
- Identify insurance escorts
- Share with insurance team

# During: Activate Continuity of Operations Plans

**The PLAN will be counted on to provide the guidance necessary to respond to the hazard (the event) and mitigate the risk.**

- Follow and trust the plan
- Not all challenges can be accounted for; expect to make adjustments as necessary
- Plans should be shared and tested with included departments well in advance



# During: Communication (Internal/External)

## **Successful response & recovery starts with effective communication.**

- Include all stakeholders and involved parties (including insurance)
- Public Information Officer (PIO) should lead the narrative with all Public Information Release(s).
- Craft a narrative that is on-point, influences public opinion/call-to-action, and conveys your organization's ability to successfully address the hazard.

# During: Monitor the Status of the Event

- Hazards and ensuing risk are fluid
- Monitor status and changing conditions
- Adjust and modify plans as necessary
- Take advantage of different sourcing updates and notifications
- Information from trusted sources is invaluable to supporting real-time decision-making

# During: Complete Preparedness Activities Pre-Landfall

**All pre-storm activities should be completed prior to arrival of high winds and rain:**

- ✓ Fueling of emergency generators
- ✓ Clearing of storm drains
- ✓ Emergency communication in place
- ✓ Necessary resources to support EOC personnel
- ✓ Portable/removable assets secured or stored
- ✓ Emergency equipment on standby

# After: Damage Assessment & Claims Reporting

- Document post-loss condition as thoroughly as possible (photos & description of damage)
- Timely reporting is essential to getting the process started
- Initial focus should be on critical assets
- Determine condition of property and functionality for next actions
- Safety of personnel is priority #1
  - Don't enter potentially unsafe structures
  - Enforce proper PPE and attire

# After: Mitigate Property Damage

## Initial Response Phase – Protect & Preserve Infrastructure

Swift action reduces cost & downtime

Timeframe expectation: 30 days post-event

Important reminders:

- Ensure coverage provider is aware if mitigation begins prior to inspection
- Hire licensed and reputable contractors
- Ensure pre-demolition testing is completed prior to commencement
- Document all activities and costs for insurance

# After: Operational Resumption

## The Show Must Go On!

Determine the functionality of assets

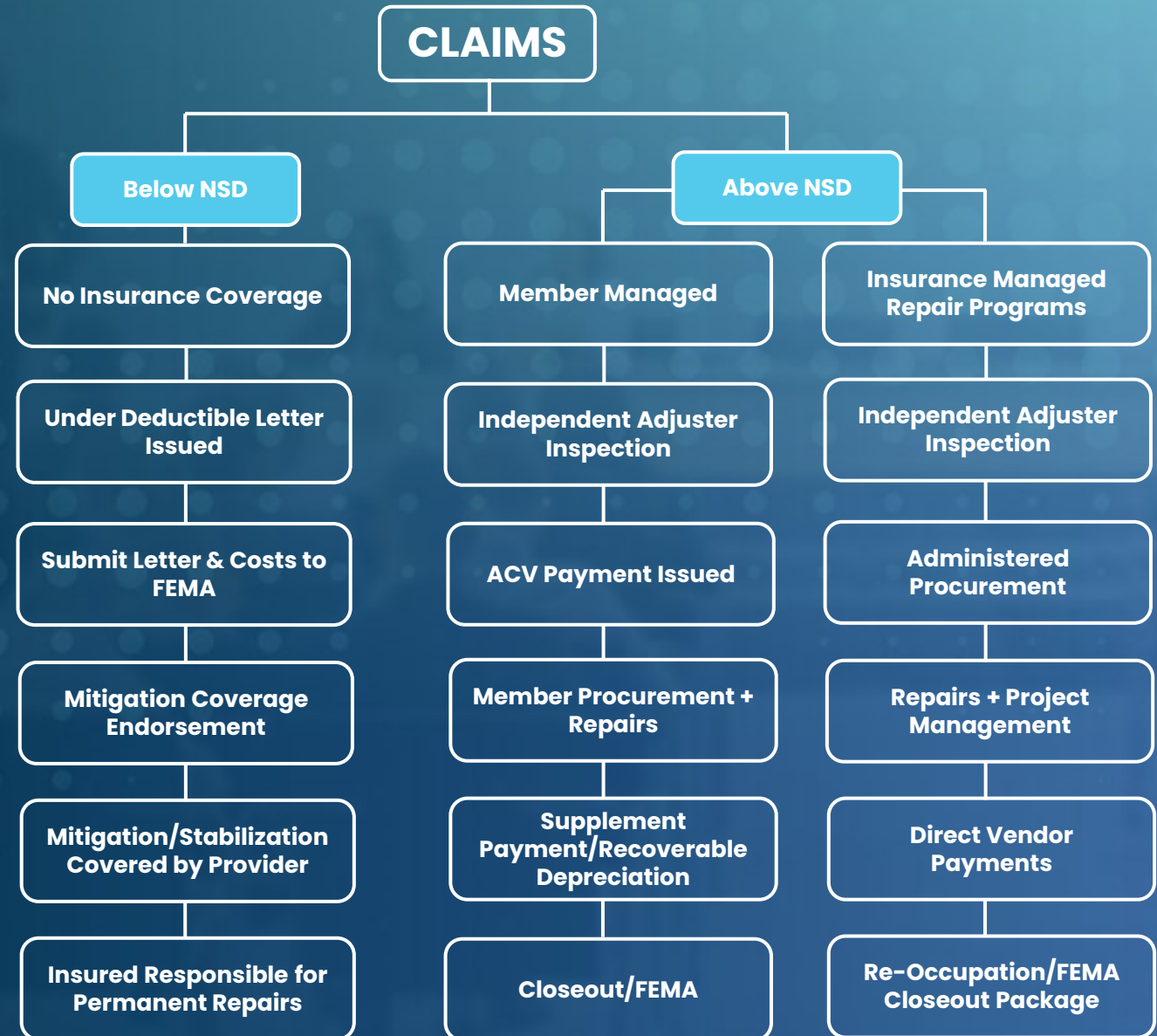
Re-location of services:

- Undamaged existing facilities
- Temporary modular structures
- Purchase/lease of new property
- Remote/work from home

Reminder: This should be included in COOP



# After: Insurance Claim Workflows



# After: Permanent Repairs

## **Response Transition to Recovery Phase – Getting Back to a State of Normalcy**

- Timeframe expectation: Day 30 – 1 Yr +
- Repairs should be made in accordance with insurance scope
- Ensure all procurement practices are followed
- Hire licensed contractors, beware of “storm chasers”

# After: FEMA 101

**After a declared event, public entities may qualify for FEMA funding to assist with their recovery effort.**

- Title 44 of the Code of Federal Regulations (44 CFR) sets forth the administrative requirements, policies, and procedures that govern the FEMA PA Program.
- Each declared event can have its own unique set of circumstances that can affect conditions of eligibility.
- Insurance IS the primary source of funding (NOT FEMA) on Scheduled Property.
- FEMA can **giveth & taketh** based on Final Close-Out Audits.

# Final Reminders



Successful response and recovery begins in planning and preparation – put the time in on the front end!



Document, document, DOCUMENT!



Act swiftly but be cautious of going too fast – recovery funding can be jeopardized.



Recovering from disasters is a marathon, not a sprint – exercise patience and remain flexible.



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