Safety is always the number one priority. Protect lives before physical property. Emergency plans and the immediate safety of all personnel should be addressed first. This checklist should be used as a guide only.

**COMMUNICATIONS AND CONTACTS**

- Identify an in-house emergency team to develop, maintain and implement the recovery plan. Recommended members: Safety Director, Records Manager, Information Technology, Facility Maintenance Manager, Risk Management, Administrative Assistant.
- Establish a relationship with local public officials, first responders and utility companies.
- Identify ONE person as the main point of contact, along with at least two alternate people.
- Identify who will immediately contact BELFOR or another pre-selected disaster recovery company. This action should be done immediately after safety issues are addressed and first responders are called.
- Identify who will contact your insurance company or representative.
- Determine how you will communicate with employees and who will be responsible for reporting to work. Create a tier system, with Tier 1 being critical employees who must report to work, followed by Tier 2 employees who are essential but not required during a catastrophe.
- Identify vendors that should be immediately contacted and who within your organization will be responsible for this task. Create a Vendor Contact list and prioritize those that must be contacted day or night.
- Identify suppliers that must be contacted to redirect or cancel product shipments if necessary. It is important to avoid deliveries in the middle of a disaster unless they are critical to your immediate recovery.
- Identify one primary staff member who is allowed to communicate with the media. Customers and employees will turn to media sources for information during a catastrophe. Consistent messaging is important.

**OFF-SITE SECURE STORAGE: EMERGENCY RECOMMENDATIONS**

- Emergency Contact Names and Phone Numbers
- Spare Keys and Access Cards
- Building Evacuation/Emergency Plan
- Building Floor Plan/Maps
- Essential Records/Data – Including Customer and Employee Data
- Inventory List – equipment, machinery, electronics, supplies, product inventory, furniture, fixtures, etc. Photographs are recommended.
- Copy of Insurance Policy
- Copy of Disaster Recovery Services Contract

**KNOW YOUR BUILDING OR FACILITY**

- Know and document the location of all emergency systems:
  - Main water shut-off valve
  - Sprinkler shut-off valve
  - Main electrical cut-off switch
  - Main gas shut-off valve
  - Heating and cooling system controls
  - Fire Suppression Systems (by room or area)
  - Water Detectors
  - Fire Extinguishers (including type)
  - Fire Alarm Pull Boxes
  - Smoke and Heat Detectors
  - Key Boxes (individuals with master keys)
  - Radios (two-way for communication) and Cell Phones
  - Fire-Proof Safe

- Assign qualified personnel to immediately shut down emergency systems and all equipment. DO NOT reconnect – even for test purposes – until it is safe to do so.

- Secure the building to prevent unauthorized entry.

- Maintain an inventory list of all product inventory, electronics, equipment, machinery, tools, supplies, furniture, fixtures, etc. This will be important for insurance purposes. A copy or electronic version should be maintained and stored off-site.

- Maintain and store essential records and data backups off-site.

- Document your facility with photographs – before and after a disaster. This is extremely helpful for insurance purposes and during the claims process.

- Have a plan to temporarily relocate part or all of your business until the recovery process is complete. Sourcing potential temporary space before a disaster can help limit business downtime and prevent the loss of your customer base.

- Notify your insurance company and your disaster recovery services company as soon as possible. It is important to establish a relationship with a reputable disaster services company such as BELFOR prior to any disaster or catastrophe. Being familiar with your facility, emergency plan, and insurance representatives will help speed your company’s recovery process.

**BELFOR COMMERCIAL SERVICES**

- Fire Damage Restoration
  - Soot Removal Film
  - Smoke and Odor Removal
- Water Damage Restoration
- Storm Damage Restoration
- Emergency Services
  - Safety Inspection and Evaluation
  - Site Containment
  - Water Extraction and Dehumidification
  - Corrosion Control
  - Demolition
- Equipment and Machinery Restoration
  - Thorough Decontamination
  - Industrial Ultrasonic Cleaning
  - Rebuild & Repair Backed By A Warranty
- General Contracting & Reconstruction
  - Temporary Shoring / Board Up
  - Shrink Wrap and Containment
  - Full-Scale Carpentry
  - Electrical, Mechanical and Plumbing
  - Interior Build-Out and Finishes
  - Construction Defect Reconstruction
  - Roofing (All Configurations)
  - High-Rise and LEED-Certified Reconstruction
- Historic Reconstruction and Restoration
- Mold Remediation
- Deodorization
- HVAC Cleaning and Restoration
- Document and Media Recovery
- Contents Restoration
- Electronics Restoration
- Semiconductor Decontamination Services
- Environmental Services
  - Asbestos, Lead and Mold Abatement
  - Hazardous Waste Removal
  - Spill Response and Fuel Releases
  - Site Remediation
  - Contaminated Soil Removal
  - Facility Decommissioning
- Consulting Services

24-HOUR EMERGENCY HOTLINE | 800.856.3333
www.belfor.com