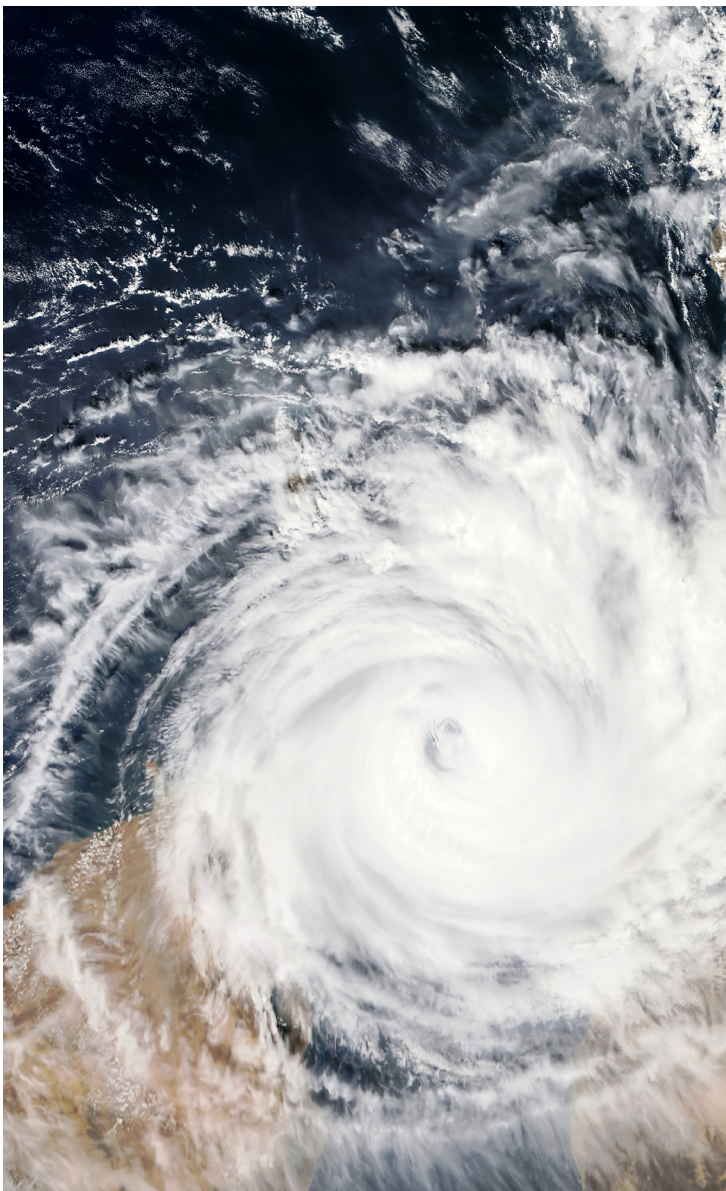


HURRICANE IRMA RISK MANAGEMENT CHECKLIST



Numerous steps can be taken to safeguard properties and workforces, both before and after a storm hits. Such practices should be core items in your emergency plans and procedures, and designed specifically for facilities and operations at risk.

When faced with a catastrophic storm, keys to your organization's resiliency, response, and recovery include:

- Established communication protocols within the organization, with emergency responders, and with claims management team members (yours and your insurers).
- Clear response team responsibilities, including how to quickly activate the team.
- Incident command system protocols.
- Employee safety and humanitarian assistance plans.
- Hardening of facilities against damage and securing of exterior equipment.
- Monitoring of evacuation orders and planning for an organized shut down of facilities.
- Ensuring the availability of emergency power and provisions (i.e., shutters, pumps, tarps, fuel, water).
- Business continuity and supply chain contingency plans.

The following checklist provides guidance on preparedness and response actions in light of Hurricane Irma and other storms.

IN ADVANCE OF THE STORM:

MONITOR STORM AND ACTIVATE RESPONSE PLANS

- **Follow local media reports** for the storm's progress, advisories, and/or evacuation orders.
- **Assemble your emergency response team**, along with operations management, to review plans.
- **Identify locations that might be exposed** to direct or indirect hurricane damage — including customers' and suppliers'. Verify business continuity plans.
- **Agree on if and when to close the facility, evacuate personnel, and shut down operations.**
- **Contact local government agencies** and emergency services to ensure coordination of response procedures.
- **Assemble supplies** for the emergency response team. Items to consider are portable lights, lumber and nails, roofing paper, sandbags, tarpaulins, chain saws, rakes, and shovels.
- **Identify sources** of restoration equipment, supplies, and contractor services from firms located outside the immediate area.

ADDRESS PERSONNEL ISSUES

- **Check on the availability of key personnel.**
- **Do not allow personnel to remain on-site** unless approved by local authorities. No one should be allowed to remain if the facility could be subject to storm surge.
- **Communicate with employees** to ensure they know how to prepare their families for the storm.
- **Allow employees time** to prepare their homes and safeguard families.

CHECK RECORDS

- **Make sure your employee-contact list is current.** Set up an internal information hotline.
- **Identify vital records**, make copies, and/or relocate them. They may be required in the recovery process.

PREPARE SITE

- **Do not overlook the potential for flooding.** Street drains may be inadequate and roof drains may be blocked.
- **Cover and protect** valuable electronic equipment, artwork, furniture, and other property susceptible to water damage.
- **Check all emergency and communications equipment**, including generators, transfer switches, lighting, portable pumps, and radios. Ensure that generators will start automatically and that power transfers properly. Fill oil and fuel tanks to capacity.
- **Verify all fire protection equipment** and systems are in service.
- **Fill all stationary storage tanks** (i.e., propane, gasoline, fuel-oil, or other, aboveground and buried) to prevent movement or floating.
- **Fill portable power-equipment fuel tanks.**
- **Relocate, as required, any hazardous materials** that could react with water.
- **Inspect rooftop** air-handling units, edging strips, gutters, and flashing to ensure that all are securely fastened. Remove anything from the roof that is not secured.
- **Inspect exterior** sign supports, guy wires, and anchorages and secure as necessary.
- **Check grounds** for any loose or unsecured items. If it isn't bolted down, move it inside.
- **Check drains** on roof, floor, and in yard to ensure they are clear and unobstructed.
- **Install and secure storm shutters** or plywood on all exterior openings and windows.
- **Relocate motor vehicles** inside whenever possible.
- **Address potential post-storm access** (whether in person or remote access) issues to your site. In extreme conditions, this will be controlled by public authorities.



PREPARE FOR A CLAIM

- **Be aware of and ready to meet all time-sensitive provisions in your insurance policies**, including requirements on filing proof of loss and suit. Brief senior management on insurance coverage considerations and requirements as appropriate.
- **Review procedures and responsibilities for gathering and processing claims information.** Alert claims management team (yours and insurers) and place outside claims preparation and recovery resources on notice.

WHEN THE STORM IS IMMINENT:

- **Ensure that employees take their laptop computers home** in the event access is prohibited for an extended period of time.
- **Conduct an orderly shutdown** of computers, communications, and process equipment.
- **Disconnect nonessential equipment** to protect it from potential power surges.
- **Elevate materials and equipment** off of the floor where possible.
- **Set elevators above basement level** so that potential flooding does not compromise their operation.

DURING THE STORM:

- **Monitor** the storm by television, radio, and internet, as available.
- **Stay inside.** No one should go outside – even if the “eye” should pass over your site – until it is safe to do so.

AFTER THE STORM:

- **Identify immediate hazards** such as downed electrical lines, leaking gas, or flammable liquids. Dangerous wildlife could also be present and may need to be removed. Such hazards should be cordoned off and authorities should be notified.

- **Assess the need for and establish security and safety precautions.**
- **Prioritize immediate recovery needs and resources.**
- **Control ignition sources** if there is leakage of gas or flammable liquids.
- **Restore fire protection** and security systems.
- **Check electrical systems and equipment** for water damage. If they have been exposed to water, keep them turned off until they have been dried, cleaned, and approved for start-up.
- **Begin salvage** operations as soon as it is safe to do so.
- **Clean up debris** and begin drying out.
- **Account for all employees**, especially those sheltered in place on site, and disseminate information about the status of the business.
- **Review human-resource-related issues**, including skills inventories and potential payments to injured, homeless, or evacuated staff. Activate humanitarian assistance plans as needed.
- **Assess damage.** Notify your risk manager or insurance claims professional. Active claims management team.
- **Maintain detailed tracking** of all documentation requests — what was requested, who requested it, who is responsible to respond, and when and to whom the information was sent.
- **Capture all costs** associated with storm preparations, clean up, and restoration, including internal labor costs. Employees working on storm preparation and recovery should note their timekeeping to document the tasks performed and hours involved in those tasks.
- **Engage in regular communications** with your broker, insurer, and claims management team in order to manage recovery issues as they arise and speed recovery.



MEETING YOUR HURRICANE PREPARATION AND RESPONSE NEEDS

For more help with Hurricane Irma planning and response issues, engage your Marsh Client Executive, who will connect you to appropriate resources, including our Forensic Accounting and Claims Services Practice and your property and other relevant claim advocates.

You can also visit our [Hurricane Resource Center](#) on Marsh.com for additional information.

Marsh is one of the Marsh & McLennan Companies, together with Guy Carpenter, Mercer, and Oliver Wyman.

This document and any recommendations, analysis, or advice provided by Marsh (collectively, the "Marsh Analysis") are not intended to be taken as advice regarding any individual situation and should not be relied upon as such. The information contained herein is based on sources we believe reliable, but we make no representation or warranty as to its accuracy. Marsh shall have no obligation to update the Marsh Analysis and shall have no liability to you or any other party arising out of this publication or any matter contained herein. Any statements concerning actuarial, tax, accounting, or legal matters are based solely on our experience as insurance brokers and risk consultants and are not to be relied upon as actuarial, tax, accounting, or legal advice, for which you should consult your own professional advisors. Any modeling, analytics, or projections are subject to inherent uncertainty, and the Marsh Analysis could be materially affected if any underlying assumptions, conditions, information, or factors are inaccurate or incomplete or should change. Marsh makes no representation or warranty concerning the application of policy wording or the financial condition or solvency of insurers or reinsurers. Marsh makes no assurances regarding the availability, cost, or terms of insurance coverage. Although Marsh may provide advice and recommendations, all decisions regarding the amount, type or terms of coverage are the ultimate responsibility of the insurance purchaser, who must decide on the specific coverage that is appropriate to its particular circumstances and financial position.

Copyright © 2017 Marsh LLC. All rights reserved. Compliance MA17-15284 21173