of West Kirkwood/Sunset Hills
of Fenton/South Ballwin

Getting to Know SERVPRO®

SERVPRO's independently owned and operated Franchises have been helping business owners recover from disasters for over 40 years… SERVPRO® has the Experience You Need!

Getting to Know SERVPRO®

- Trusted by insurance companies across America.

- Over 1,600 Franchise Locations in 48 states & Canda specializing in fire, water and mold cleanup and restoration.

- We are faster to any size disaster!

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EMERGENCY READY PROFILE

Are You
"Ready for whatever happens?"

- Disasters and resulting business interruption can devastate companies. It is estimated that up to 50% of businesses that close due to a disaster never reopen.

- Of those that reopened, the majority had some type of response plan in place.

50%

The percent of businesses that may never reopen after suffering a disaster.

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EMERGENCY READY PROFILE

No One Plans on a Disaster, But You Can Plan <u>For</u> It.

- Disasters and emergencies always strike without warning.
- Planning ahead communicates trust to your clients and your employees. In the event your business is affected by a disaster, they don't necessarily have to be.

No One Plans on a Disaster, But You <u>Can</u> Plan For It.

- By preparing now, you demonstrate excellence in readiness planning by compiling a comprehensive information resource to use in case of a disaster.

- Timely response in a crisis can:
  - Minimize business interruption and associated lost revenue.
  - Save thousands of dollars in reduced secondary damage.

Timing is Everything!

- By developing a SERVPRO® Emergency **READY** Profile for your business, you can help minimize the amount of time your business is inactive by having an immediate plan of action.

- Knowing what to do, who to call and what to expect in advance is the key to timely mitigation.

- Timely mitigation minimizes the affects of water and fire damage allowing your property and business to be restored at an advanced rate, lessening downtime.

Disasters Come in All Forms, At All Times Without Warning

Some Key Examples…

- East Coast Blizzards (2010 – 2011)

- Japan Earthquake/Tsunami

- Haiti Earthquake (2010)

- Asian Tsunami (2005)

- Annual Spring Floods 500-year Floods of 1993

- Sunset Hills NYE Tornado

- Hurricane Ike Rains (2008)

- 911

Sunset Hills
Tornado Statistics

- <u>December </u>31, 2010, 11:46 AM, EF-3 tornado strikes
- Governor Nixon declared a "State of Emergency"
- Temperatures dropped 20-30° F following tornado
- Several minor injuries, no fatalities
- Many homes completely demolished; 13 families displaced
- Power outages to 8,000 people lasting a minimum of 9 hours
- Laclede Gas terminated services to many homes
  & businesses due to damage to gas lines
- January 6, 2011 (5 days after tornado): homes evacuated within 300'
  radius of medical business due to possible explosion hazard from MRI
  machine
- Property damages were in the millions of dollars

Hurricane Ike Remnants
Heavy Rains/Flash Floods

- Sunday, September 14, 2008
- St. Louis Area receives 7" of rain within 3 hour period
- Winds up to 60 mph
- Downed trees & power lines across region
- Up to 60,000 people without power – many for several days
- Area creeks (Deer, Black & Two Mile) cannot handle overflow
- River Des Peres floods 50+ homes in U-City & Ferguson alone
- Parts of all major highways in area (55, 44, 40 & 70) closed at some point during or immediately following storm
- Mississippi crests 12' above flood stage;
  Missouri crests 12' above flood stage;
  Meramec crest 18' above flood stage –
  parts of Valley Park & Arnold flooded
- Several serious injuries & fatalities across the region
- Property damage in the hundreds of millions of dollars

Are You Ready?

- Many businesses have an emergency contingency plan in place, but few have a plan to get back into their buildings following a disaster.

- It is estimated that 95% of disasters affecting regular business operations are internal or man-made, such as fire or internal flooding.

- With the proper planning, you can better mitigate disasters when they occur.

Are You Ready?

- SERVPRO's Emergency **READY** Profile is not a contingency plan but is a vital component of any existing plan.

- Most full contingency plans are made up of three main parts: incident response, disaster recovery and business continuity.

- The SERVPRO ERP addresses the incident response and disaster recovery phases.

- Think about the potential disasters that could affect your facility and ask yourself this question:

Are You Ready?

Our SERVPRO® Emergency **READY** Profile is a start up approach that provides critical information needed to begin mitigation and recovery services.

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Why the SERVPRO® ERP?

A no cost assessment of your facility.
- This means there is no need to allocate funds, giving you a great value at no cost.

It was purposely designed to contain only the critical information needed in the event of an emergency.
- It takes a minor amount of time to complete and will not take you away from current projects. Consequently, it will save you time if ever needed.

Establishes SERVPRO® as your disaster mitigation and restoration provider.
- This gives you piece of mind that if you ever need cleanup or restoration services, you have a provider that is an industry leader and will be there for you.

Why the SERVPRO® ERP?

Identifies the line of command for authorizing work to begin.
- This saves time so we can begin the work of mitigating the damage, which saves you time and money.

Provides facility details such as shut-off valve locations, priority areas and priority contact information.
- Having a quick reference of what to do, how to do it and whom to call provides solutions in advance of an emergency so that during the emergency you are "Ready for whatever happens."

ERP Development

Employee and Emergency Contacts

- Identifies local emergency contact information such as fire, police and hospital contacts.

- Establishes main internal contact for purposes of quick communication & timely response.

ERP Development

Utility Contact and Shut Off Locations

- Identifies local utility contact information.

- Provides a detailed description of utility shut off locations.

- Allows for a photo upload of each utility location, providing a visual aide for quick reference.

- SERVPRO® will also provide shut off tags to be placed on each shut valve specifically labeled for quick and easy location.

ERP Development

Primary Contact Information

Identifies name, title, phone number and email of all primary contacts needed to begin cleanup and restoration:

- Building Owner
- Building Contact
- Work Authorization Contact
- Maintenance Contact
- Risk or Property Manager
- SERVPRO®

- Internet Provider
- HVAC Contractor
- Elevator Company
- Flooring Company
- Plumber
- Electrician

ERP Development

Insurance Contact Information

- Captures structural and contents insurance information.

- Identifies the carrier, broker and policy number for quick reference in the event of an emergency.

- Allows for upload of your insurance declaration page, if desired, detailing your coverage and policy information.

ERP Development

Property Overview Information

- A snapshot of your facility in readily accessible formats.

- Provides address, photo and directions to your location.

- Provides a brief description of the facility including:

    - Structural information and special instructions.

    - Total square footage and square footage by floor.

    - Any pre-approved pricing plans for equipment and/or services.

    - Supplemental backup power.

    - Hazardous material information.

ERP Development

Building Access Information

- This establishes building access in advance for companies like SERVPRO® in order to accelerate a smooth response to a disaster.

- Provides instructions and photos of:
  - Where to park service vehicles & preferred staging areas.
  - Preferred building access showing entrance locations.
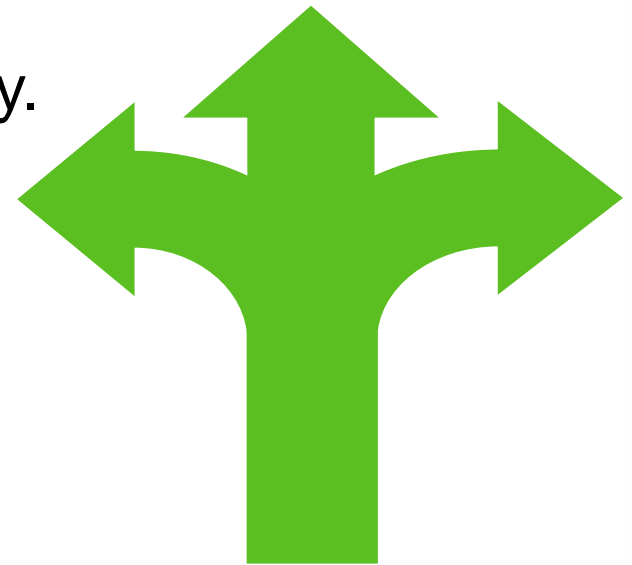 - Preferred elevator and stairwell use.

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EMERGENCY READY PROFILE

Completing the ERP Process

- The Emergency READY Profile will also allow for:
  - Additional notes about your facility.
  - Inclusion of Lead Reports.
  - Inclusion of Asbestos Reports.
  - Copy of your companies Evacuation Floor Plan.

Completing the ERP Process

- Once all the information is captured, SERVPRO® will provide multiple copies in both print and electronic formats & keeps copies at its office.

- Your complete ERP will also include weather alert information, disaster preparedness tips and mitigation tips on what to do until help arrives.

Contingency Planning Resources

- SERVPRO® can provide additional preparedness planning resources including a business preparation plan, employee emergency communication plan and emergency contact cards.

- As a Department of Homeland Security National Preparedness Month coalition member, we can also provide additional business preparation resources and materials from the Department of Homeland Security to aide you in your planning process.

- FEMA.Gov, Ready.Gov and the Institute for Business and Home Safety website, ibhs.org, also have full contingency planning resources to supplement your planning process.

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EMERGENCY READY PROFILE

Are You Ready?

Some Samples From Our Large Loss Portfolio

Wainwright State Office Building – January 2010

Macy's Downtown Department Store – January 2011

Merchandise Mart Downtown Luxury Apartments
Fire & Water – November 2010

Gateway Arch: Specialty Cleaning – July 2008

Contact Information

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EMERGENCY READY PROFILE