1006: Emergency Preparedness, Severe Weather

1000: Insurance & Claims · https://milo.masseyservices.com/docs/1006-emergency-preparedness-severe-weather/

Section: Insurance & Claims
Subject: Emergency Preparedness, Severe Weather
Approved by: Adam Jones
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Policy Owner:

Policy

Purpose

We are committed to providing a current, up-to-date plan in preparing for and dealing with emergency weather situations. This plan will provide information and response guidelines for our team members as severe weather situations develop. Our intent is to protect our team members, their families and our facilities in advance of predicted severe weather events.

Priorities

In case of a storm/hurricane, each General Manager should be ready to prepare the service center and to assist our team members in getting off the roads and to a safe location. The primary concern in the event of any emergency is the safety of each of our team members.

Responsibilities

1. Executive Management will have the responsibility for making decisions on closing service centers based on communication that is received from City, County and State Emergency Response Warning Systems within the affected areas. Every effort will be made to facilitate evacuation

response in a timely manner to insure the safety of all team members and their families. Certain team members may be retained for emergency operational functions.

2. General Managers will be responsible for:
    1. Providing Executive Management with all relevant information needed for protection of Massey Services team members, customers, vendors and nearby facilities.
    2. Maintaining contact with all service center team members and to establish an internal chain of command (See Chain of Command Contact Sheet) reporting process.
    3. Establishing guidelines for team members on reporting back to their service center after the weather event has occurred.
    4. Responsible for reporting on each team member’s situation and service center damages to their Regional Manager.

3. Service Managers will be responsible for:
    1. Providing a detailed team member emergency contact list for all team members and forwarding a copy of that list to their corporate administrative support contact, coordinating special administrative needs and assisting the General Manager with service center preparedness.

4. Service Center Management Staff (General Manager, Service Manager, Office Manager) will be responsible for:
    1. Communicating with our customers about potential closings and having appointments rescheduled (on Saturday or Sunday if necessary).

5. Team Members will be responsible for:
    1. Contacting the service center or previously designated number or management member to see whether or not they should report to work.
    2. Making contact with their service center should phone or pagers become nonfunctional. Guidelines for reporting back to the service center after the weather event has occurred will be established by the General Manager.
    3. In the event that the service center has sustained damage, report to alternate sites.

6. Corporate Responsibilities:

1. All equipment and materials should be placed in safe areas, secure from wind/water damage. Secured polyethylene covering should be used when necessary.
2. All office equipment should be secured in the interior of the office. Unplug computers and all office equipment, store up off the floor and cover with secured polyethylene to prevent flood and/or water damage.
3. In case of anticipated flood, the bottom two drawers of filing cabinets should be placed on top of the filing cabinet, covered with polyethylene and secured (weighted and/or fastened down) to prevent water damage.
4. In the event that the corporate office has been ordered to evacuate:
5. Department heads are required to have a list of pager, cell and home telephone numbers and home addresses of team members in their department to ensure communication with all their team members.
6. Prior to evacuating, a copy of this list must be provided to the Executive Management Staff. Corporate Team Members will be required to make contact with their immediate Supervisor.
7. Supervisors will report team member status to their Department Manager. Department Managers will be required to report the status of their team members to the Executive Management Staff.

Response Preparations

1. All equipment and materials (especially chemicals) should be placed in safe areas, secure from wind/water damage. Dry products (Quikrete, granular/dust products) should be placed up and off the floor. Secured polyethylene covering should be used when necessary.
2. All office equipment should be secured in the interior of the office. Unplug computers and all office equipment, store up off the floor and cover with secured polyethylene to prevent flood and/or water damage.
3. In case of anticipated flood, the bottom two drawers of filing cabinets should be placed on top of the filing cabinet, covered with polyethylene and secured (weighted and/or fastened down) to prevent water damage.
4. Ensure that all vehicles are in a secure location and that keys are available in the event they need to be moved to another location.

5. Secure any loose objects outside of the Service Center. Any items that can be put inside should be put inside.
6. General Managers will be responsible for:
    1. Notifying the Corporate office if their location has been ordered to evacuate.
    2. Transferring their phones to their designated location (determined at time of evacuation) to allow for emergency communication.
    3. Advising all team members with pagers to keep them on for an emergency.
    4. General Management, Service Management and Office Managers should have a list of pager, cell and home telephone numbers and home addresses to ensure communication with all other team members.

Response Situations

1. Voluntary Evacuations/Mandatory Evacuations-Massey Services will attempt to make reasonable accommodations for any team member who chooses to evacuate their affected area.
2. Chain of Commands are used to keep team members informed about what is happening, to coordinate response actions, and to report their personal situations after an emergency. General Managers will be responsible for creating an internal chain of command for their service center. Each team member will receive a copy of the emergency contact and alternate reporting site notification prior to evacuation. Areas to consider in your chain of command are listed below.
3. Consider the everyday functions performed by your service center and the voice and data communications used to support them.
    1. Consider the business impact if communications become inoperable.
    2. Talk to vendors about their emergency response capabilities.
    3. Determine the need for backup communication including messengers, telephones, and amateur radios.
    4. Make plans for team members to check on the safety of their family members.
    5. Establish procedures for team members to report their situation after an emergency.
    6. Chain of Command Contact Sheet

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