

Hurricanes

Protection Tips to help your organization weather the storm

CHUBB®



The Calm Before – What to Do Prior to a Hurricane Warning Being Issued

Preparation and planning ahead of time are the most important steps to protect guests and property.

Business Continuity Planning:

- **To craft the most effective plan, designate an emergency coordinator and respond, address the potential for extended loss of utilities that affect water supplies, sanitation and ventilation, review the plan with local authorities, and distribute it to all members of staff and personnel.**
- Establish communication protocols and proper procedures for shutting down systems within the facility.
- Check insurance policies to ensure adequate coverage.
- Companies may wish to contract with disaster restoration vendors ahead of time so that they can restore their operations quickly.
- Plans should cover provisions for staff and guests who need to evacuate, relocate or shelter in place.

Active Storm Preparation:

- Ensure evacuation plans are up-to-date and confirm plans with employees so they can properly communicate the necessary information to property residents and guests.
- Everyone in the area will be seeking the same supplies. For that reason, hotels and resorts should preposition stocks of plywood to cover windows and doors.
- **Emergency supplies to stock up on include: emergency lighting, battery-powered pumps, replacement batteries, sand bags, storm barriers, and back-up generators.**
- Property managers need to consider data protection. Back up, remove or transport all crucial records and documents.

In the Eye of – What to Do During the Storm

Knowing proper protection for guest and property safety during a storm is crucial.

- Maintain sufficient stores of non-perishable food, bottled water, spare blankets, housekeeping and medical supplies.
- Keep an eye out for local warnings that concern city-supplied water. Along with guest safety, secure the property as well as any valuables the guests have brought with them.
- **Be prepared to handle disruption of communications locally and have on hand sufficient battery-powered radios to keep track of weather updates, official announcements and any evacuation orders.** This also includes preparations to deal with the shutdown of computer and recordkeeping systems on site.

**For further information,
view our Hurricane Checklist
at https://www2.chubb.com/us-en/assets/doc/hurricane_safety_checklist.pdf**

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The Aftermath – What to Do After the Storm Has Passed

Risk and the threat of danger a storm leaves in its wake can be just as hazardous as the storm itself.

- Account for all guests and employees. If anyone needs rescuing, managers should rely on professionals with the proper equipment.
- **Avoid driving in flooded areas as floodwaters may be contaminated or may be deep enough to carry away people and cars.** Standing water may pose a danger if it is electrically charged from downed power lines.
- Check gas, water and electric utilities for damage. Document any damage to buildings and equipment.
- Coordinate closely with local authorities who may block off certain areas for safety reasons.

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