



Exceeding Expectations Expanding Voice – Data – Internet Solutions

Dear Business Owner,

Thank you for choosing **International Network Solutions** for your business communications needs. We have organized this information packet to assist you in preparing your business for a disaster, such as a hurricane or flood. This easy-to-use guide will help you to lay the groundwork for a fast recovery and continued operation should disaster ever strike your business.

International Network Solutions offers a full suite of disaster recovery and business continuity solutions to ensure your business continues to run smoothly even in the face of the unexpected. For more information on these products, please call us at 1-866-341-7417 or visit us online at www.ins-us.net.

Sincerely,

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CHECKLIST: Before a Disaster

- **Assess Your Risk.** Check your hurricane evacuation level and FEMA flood maps to determine if your location is vulnerable to storm surge or freshwater flooding. Have your facility inspected by a licensed professional to find out if your building(s) are vulnerable to high force winds and what you can do to reinforce the structure.
- **Evaluate Your Insurance Coverage.** Have your business appraised at least once every five years. Inventory and photograph equipment, supplies and workplace. Have copies of insurance policies and customer service numbers. Obtain Business Interruption Insurance. “Accounts Receivable” and “Valuable Papers” and “Income Destruction” insurance should also be considered. If you have a Business Owners Protection Package (BOPP), check the co-insurance provisions. Flood damage is not covered under other insurance programs and requires separate coverage.
- **Protect Your Data With Backup Files.** If your business is dependent on data backup, consider a remote site for data storage. Many areas have secured data centers that are built to withstand most natural disasters.
- **Make Plans To Work With Limited Cash, No Water, Sewer or Power For Two Weeks.** Have an alternate workplace where communications and power are likely to remain in service, such as a remote office space or having employees work from home, should your office be unavailable for use.
- **Educate Your Employees.** Prepare, distribute and discuss your business plan for disaster recovery. Establish a meeting place and time for employees in the event that communications are disrupted. Establish a phone tree for warnings and post-storm communication. Provide photo IDs and a letter of authorization to enter the building.
- **Contact Your Customers & Suppliers** and share your communications and recovery plan in advance. Prepare a list of vendors to provide disaster recovery services to save time looking them up after a disaster.



CHECKLIST: As the Storm Approaches

- **Listen for Weather Updates** on local stations and on *National Oceanic and Atmospheric Administration* Weather Radio.
- **Check Your Disaster Supplies Kit** at work. Acquire any needed items and advise employees to do the same.
- **Clear the Property** or fasten down any items that could be swept up in high winds such as outdoor furniture, potted plants, and trashcans. Cover and move equipment/furniture to a secured area.
- **Protect Windows and Glass Doors.** If you do not have impact resistant windows, install shutters or plywood over the glass. Brace double entry and garage doors at the top and bottom.
- **Fill Fleet Cars and Equipment Gas Tanks** and check oil, water, and tires. Gas pumps will not operate without electricity.
- **Obtain Sufficient Cash** for business operations. Banks and ATMs won't operate without electricity and many stores will be unable to accept credit cards or personal checks.
- **Review the Business Recovery Plan with Employees** to ensure that communications are up-to-date and employees are aware of their responsibilities after the storm.
- **Back Up All Computer Data** and ensure that backup is stored in a safe place off-site.
- **Close the Office** in sufficient time to allow employees to secure their homes, obtain needed supplies and evacuate if necessary.



CHECKLIST: Evacuation

Stay tuned to the local radio and television stations for emergency broadcasts. If ordered to evacuate, do so immediately.

- **Ensure Important Documents**, files, data backups, emergency contact information, etc., are taken to a safe location. See “**Grab and Go Box.**”
- **Let Employees, Customers and Vendors** know your continuity plans. Make sure your employees have safe transportation.
- **Turn Off** electricity, gas and water.
- **Secure** windows and doors.

CHECKLIST: No Evacuation

If your facility is outside the evacuation area and NOT a work trailer, your building may be able to remain open or serve as shelter for employees. Offering your facility as shelter to employees and their families will have benefits for your operations but may also have some liability. Check with your legal representation first.

- **Check the Disaster Supplies Kit.** Make sure to have at least a two-week supply of non-perishable foods and include a non-electric can opener in your kit. Instruct any employees to augment the supply with a kit of their own.
- **Protect Windows and Doors** and secure the facility.
- **Clean Containers for Drinking Water** and sinks for storing cleaning water. Plan on three gallons per person, per day for all uses.
- **If Flooding Threatens Your Facility**, electricity should be turned off at the main breaker.
- **If Your Facility Loses Power**, turn off major appliances, such as the air conditioner and water heater to reduce damage.
- **During the Storm**, stay inside and away from windows, skylights and glass doors. Find an interior reinforced room, closet or bathroom on the lower floor to go to if the storm becomes severe.
- **Wait For Official Word That The Danger Is Over.** The calm “eye” of the storm can give the impression the threat has passed when it has not.



CHECKLIST: After the Storm

After a disaster, the business may be without power, water, natural gas or any of the services you rely on. Immediate response may not be possible, so prepare to be self-reliant for several weeks.

RE-ENTRY

- **Be Patient.** Access to affected areas will be controlled until search and rescue operations are complete and safety hazards, such as downed trees and power lines are cleared. It may take up to three days for emergency crews to reach your area. It may take two to four weeks before utilities are restored.
- **Stay Tuned to Local Radio** stations for advice and instructions about emergency medical aid, food and other forms of assistance.
- **Prepare for Security Operations to have Checkpoints.** It will be critical for you and your employees to have valid identification with your current local address as well as something to prove your employment and need to get back into the area. Contact your county's emergency management agency and local jurisdiction to determine what specifically would be required.
- **Avoid Driving.** Roads will have debris that will puncture tires. Leave the roads open for use by relief workers, supply trucks and law enforcement.

SAFETY CHECKLIST

- **Avoid Fallen or Dangling Utility Wires.** Metal fences may have been electrified by fallen wires. Downed trees may have power lines tangled in them.
- **Beware of Snakes,** insects or animals driven to higher ground by floods.
- **Enter Your Facility With Caution.** Open windows and doors to ventilate and dry the building.
- **In the Event of Flooding,** have an electrician inspect the office before turning on the breaker.
- **Be Careful With Fire.** Do not strike a match until you are sure there are no breaks in gas lines. Use battery-operated flashlights and lanterns in place of candles.
- **Use Your Telephone Only for Emergencies** to keep lines open for emergency communications.



CHECKLIST: After the Storm (continued)

REPAIRS

Make temporary repairs to correct safety hazards and minimize further damage. This may include covering holes in the roof, wall or windows and removing debris.

WATER PRECAUTIONS

Whenever widespread flooding occurs, there is a potential for bacterial contamination. Bacteria, such as salmonella and shigella, can lead to life threatening dehydration for people if untreated by antibiotics. Disinfect any tap water you drink or use for cooking or cleaning. You must purify the tap water until officials notify you of its safety. Bring water to a rolling boil for full ten minutes or use chemicals (eight drops chlorine bleach or iodine per gallon) or water purification tablets as directed. Let the water sit at least ten minutes before using. Water you saved in clean containers before the storm will be fine for two to three weeks. To be sure, add two drops of chlorine or iodine per gallon before drinking.

CLEAN UP PRECAUTIONS

- If you can't identify it, don't touch it.
- Always use proper safety equipment such as heavy gloves, safety goggles, heavy boots, light colored long-sleeve shirts and long pants.
- Tie back long hair and wear a hat and sunscreen.
- Drink plenty of fluids, rest and ask for help when you need it.
- Lift with the legs, not with the back.
- Don't burn trash.
- Call professionals to remove large, uprooted trees.

CONTRACTOR FRAUD PRECAUTIONS

Only hire licensed contractors to do repairs. Check with the local Building Department to ensure the contractor is licensed.

- **If you hire a contractor, don't pull the permits for them.** If the contractor makes this request, it may indicate that he is not properly licensed.
- **Take Photographs of All Damage** before repairs and keep receipts for insurance purposes.
- **After Assessing Damage to Your Facility,** contact your local building department for information on required building permits. Permits are required for any kind of demolition or permanent repairs, reconstruction, roofing, filling, and other types of site development.
- **Local Ordinances Do Not Permit Dumping** in drainage canals or ditches because it causes backups and overflow in the system.



The Evacuation “Grab and Go Box”

The “Grab and Go Box” contains copies of important documents, equipment and supplies essential for the business to continue to operate, or the insurance and disaster documentation needed for loans in the aftermath of destruction. This information should be stored in a fire-proof/waterproof secure container in an alternate location. Below are some suggested items; however, each business should discuss and designate the contents of their “Grab and Go Box.”

Suggested “Grab and Go Box” Contents:

- Emergency contact list of employees and key customers/clients including all phone numbers.
- Copy of essential policies, emergency procedures, Business Continuity Plans
- Copy of insurance policies and agent contact information.
- List of emergency vendors (contractors, plumbers, electricians, mold remediation, etc.) Make contact with these vendors to make sure they are still in business, they still cover your area and they will be able and willing to provide service. Also discuss what type of payment they will take in an emergency situation.
- Copies of your “Authorized Passage under Emergency Condition” letter in case one of your employees loses their letter or it is destroyed. This will provide them with permission to enter the workplace or area. Usually if your employees and you have this authorization letter and it is safe to return, they will let you into the area as long as it is safe and not damaged.
- List of vendors & suppliers, including alternates, essential for mission critical activities
- Voicemail box # and remote password information and instructions so you can change messages as needed, providing information to employees so they can call in for instruction if they cannot reach you by phone.
- Back-up files/tapes or server(s) of electronic data
- Pictures of the business inside and out. This includes home-based businesses.
- General Office supplies: pens, pencils, stapler, tape, paper, any special forms, etc. used in your business.
- Other _____.



The Evacuation “Grab and Go Box” (continued)

Documentation Requirements for an SBA Disaster Loan or other type of assistance that might become available:

- Corporations/Partnerships: Copy of 3 years tax returns; one year personal tax returns on principles (affiliates with greater than 20% interest); one year tax returns on affiliated business entity
- Sole Proprietorships: Copy of 3 years tax returns with Schedule C

Sole Proprietorships, Corporations and Partnerships all need the following:

- Copy of current Profit & Loss Statement (within 90 days)
- Copy of listing of inventory
- Copy of Schedule of Liability
- Copy of Balance Sheet (as recent as possible)
- Copy of all of your required licenses (City business tax license, Occupational license, State professional licenses, etc.)



Important Numbers for Emergency Relief

Hotlines for Financial and Recovery Assistance

- FEMA Disaster Assistance Hotline: 1-800-621-FEMA or 1-800-621-3362
- SBA Business Physical Disaster Assistance Loans and SBA Economic Injury Disaster Loans (800) 659-2955 or (800) 621-FEMA
- American Red Cross Donations Hotline: 1-866-HELP-NOW or visit www.redcross.org
- American Red Cross Information Hotline: 1-866-GET-INFO or 1-866-438-4636

Utilities

Water	Company Name:	Phone:
Power	Company Name:	Phone:
Natural Gas	Company Name:	Phone:

Emergency Vendors

General Contractor	Company Name:	Phone:
Plumber	Company Name:	Phone:
Electrician	Company Name:	Phone:
Mold Remediation	Company Name:	Phone:

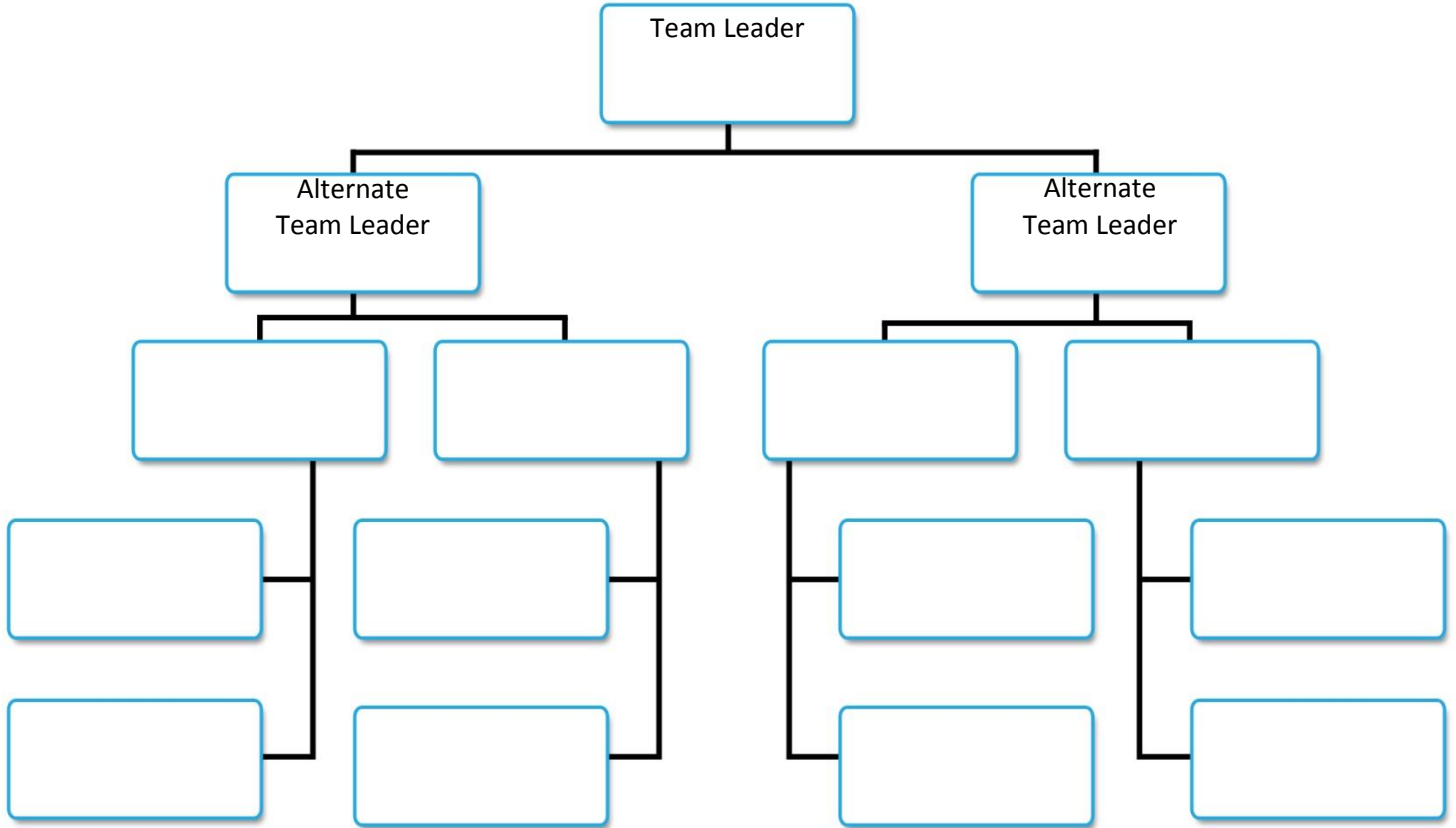
Other Numbers

Police	Emergency Phone:	Non-Emergency Phone:
Fire Department	Emergency Phone:	Non-Emergency Phone:
Insurance	Company Name:	Phone:
Unemployment Compensation	Claims:	Website:



Team Call Procedures

(Example Phone Tree)



Employee Contact Information

Make additional copies as needed. Keep one copy of this information in a secure place on your premises and another in an off-site location.

Employee Name:	Employee Number:
Division:	Location:
Work Phone:	Work Email:

Home Phone:	Alternate Email:
Mobile Phone:	Home Address:

Military Reserve (Y or N):	National Guard (Y or N):
CPR Trained (Y or N):	4 Wheel Drive Vehicle (Y or N):
Requires Transportation (Y or N):	Requires Child Care (Y or N):
Employee Needed Priority (1, 2, or 3):	Shift Employee Works:

Additional Notes:



Key Customer Information

Make additional copies as needed. Keep one copy of this document in a secure place on your premises and another in an off-site location. Use this form to:

1. Keep a list of the customers that you need to contact in the event of a disaster, and
2. Where these customers can acquire alternative resources until you reopen.

Customer Name:		
Street Address:		
City:	State:	Zip Code:
Phone:	Fax:	
Contact Name:	Email:	
Account Number:		

If my company experiences a disaster, this customer can obtain supplies or materials from:

Company Name:		
Street Address:		
City:	State:	Zip Code:
Phone:	Fax:	
Contact Name:	Email:	

Company Name:		
Street Address:		
City:	State:	Zip Code:
Phone:	Fax:	
Contact Name:	Email:	



Supplier Contact Information

Make additional copies as needed. Keep one copy of this document in a secure place on your premises and another in an off-site location. Use this form to:

1. Keep a list of the major suppliers you need to contact in the event of a disaster, and
2. Know what their disaster plans are in the event that they experience a disaster.

Company Name:		
Street Address:		
City:	State:	Zip Code:
Phone:	Fax:	
Contact Name:	Email:	
Account Number:		
Material/Service Provided:		

If my company experiences a disaster, my company can obtain supplies or materials from:

Company Name:		
Street Address:		
City:	State:	Zip Code:
Phone:	Fax:	
Contact Name:	Email:	

Company Name:		
Street Address:		
City:	State:	Zip Code:
Phone:	Fax:	
Contact Name:	Email:	



Creditor Contact Information

Make additional copies as needed. Keep one copy of this list in a secure place on your premises and another in an off-site location. Use this form to keep a list of the major creditors you need to contact in the event of a disaster.

Bank Name:		
Street Address:		
City:	State:	Zip Code:
Phone:		Fax:
Contact Name:	Email:	

Bank Name:		
Street Address:		
City:	State:	Zip Code:
Phone:		Fax:
Contact Name:	Email:	

Bank Name:		
Street Address:		
City:	State:	Zip Code:
Phone:		Fax:
Contact Name:	Email:	



Insurance Coverage Worksheet

Insurance Coverage Discussion Form

Use this form to review your insurance coverage with your agent. Having sufficient coverage will help you recover more rapidly after a disaster.

Insurance Agent:		
Street Address:		
City:	State:	Zip Code:
Phone:	Fax:	Email:
Primary Policy #:		Flood Insurance Policy #:

Insurance Policy Information

Type of Insurance	Policy Number	Deductibles	Policy Limits	Coverage

Do I need Flood Insurance? Yes No

Do I need Earthquake Insurance? Yes No

Do I need Business Income and Extra Expense Insurance? Yes No

What causes of loss does the primary policy cover?

What exclusions exist and what are the deductibles?



Insurance Coverage Worksheet (continued)

What does my policy require me to do in the event of a loss?

What type of records and documentation will the Insurance Company want to see?

Other disaster-related insurance questions:



Computer Software Inventory

Make additional copies as needed. Keep one copy of this list in a secure place on your premises and another in an off-site location. Use this form to:

1. Log your computer software serial and license numbers. Attach a copy of your licenses to this document.
2. Record the name of the company from which you purchased or leased this software, and the contact name to notify for software support.
3. Record the name of the company where you store backups of your computer information, including the contact name and how often backups are sent to this location.

Software Title & Version	Serial/Product ID Number	# of Licenses/License #	Date Purchased	Cost



Computer Software Inventory (continued)

Software Vendor or Leasing Company Information

Company Name:		
Street Address:		
City:	State:	Zip Code:
Phone:	Fax:	
Contact Name:	Email:	
Account Number:		

Company Name:		
Street Address:		
City:	State:	Zip Code:
Phone:	Fax:	
Contact Name:	Email:	
Account Number:		

Off-Site Data Backup Information

Company Name:		
Street Address:		
City:	State:	Zip Code:
Phone:	Fax:	
Contact Name:	Email:	
Account Number:		



Computer Hardware Inventory (continued)

Hardware Vendor or Leasing Company Information

Company Name:		
Street Address:		
City:	State:	Zip Code:
Phone:	Fax:	
Contact Name:	Email:	
Account Number:		

Company Name:		
Street Address:		
City:	State:	Zip Code:
Phone:	Fax:	
Contact Name:	Email:	
Account Number:		

Hardware Supplier/Repair Vendor Information

Company Name:		
Street Address:		
City:	State:	Zip Code:
Phone:	Fax:	
Contact Name:	Email:	
Account Number:		



Computer Peripheral Inventory

Make additional copies as needed. Keep one copy of this list in a secure place on your premises and another in an off-site location. Use this form to:

1. Log your Computer Peripherals' serial and license numbers. Attach a copy of your vendor documentation to this document.
2. Record the name of the company from which you purchased or leased this equipment and the contact name to notify for computer repairs.
3. Record the name of the company that provides repair and support for your computer peripherals.

Peripheral (CPU, Modem, Zip Drives,)	Disk Capacity, RAM	Model Purchased	Serial Number	Date Purchased	Cost



Computer Peripheral Inventory (continued)

Peripheral Vendor or Leasing Company Information

Company Name:		
Street Address:		
City:	State:	Zip Code:
Phone:	Fax:	
Contact Name:	Email:	
Account Number:		

Company Name:		
Street Address:		
City:	State:	Zip Code:
Phone:	Fax:	
Contact Name:	Email:	
Account Number:		

Peripheral Support Vendor Information

Company Name:		
Street Address:		
City:	State:	Zip Code:
Phone:	Fax:	
Contact Name:	Email:	
Account Number:		



Alternate/Recovery Site Information

The following are temporary facilities where this team will recover their lost functions until temporary or permanent facilities are available.

Site Name:		
Street Address:		
City:	State:	Zip Code:
Phone:	After Hours Phone:	
Contact Name:	Email:	
Notice Required for Site Availability:	Security ID:	
Service Provided:		
Directions to Site		
Other Information		



Furniture and Equipment Inventory

List the office equipment and furniture required to restore operations. Make additional copies as necessary.

Item Name:	Item Number:
Department:	Location:
Vendor Name:	Vendor Number:
Stored Offsite (Y or N):	How to be Acquired:
Quantity Needed to Restore Operations:	

Item Name:	Item Number:
Department:	Location:
Vendor Name:	Vendor Number:
Stored Offsite (Y or N):	How to be Acquired:
Quantity Needed to Restore Operations:	

Item Name:	Item Number:
Department:	Location:
Vendor Name:	Vendor Number:
Stored Offsite (Y or N):	How to be Acquired:
Quantity Needed to Restore Operations:	

