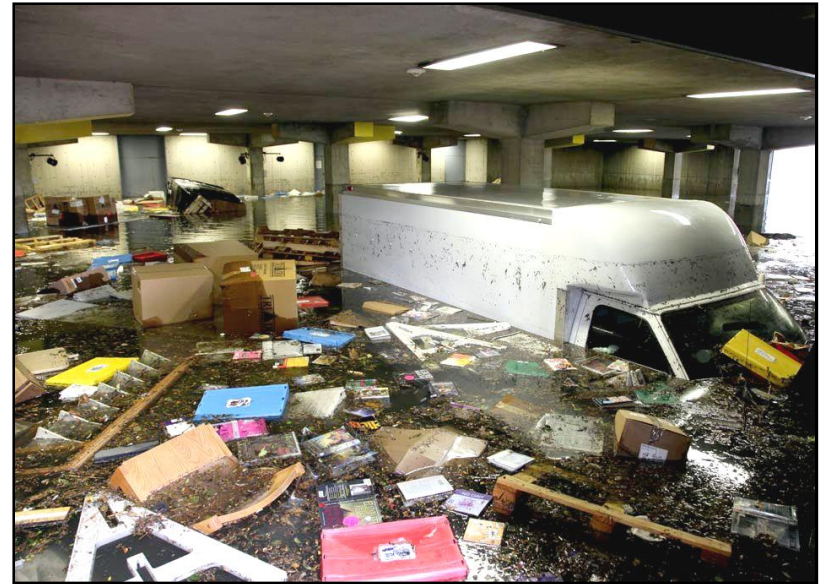


ARE YOU READY?



# Commercial Needs Analysis

- Business Interruption
  - Loss of services
  - Media concerns
  - Additional concerns about public safety
  - Every building can have a unique situation



# Commercial Needs Analysis

- Computer Systems & Servers
  - Data Recovery
  - Keeping servers online
  - Often operates phone system
  - Need to have “A” team IT player lined up ahead of time



# Commercial Needs Analysis

- Life Safety Systems
  - Fire detection
  - Fire suppression
  - Alarm systems
  - Emergency lighting
  - Emergency exits
  - Elevators



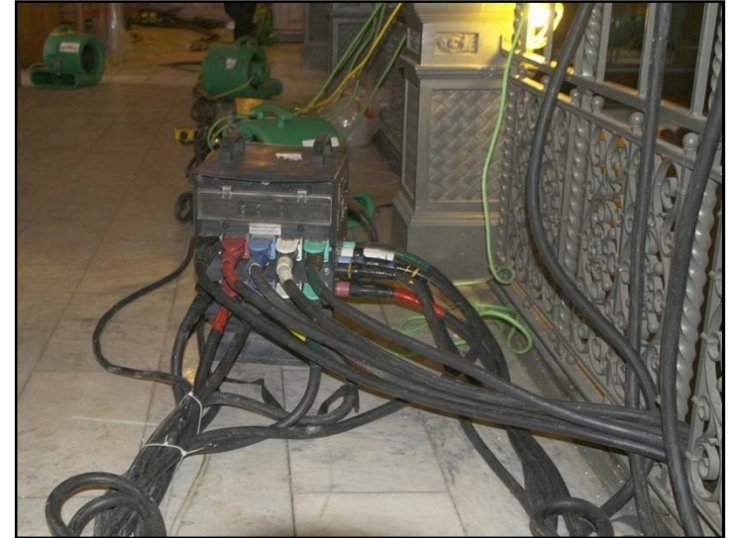
# Commercial Needs Analysis

- Electrical Systems
  - Switch gears
  - Transformers
  - OEM control panels
  - Megger testing



# Commercial Needs Analysis

- Power
  - Rarely sufficient power distribution
  - Distribution power calculations
  - Generators – easy to find
    - 120, 208, 240, 480 single phase, 3 phase
  - Distribution system, complicated, can be hard to find, just as important as the generator



# Commercial Needs Analysis

- HVAC
  - Duct work
  - Chillers, pumps, motors
  - Boilers, air handlers
  - Combined systems



# Commercial Needs Analysis

- Asbestos and Lead Assessment

- Do your buildings have an assessment
- Nearly every building material has a risk of being hazardous
- Need on-site environmental assessor if prior assessment is not available
- Abatement costs
- Huge liability if building is contaminated





# Commercial Needs Analysis

- Building Stabilization
  - Control the environment
  - Prevent secondary damage
  - Prevent contamination of the building especially LEED certified buildings
  - Isolate affected areas

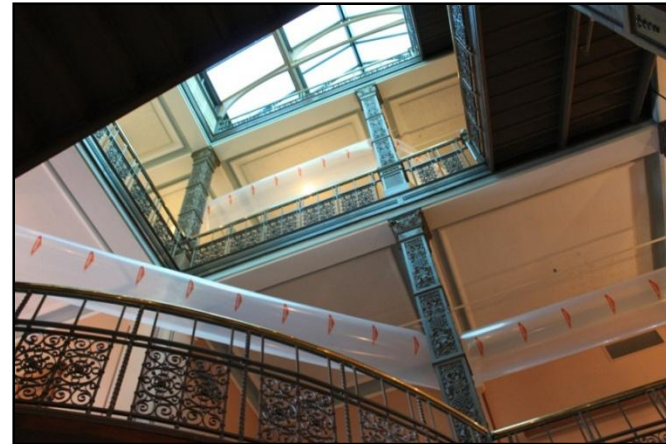


# Commercial Needs Analysis

- Emergency relocation
  - Setup temporary office(s)
  - Prioritize computers and documents
  - Pack out remaining contents
    - Storage



# Historic City Hall – Attic Fire

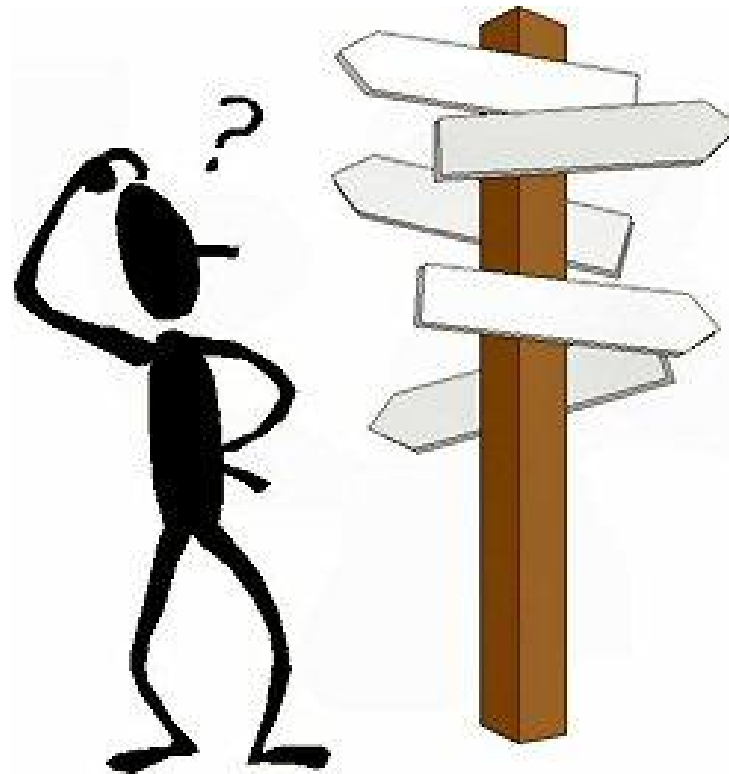






## City/County Courthouse – Broken water main





# 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 survive disasters when they occur.





# How Can Business Owners Prepare?

- SERVPRO's Emergency **READY** Profile
  - No cost assessment of your facility designed to contain only the critical information needed in the event of an emergency
  - Not a contingency plan but is a vital component of any existing plan.





# ERP Development

- Utility Contact and Shut Off Locations
- Employee and Emergency Contacts
- Primary Contact Information



## UTILITY CONTACT AND SHUT OFF

ELECTRICITY

	Phone Number	After Hours Ph	Acct #
Consumers Energy	989-894-8104	989-894-8350	
Shut Off Location:	<input checked="" type="checkbox"/> Inside <input type="checkbox"/> Outside		Floor Location? LL
Description of Location:	In basement mechanical room on north end of building.		
Is there a key needed for access?	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO		
If yes, location:	Maintenance Department on 1 <sup>st</sup> floor.		



GAS

	Phone Number	After Hours Ph	Acct #
Consumers Energy	1-800-477-6050	Same	
Shut Off Location:	<input type="checkbox"/> Inside <input checked="" type="checkbox"/> Outside		Floor Location? N/A
Description of Location:	Behind the building towards the west end.		
Is there a key needed for access?	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO		
If yes, location:	Maintenance Department on 1 <sup>st</sup> floor.		



WATER

	Phone Number	After Hours Ph	Acct #
City of Bay City	989-886-8300	989-894-8321	
Shut Off Location:	<input checked="" type="checkbox"/> Inside <input type="checkbox"/> Outside		Floor Location? 1-Main
Description of Location:	In a locked room to the south of the mechanical room.		
Is there a key needed for access?	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO		
If yes, location:	Maintenance Department on 1 <sup>st</sup> floor.		





# ERP Development

- Insurance Contact Information
- Property Overview Information
- Building Access Information

PROPERTY OVERVIEW

**PROPERTY OVERVIEW**

Building Address:  
1250 Any Street  
Any Town, MI 48706  
(989) 555-1212

Year Built: 1999    Renovations?  Yes  No    If yes, what year?

Are you Energy Program Certified?  YES  NO    Multi-Tenant Building?  YES  NO

**KNOWN HAZARDOUS MATERIAL INFORMATION:**

Main Contact:	Joe Smith	Phone:	(989) 239-1515
N/A	Location:	Report?	<input type="checkbox"/> Y <input type="checkbox"/> N   Attached? <input type="checkbox"/> Y <input type="checkbox"/> N
N/A	Location:	Report?	<input type="checkbox"/> Y <input type="checkbox"/> N   Attached? <input type="checkbox"/> Y <input type="checkbox"/> N
N/A	Location:	Report?	<input type="checkbox"/> Y <input type="checkbox"/> N   Attached? <input type="checkbox"/> Y <input type="checkbox"/> N

**DESCRIPTION OF BUILDING:**  
80 unit apartment unit with beige siding  
TOTAL SQUARE FOOTAGE OF BUILDING: 33,000

Floor	Primary Use	Other	Square Footage	Type of Flooring
LL	Other	Other: Mechanical		Concrete
1	Living Space	Other:	15,000	Carpet/Tile
2	Living Space	Other:	15,000	Carpet/Tile
3		Other:		
4		Other:		
5		Other:		
6		Other:		

BLUEPRINTS AVAILABLE?  YES  NO  
If YES, Location: Office of on-site manager

SUPPLEMENTAL GENERATOR POWER  YES  NO

NOTES:

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



# Getting to Know SERVPRO®

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



# Getting to Know SERVPRO®

- Trusted by insurance companies across America.
- Over 1,600 Franchise Locations in 48 states specializing in fire, water and mold cleanup and restoration.
- Locally owned and operated
- We are faster to any size disaster!



# Contact Information



Disaster Recovery Team

Paul Kerby

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