



The Winds of Change - Hurricane Resilience

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So ... This happened ...

Hurricane Harvey and Hurricane Irma

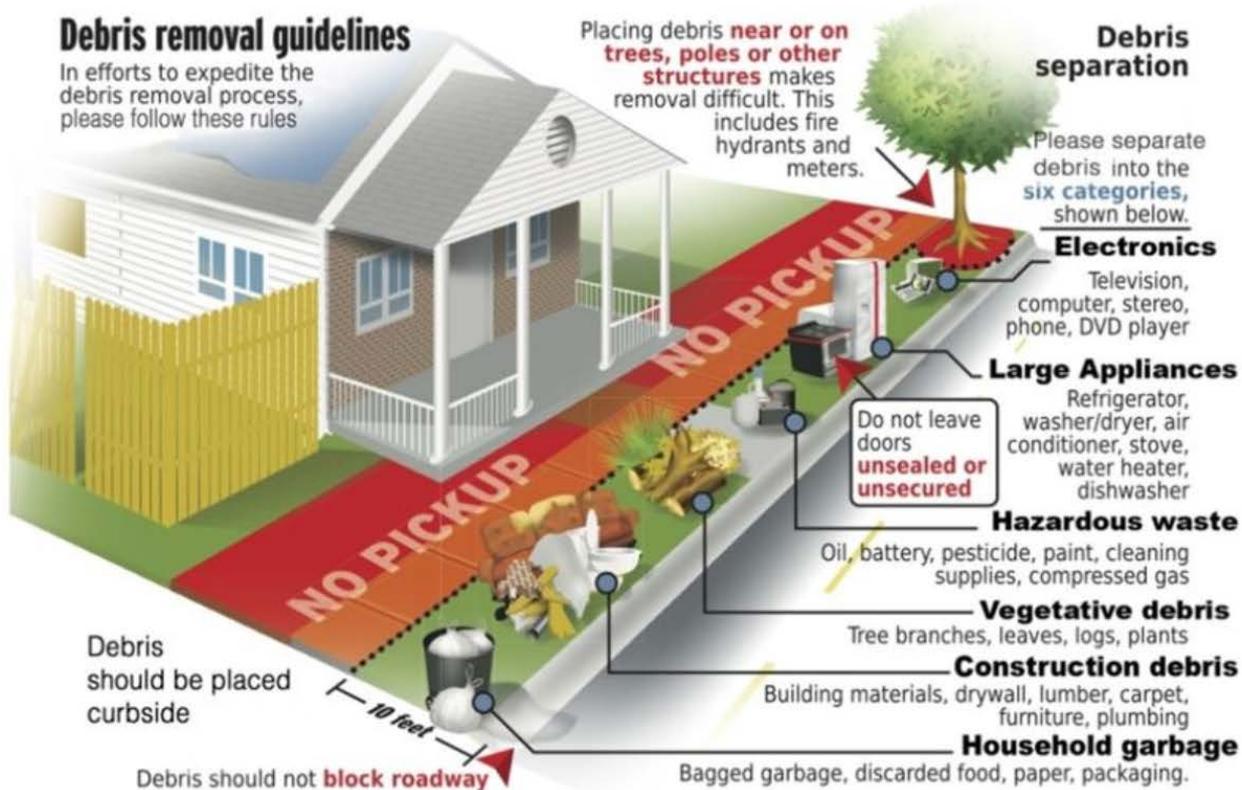
- Personal experience - why you should do the following while you have the chance:
 - Fill your vehicles up with fuel before the event -- no power, no pumps
 - Get cash, including small bills so you don't need a lot of change
 - At least two days before the event fill any prescriptions needed for your household for at least the next ten days
 - Turn off all of the utilities to your home and business before evacuating
 - Pre-emptively empty out the freezer and refrigerator ... just do it!
 - Buy lots of peanut butter and bagels
 - Calculate potential fuel usage for generator and stock up
 - Take photos of the “before”; open closet doors and cabinets; protect critical documents

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- Personal experience - why you should do the following while you have the chance (continued):
 - Buy heavy contractor bags and zip-ties, furniture moving bags, bleach and microbial control product --- then use them!
 - Don't place items near the windows or doors
 - Have an alternate means to enter a building (primary may not work)
 - Conduct an emergency drill – kill the power to your home or business for several hours; what dependencies do you have or necessities that you haven't considered? (i.e., generator for home medical equipment, refrigeration for medicines, anti-anxiety remedy for teens in electronic device withdrawal ...)
 - Invest the time to actually read your insurance policies before you need them; is cost of debris removal included? Probably not ...
 - Keep your trees trimmed and property clear of loose objects year around

If you must clean up debris, be aware that FEMA requires it to be sorted



Business Continuity Plan: It's not optional

- <https://www.ready.gov/business/implementation/continuity>

Business Continuity Plan

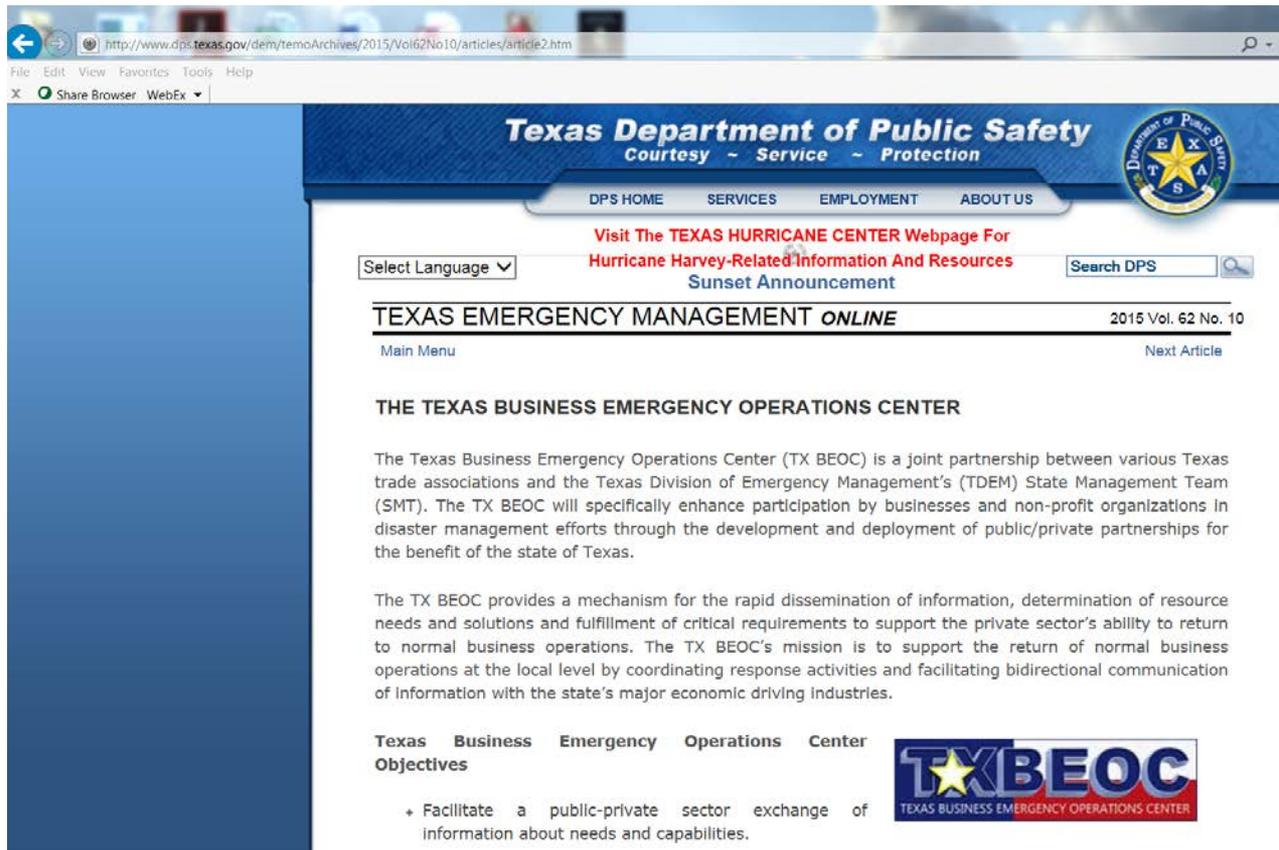


Business Continuity

- If primary work site is damaged, is it possible to operate from remote site (electronic back-up)?
- Pre-stage generators and fuel supply to support safety critical functions
- Consider additional bracing for roll-down (garage) type doors
- Establish process to contact employees after the storm, to verify their safety, understand their constraints to returning to work, and provide support as possible
 - One company recommended the use of a group text message – be sure to get name, phone number and which company employee uses for their phone
 - One company gave employees the option to transfer some of their vacation to other employees who were not able to return to work due to storm recovery activities
 - One company paid employees who were not able to return to work due to damage to the work site, but asked them to volunteer in their community on storm recovery activities instead
- Investigate options for “letter of permission” from local authorities to return to impacted areas
- Consider use of satellite telephones and marine back-up chargers
- Consider facility security for extended evacuation

Business Continuity

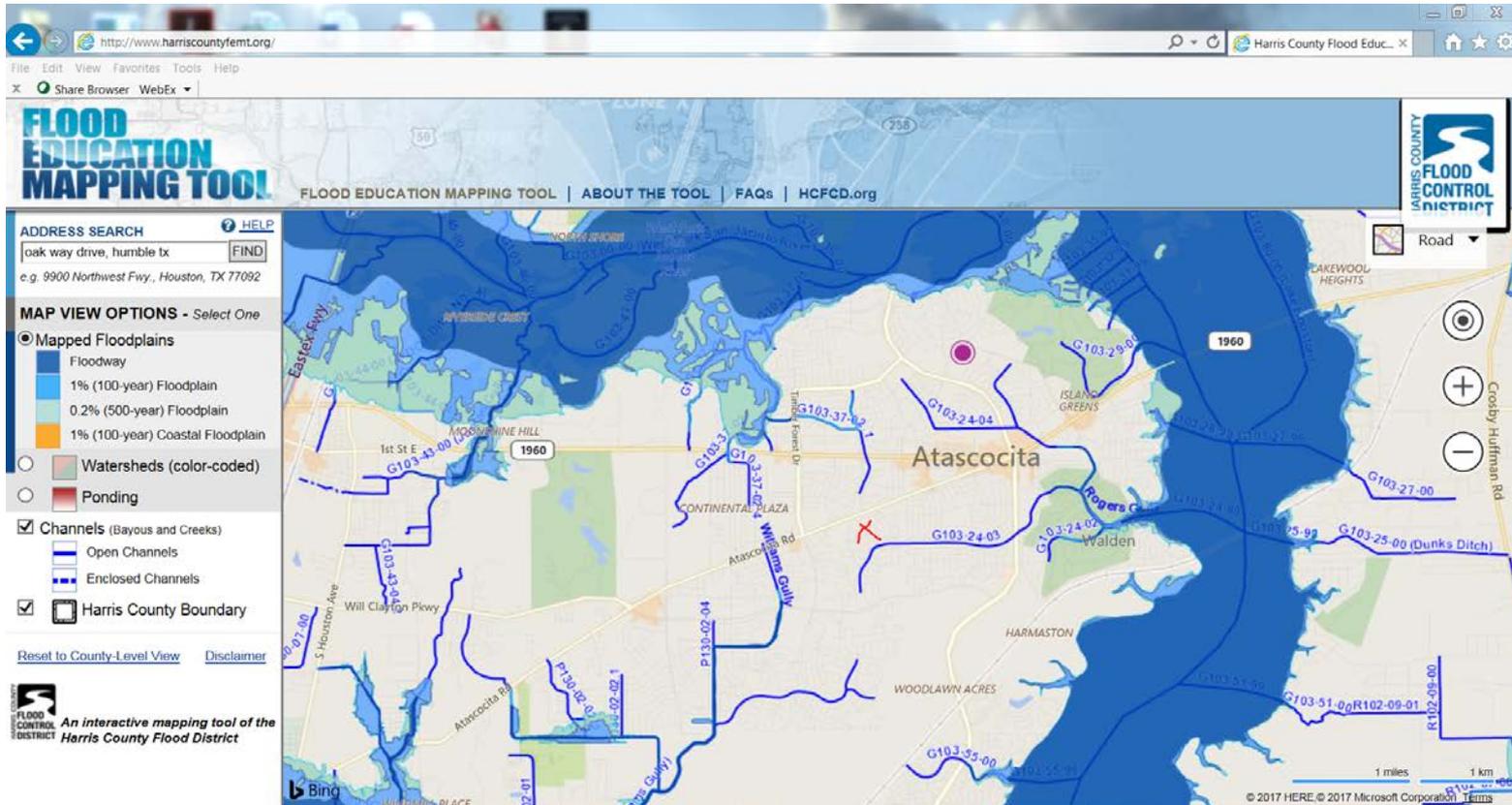
- Consider investigating your state's **Business Emergency Operations Center** (each state has one) – example fuel transportation before or after a natural disaster



The screenshot shows a web browser displaying the Texas Department of Public Safety website. The page features a blue header with the text "Texas Department of Public Safety" and "Courtesy ~ Service ~ Protection". Below the header is a navigation menu with links for "DPS HOME", "SERVICES", "EMPLOYMENT", and "ABOUT US". A search bar is located on the right side of the page. The main content area is titled "TEXAS EMERGENCY MANAGEMENT ONLINE" and includes a "Select Language" dropdown and a "Search DPS" button. The page is dated "2015 Vol. 62 No. 10". The main heading is "THE TEXAS BUSINESS EMERGENCY OPERATIONS CENTER". The text describes the TX BEOC as a joint partnership between various Texas trade associations and the Texas Division of Emergency Management's (TDEM) State Management Team (SMT). The TX BEOC will specifically enhance participation by businesses and non-profit organizations in disaster management efforts through the development and deployment of public/private partnerships for the benefit of the state of Texas. The TX BEOC provides a mechanism for the rapid dissemination of information, determination of resource needs and solutions and fulfillment of critical requirements to support the private sector's ability to return to normal business operations. The TX BEOC's mission is to support the return of normal business operations at the local level by coordinating response activities and facilitating bidirectional communication of information with the state's major economic driving industries. The page also includes a section for "Texas Business Emergency Operations Center Objectives" with a bullet point: "Facilitate a public-private sector exchange of information about needs and capabilities." The TX BEOC logo is displayed at the bottom right of the page.

Business Continuity

- Consider placement of equipment – review FEMA flood maps (available on line)



Business Continuity

- Document processes for evaluating equipment for return to service – facilities, transportation equipment --- how do you know it's safe to operate?
- Review contracts with generator rental companies, security services each year – make calls while the wind is still blowing (and before lines go down) to get on the list, or “start the list”
- Train and retrain employees on business contingency plans; develop what-if scenarios with alternate paths for variables
- Work with employees to encourage them to have a personal emergency response plan
- Train employees on responding to customer requests for services during unsafe conditions --- just say no (politely and early)

So ... This happened ... Hurricane Harvey and Hurricane Irma

- Natural disasters can bring out the worst in some people, but can absolutely bring out the best in more
- What did you learn?