

Leon County Research and Development Authority
Policy No. 11-8

Title: Disaster Preparedness and Recovery Plan
Date Adopted: August 2, 2011
Effective Date: August 2, 2011

1. PURPOSE

The purpose of Policy No. 11-8, “Disaster Preparedness and Recovery Plan,” is to provide a systematic guide with procedures for regular back up of the Leon County Research and Development Authority’s (hereinafter referred to as the “Authority”) data and periodic retrieval of that data as well as instructions on preparing for a natural disaster, i.e. hurricane or fire, and post event recovery. The Plan will provide the necessary steps to ensure the safety of the Authority’s employees at the Knight Administrative Centre, protect permanent records, and limit any damage to the facility.

2. SCOPE

The policy provides employees and agents of the Authority guidelines for protecting hard copy files, electronic files, a system of backing up digital documents, and preparing for and recovering from fire or natural disasters.

3. GUIDELINES

a) Securing Electronic Files: Weekly and in the event of a natural disaster

The Authority’s electronic files are maintained on several computers owned by the Authority, as well as the Executive Director’s personal computer. The Authority’s financial records are maintained off-site by the Property Manager.

- i. The Office Manager’s computers are equipped with the latest version of Carbonite software, which automatically backs up all files to a remote server daily. In addition to Carbonite, the Office Manager backs up all files to an external Data Recovery unit every Friday through the Norton Business Suite security software program. In the event of a natural disaster, the Office

Manager's laptop computer and DataRecovery unit will be removed from the building to a secure, off-site location in a plastic waterproof bag.

- ii. The Executive Director uses a personal laptop for all Authority business. This laptop is with the Executive Director or at the Executive Director's home at all times. Files are backed up to an external hard drive weekly and stored off-site. In the event of a natural disaster, the Executive Director will remove this laptop to a secure, off-site location.
- iii. Almost all files related to conducting the business of the Authority are emailed between the Office Manager and Executive Director. These files are securely maintained off-site by Comcast's Business Servers.
- iv. The Property Manager backs up its data server nightly. The Authority's financial records are kept in the Yardi system, which is web-based and backups of the data are kept securely online in a remote location.

b) Securing Hard Copy Files

The files are organized and located in an area that can be easily removed in the event of an impending natural disaster. The Office Manager is responsible for removing the files, securing in plastic, waterproof boxes and transporting to a secure, off-site location (Attachment A, pgs. 7-8).

The Office Manager will coordinate with the Executive Director in performing final backups prior to shutting down of the network infrastructure, including a collection of documents pertinent to the storm, such as the Governor's Executive Order, original archived documents, emergency contact information (Attachment A, pgs. 3-6), checklists, daily reports, links to other pertinent websites and any other appropriate information.

Attachment B includes the Property Manager's Disaster Preparedness Plan.

c) Natural Disaster Preparedness

The purpose of these procedures is to prepare for and respond to a natural disaster or other impending emergency. The procedures provide an orderly guide for preparations at the Centre and for emergency response during or in anticipation of natural disasters. For the purpose of this plan, natural disasters will include hurricanes, tornadoes, floods and wildfires.

At the first issuance of a storm-watch for the area or notification of any other impending natural disaster, under the direction of the Executive Director, the Office Manager will meet to review the Disaster

Preparedness Procedures, member duty and leave schedules, and any other issues that may affect storm preparations.

d) FSU Alert System

Florida State University developed “*FSU Alert*” as its official emergency notification and warning system in the event of an impending hurricane or severe storm. The system includes three outdoor warning sirens on the main campus and four sirens in the Innovation Park and other Tallahassee campus locations.

These public address speakers / sirens are designed to be heard **outdoors only**. They are not intended to be heard by persons within the buildings on campus.

In the event of an emergency, which urgently threatens the safety of persons outdoors, the University may sound the sirens. The **alert tones are very loud and distinct** and should be easily heard by anyone who is outdoors.

The alert tone may / may not be followed by voice instructions. Regardless if you can comprehend the voice instructions, the default action anytime the siren is sounded is to:

Take shelter in the nearest building and seek further information.

Examples of the warning alert sounds and voice instructions, which may be played:

- Weather Emergencies:
 - [Tornado Warning](#)
 - [Severe Thunderstorm Warning](#)
 - [Flash Flood Warning](#)
 - [Lightning Warning](#)
- Other Emergencies:
 - [Dangerous Situation](#)
 - [Hazardous Condition](#)

e) Definitions

- *Hurricane Watch* - Hurricane conditions are *possible* in the specified area of the *Hurricane Watch*, usually within 36 hours. During a *Hurricane Watch*, prepare to take immediate action to protect your family and property in case a *Hurricane Warning* is issued.

- *Hurricane Warning* - A *warning*, which indicates that hurricane winds of 74 mph or higher or any combination of dangerously high water and very rough seas, are expected in specified coastal areas. When a *Hurricane Warning* is announced, hurricane conditions are considered imminent and may begin immediately or at least within the next 12 to 24 hours. It is of utmost importance that ALL precautionary measures and actions be instituted immediately for the protection of life and property.
- *Evacuation Order* - The most important instruction you will receive from local government officials, relayed over radio and television stations, is an evacuation order. Once issued, *an evacuation order is mandatory under law in the state of Florida.* If you live in a mobile home or an area ordered to evacuate, gather your survival kit and leave immediately. If you live in a safe area, secure your home and be prepared to stay. Because of long evacuation times and the unpredictability of hurricanes, you may be ordered to leave before a hurricane watch or warning is issued.

f) Other Data Protection Precautions

Prior to the actual removal of files, the Office Manager will test the equipment stored at the Centre to verify it is ready for deployment. The Office Manager and Executive Director will coordinate providing any necessary telecommunications equipment (wired and wireless routers), which may be deployed in the event of an outage.

When a Watch is issued, staff will be given adequate time to begin securing the facility and equipment and implement their own family hurricane plan.

g) Early Preparations

Staff should take an inventory of all stocked items and prepare a checklist.

Staff should purchase any special-needs items (e.g. tape, lumber, nails, protective plastic sheeting or other items). (Attachment A, pgs. 9-10)

h) When the Watch Turns to Warning

If the Centre is within the area designated as a warning for possible storm impact, supervisors designated for specific preparations will mobilize. (Attachment A, pg. 10)

Disconnect instrumentation, computer equipment (not servers) and other costly vulnerable items in rooms or areas of the building with windows. Move the items to rooms or locations away from windows.

Disconnect non-transportable instrumentation and equipment in rooms with windows and cover with heavy sheet plastic; seal the plastic with tape.

i) Closing and Opening Offices or Work Sites: Knight Administrative Centre

These guidelines should be followed when there is time to plan for closure of the Administrative office:

When possible, the Executive Director should consult with the Chair of the Board of Governors prior to the closure. The decision to close the Centre because of a hurricane or other natural disaster should take into account the NOAA weather forecast; closure notices issued by other state agencies, county or city governments; and local evacuation notices. The Authority will close the Centre subject to a mandatory evacuation notice.

When closing the Centre, follow these steps:

- i. The Executive Director will notify the Office Manager of the decision to close or reopen the Centre. The Office Manager, in turn, is responsible for ensuring that employees assigned to the affected area receive notice of the closure or reopening. The Executive Director will immediately follow-up on this action with an email to the Board of Governors announcing the Centre closure or reopening.
- ii. The Office Manager will ensure that employees review and comply with the Disaster Checklist located on page 9 of Attachment A before leaving the office or work sites.

j) Evacuations

Employees who reside in evacuation areas will make every attempt to notify their supervisor when relocating to their designated relocation location.

When the storm danger has passed, employees in evacuation areas and/or those impacted by the storm will make every reasonable attempt to contact their supervisor to report their status, request assistance if needed.

k) Coordination and Communication

The Authority's objective is to ensure that the public and staff receive accurate, up-to-date information regarding closings or openings of the Centre. The following should be considered:

- i. Ensure that employees have a general understanding that if a local county government is closing its offices, the Centre will probably be closing. Employees should check with the Office Manager to learn of the open or closed status of their office.
- ii. In addition to notifying those above, any staff member authorized to close or re-open offices or facilities will inform the Executive Director (or designee) via email or phone of such decisions. The Executive Director will maintain a list of emergency phone numbers and the Office Manager will promptly post the latest information on the Authority's website at www.innovation-park.com. The Executive Director will use appropriate social media channels (e.g., Twitter, Facebook) to deliver news updates.
- iii. If there is a need to extend the closure of the facility for more than one day (24 hours), post-storm, the Executive Director should report any status changes regarding the Centre's facility by contacting the Chair of the Board, Office Manager, and update the website and social media channels accordingly. This update should occur no later than noon each day. Exceptions are possible if the phone or electric service is restored later in the day.

l) Before the Storm

Use the Disaster Plan (Attachment A), www.innovation-park.com, social media channels (e.g., Twitter, Facebook) to communicate the status of the Authority's Administrative Centre office.

m) Before the Storm for Insurance Purposes

Take pictures of all property, equipment and contents of buildings. Place the pictures in a secure file folder marked, "Property."

Download all "critical" electronic files to a USB drive, store all permanent historical hard copies of documents in a plastic sealed package or plastic/sealed storage box and keep off-site.

n) Public Relations

During major storm events, the Authority will provide timely, accurate and helpful information to the public that will contribute to their safety and minimize inconvenience associated with a hurricane or other disaster.

o) Employee Pay and Leave Issues

The Authority's employees are allowed to use, if necessary, administrative leave for the period the area/work site is closed. Administrative leave counts as hours of pay, but does not count as hours of work for overtime purposes. Employees may use administrative leave only to bring their hours up to the contracted hours for the work period. An employee who is on a prior-approved leave of absence or scheduled holiday during an emergency will not have the leave of absence changed to administrative leave.

Through Executive Order, the Governor may grant stated agencies, local and county government discretion to waive the personnel rule with regard to administrative leave during a disaster. The Executive Director has delegated authority for approving such leave to the employee. The use of administrative leave for a disaster may be approved only if the employee has residential property damage that requires his/her presence or if the employee would be exposed to unsafe conditions attempting to travel to work (trees or power lines down, flooded roads, etc.). Requests to use disaster administrative leave must be made in writing (email is acceptable) to the Executive Director, as appropriate. Disaster administrative leave may not exceed two days per employee per disaster.

p) After the Storm

The Property Manager will be provided the path the storm took and will determine preliminary damage estimates based upon that path and the strength of the storm and the property located within that area. After the roads are cleared and waters receded, Property Manager and Maintenance Supervisor will perform site reviews and document all damages. This will be reported to the Chair of the Board including additional damage found after the site review. (Attachment A, pg.10)

The Executive Director and Property Manager will visit the disaster sites, process insurance, and FEMA claims. Staff responsible for a facility or other structures and equipment must take pictures of damaged property before any repairs are made. Place these pictures in the "Property" file folder.

As costs are incurred, whether by the employees' time or use of equipment, email a list of documentation to the Property Manager.

q) Things to Remember

- i. Do not attempt to repair any property until the Executive Director and Property Manager have visited the site and assessed the damage to recommend to the Chair of the Board for approval to begin emergency repairs.
- ii. Do not sign FEMA project worksheets, if applicable. This should be coordinated solely with the Executive Director and the Property Manager.
- iii. An Emergency Declaration does not change the required documentation or justification needed to pay an invoice.
- iv. Assessments are not directly reimbursable by FEMA.
- v. Employees are responsible for contacting the Office Manager, their supervisor, checking the website www.innovation-park.com or consulting other message centers specified in the closure notice for information regarding the office/work site closure.



Leon County Research and Development Authority Business Disaster Plan

Congratulations! You've taken the first steps towards helping to protect and prepare your business in the event of a disaster. As residents of Florida, we may not be able to prevent disasters from occurring, but by planning ahead we can help save lives, property, and reduce the time it takes for our communities to recover. Be sure to update your Business Disaster Plan regularly as your business information changes by going to www.FloridaDisaster.org.

Included in your Business Disaster Plan is important information about:

- Alternate locations for business relocation in the event of building damage.
- Important business contacts including utilities, suppliers, and employees.
- Back-up suppliers for key materials and services your business depends on.
- Important records and documents your business needs to operate.
- Checklists of important steps to take before, during, and after a disaster.
- Emergency contacts for your community and disaster resources for your business.

Business Information:

Leon County Research and Development Authority
1736 W. Paul Dirac Drive
Tallahassee, FL 32310
Leon County

Phone: 8505750031
Cell Phone: Email: khampton@inn-park.com



My Alternate Locations

Disasters can cause widespread damage to communities and could possibly impact the building where your business is located. In the event your building is damaged or destroyed in a disaster, it will be necessary for you to be prepared to relocate your business operations to a new facility. It is important to plan ahead and designate several alternate locations where your business could relocate if damage were to occur. Be sure to meet with the owners/managers of your alternate building locations and review your business needs with them.

The following lists the alternate locations that you have designated in your Business Disaster Plan:

Talcor Commercial Real Estate
Mark Frost, Property Mgt.
1018 Thomasville Road
Ste. 200A
Tallahassee, FL 32303
850-224-2300
mark@talcor.com



My Contacts

Your business contacts are an important part of your Business Disaster Plan. With their assistance after a disaster, you can speed up the recovery process and resume the business operations that your employees, customers, and community depend upon. It is important to keep an up-to-date listing of important people and their contact information. Having a list of your important contacts and their information after a disaster can reduce the time of recovery and allow your business to more rapidly resume normal operations. Suggestions of contacts to include in your plan are insurance agents, banks and financial institutions, key suppliers, accountants, lawyers, utility providers, employees, and others who support your business.

The following are important contacts that you've designated in your Business Disaster Plan:

Business Contacts

Rebecca Adams, Talcor
1018 Thomasville Rd, Suite 200A
Tallahassee, FL 32303
rebeccaadams@talcor.com
Phone: 850-224-2300
Emergency Phone: 850-224-7858

Kristy Bennett, CPA, Talcor
1018 Thomasville Road, Suite 200A
Tallahassee, FL 32303
Phone: 850-224-2300

Mark Frost, Talcor
1018 Thomasville Rd, Suite 200A
Tallahassee, FL 32303
mark@talcor.com
Phone: 850-224-2300

Barney Bishop, LCRDA Board of Governors
P.O. Box 784
Tallahassee, FL 32302
bbishop@aif.com
Phone: 850-224-7173

F. Philip Blank, Chair, LCRDA Board of Governors
Blank & Meenan, P.A.
204 S. Monroe Street
Tallahassee, FL 32301
Phil@blanklaw.com
Phone: 850-681-6710
Emergency Phone: (850) 508-4683

Tanaga Boozer, LCRDA Board of Governors
FAMU
1540 South Adams Street, Suite G
Tallahassee, FL 32301
tanaga.boozer@famu.edu
Phone: 850-412-7232

John Chapin, LCRDA Board of Governors
Tallahassee Community College
444 Appleyard Drive
Tallahassee, FL 32304
chapinj@tcc.fl.edu
Phone: 850-201-8760
Emergency Phone: 850-228-8729

Comm. Kristin Dozier, LCRDA Board of Governors
Leon Co. Board of County Commissioners
301 S. Monroe Street
Tallahassee, FL 32301
dozierk@leoncountyfl.gov
Phone: 850-606-5365
Emergency Phone: 850-509-2907

Ray Eaton, Vice-Chair, LCRDA Board of Governors
eGroup Systems
3111 Mahan Drive
Suite 20-145
Tallahassee, FL 32308
eatonr@egroupsystems.com
Phone: 850-583-1325
Emergency Phone: 850-459-5660

Martin Fitzpatrick, LCRDA General Counsel
Broad and Cassel Attorneys at Law
215 South Monroe Street
Suite 400
Tallahassee, FL 32301
mfitzpatrick@broadandcassel.com
Phone: 850-681-6810

Allison Harrell, CPA
Thomas Howell Ferguson, P.A.
2615 Centennial Blvd.
Suite 200
Tallahassee, FL 32308
aharrell@thf-cpa.com
Phone: 850-668-8100

Sam McCall, Treasurer, LCRDA Board of Governors
City of Tallahassee
300 South Adams Street

Mail Box A-22
Tallahassee, FL 32301
sam.mccall@talgov.com
Phone: 850-891-8397
Emergency Phone: 850-545-2022

David Ramsay, LCRDA Board of Governors
9048 Shoal Creek Drive
Tallahassee, FL 32301
davidramsay3@gmail.com
Phone: 850-893-6434
Emergency Phone: 850-509-9091

David Reid, Financial Advisor
Leon County Clerk of the Court
P.O. Box 726
Tallahassee, FL 32302
dcreid@leoncountyfl.gov
Phone: 850-577-4021
Emergency Phone: 850-556-2082

Jason Veal, Talcor
Maintenance Supervisor
jveal@inn-park.com
Emergency Phone: 850-294-6911

Hancock Bank
Mike Ellers
2453 Mahan Drive
Tallahassee, FL 32308
mike_illers@hancockbank.com
Phone: 850-425-6147
Emergency Phone: 850-570-7048

Greg Jaap, CIC, Account Executive
Brown and Brown Insurance, Inc.
220 S. Ridgewood Avenue
Daytona Beach, FL 32114
GJaap@BBDaytona.com
Phone: 386-239-5791
Emergency Phone: 386-566-5943

Dr. Fred Leysieffer, LCRDA Board of Governors
119 Westcott Bldg.
Tallahassee, FL 32306-1330
fleysieffer@fsu.edu
Phone: 850-644-8138

Employee Contacts

Dr. Catherine Kunst, LCRDA

1736 W. Paul Dirac Drive
Tallahassee, FL 32310
ckunst@inn-park.com
Phone: 850-575-0343
Emergency Phone: 303-408-6511

Kathleen Hampton
4470 Camden Road (Home)
Tallahassee, FL 32303
khampton3261@comcast.net
Phone: 850-562-2338
Emergency Phone: 850-294-9283



My Important Records and Resources

Every business relies on a variety of important records, documents and files to operate effectively on any given day. Many of these records are vital to the success of your business, and if lost in a disaster, can't easily be reproduced without considerable time and resources. Examples of these vital records could include insurance documents, legal contracts, tax returns, accounting statements, or customized computer files. Because of the significance of these items, it is important that you create a back-up copy of each and store them in a secure location off-site from your business. In addition, any original copies that you use within your business location should be stored in a common place so they are quickly and easily accessible in the event of an emergency evacuation.

The following are the important records and resources that you have designated in your Business Disaster Plan:

Accounting Information

Annual Financial Statements (Audits)
permanent records

Banking

monthly statements, journal entries, state payment laws, trust fund investments,

Property Taxes

Payments (10 yrs. retention)

Tenant Rental Fees

Montly, quarterly, and annual invoices

Tenat Common Area Maintenance (CAM) Fees

Invoices (5 yr. retention)

Vendor Invoices

monthly payments made to contrated work or other services, i.e. janitorial, plumber, etc.

Legal Documents

Property Files

Public records (permanent archive) maps, easements, architectual drawings of the Park's buildings, property appraiser, deeds, resolutions, original documents, land transactions, rezoning, indemnity bond, covenants and restrictions, utility easement, etc.

Other

Board of Governors Attendance Reports

Board of Governors Meeting Minutes

Public record documented meeting notes and motions

Committee Meetings

Public record meeting minutes

FL Commission on Ethics

Board documentation re: Code of Ethics, Financial Disclosure forms

FL Records Disposition

records retention, public records requests, etc.

Historical Documentation

photos, news articles, drawings, dedication, etc.

Human Resources

Peronnel files, payroll, timesheets, FL Retirement System, applications from past candidates,

Resolutions

Tenant Leases

original/executed leases, including renewal agreements

Disaster Supply Kit and Checklist

Each individual and business must take responsibility for their own safety and well-being in the aftermath of a major disaster. After a disaster, emergency workers may not be able to reach everyone right away. In some cases it may take three or more days for help to arrive. As a precaution, it is recommended that you have a Disaster Supply Kit prepared before a disaster strikes. The Disaster Supplies Kit should include items that will be sufficient for you and your employees to survive without assistance for at least a three (3) day period following a disaster.

Please use the following checklist of recommended items, and plan to remain self-sufficient until assistance can be provided to your location.

- Your Business Disaster Plan
- Important Records and Resources stored in a water proof container
- Battery operated radio or television
- Non-perishable three day food supply for you and your employees
- Three day water supply for you and your employees (One gallon of water per person, per day)
- Coolers and containers for water and washing
- Blankets, pillows, cots, and chairs
- First Aid Kit including medicines, prescriptions, and first aid manual
- Flashlights, batteries, light-sticks
- Extra batteries for flashlights, radios, and televisions
- Tool kit (basic tools, gloves, etc.)
- NOAA weather radios with batteries
- Camera and film for documenting damages
- Whistle/signal flare to signal for help
- Tarps, plastic bags, duct tape
- Cleaning supplies, including mops, towels and garbage cans
- Smoke alarms and fire extinguishers
- Electric generator
- Gas for vehicles, generators and other equipment
- Cash, ATM cards, credit cards proper identification

Property Protection Checklist

With planning ahead, buildings, equipment and other business property can be protected from damages during disaster. Steps must be taken prior to an event to repair and strengthen structures and to relocate or brace equipment and other property. Small proactive measures can result in sparing your business tremendous amounts of damage in case of a disaster.

Please use the following checklist as a guide to prepare and protect your business property prior to a disaster.

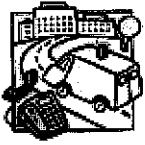
- Protect your windows and doors against wind-borne debris by installing a shutter system or attaching plywood.
- Evaluate your roof system to make sure it can weather a storm.
- Remove overhanging trees and branches which could fall and damage structures.
- Protect exposed areas from water damages with tarps, plastic sheeting and duct tape.
- Sandbag areas that might potentially flood.
- Anchor and brace tall bookcases, filing cabinets, shelves, and racks to the wall studs to keep them from falling.
- Relocate valuable equipment and fragile items to safer locations.
- Secure all appropriate items including water heaters, gas tanks, heaters and other utilities, and when appropriate, raise them to higher locations to avoid water damages.
- Secure computers and other office equipment to desks, tables or countertops with straps, velcro or similar materials.
- Shut off your utilities (electricity and/or water)
- Update all gas appliances with flexible connections and/or breakaway gas shut-off devices.

Business Recovery Checklist

Following a disaster, it is necessary to begin the hard work of rebuilding as soon as possible. Each business will be impacted differently and will have to respond appropriately to continue short-term business operations while working towards long-term recovery. Using the information and resources identified within your Business Disaster Plan, your business will be better prepared to start the recovery process and resume your regular business operation. After ensuring the safety of family, co-workers, and office facilities, certain steps can be taken that simplify and accelerate the recovery process.

Please use the following checklist as a guide to begin the process of repairing your business.

- Assess any damages to your business or property and document the damages
- Report any losses to you insurance company as soon as possible
- Repair and clean buildings and reorganize offices
- Prioritize the critical business functions and allocate necessary resources
- Continue the long-term recovery and returning to normal business operations
- Update your Business Disaster Plan and take appropriate actions to mitigate future losses



My Local Emergency Contacts

In planning for a disaster, you should learn about the emergency departments in your community and their services. Before, during, and after a disaster, listen closely to the information they provide. They will supply you with details regarding the disaster event; including shelter openings/closings, safety tips to consider, and instructions to follow to ensure your safety. These emergency departments are here for your protection; please be sure to listen closely and follow their instructions in a disaster event.

Here are the Emergency Management contacts for Leon County and the State of Florida:

Leon County Emergency Management

Richard Smith
535 Appleyard Dr
Tallahassee, FL 32304
850-488-5921
850-487-3770
<http://lcs.leonfl.org/em.htm>

Florida Division of Emergency Management

2555 Shumard Oak Boulevard
Tallahassee, Florida 32399-2100
<http://www.FloridaDisaster.org>

When a disaster threatens or strikes, the Leon County Red Cross provides shelter, food, and health/mental health services to address basic human needs. They also feed emergency workers, handle inquiries from concerned family members outside the disaster area and help those affected by disaster to access other available resources. The Red Cross can also provide you with emergency shelter information.



**American
Red Cross**

Capital Area Chapter
1115 Easterwood Drive
Tallahassee, FL 32301
850-878-6080
850-878-3441
<http://www.tallyredcross.org>

The following telephone numbers are also provided to assist in the recovery from a future disaster.

- Florida Emergency Information Line (FEIL) - 1-800-342-3557
(Road closures/alternate routes, status of emergency shelters)
- Life safety issues: 9-1-1
- Small Business Administration (SBA): 1-800-359-2227
- FEMA Tele-registration hot-line: 1-800-462-9029
- Florida Department of Insurance: 1-800-528-7094

**TALCOR COMMERCIAL REAL ESTATE SERVICES, INC.
HURRICANE PREPAREDNESS AND RECOVERY PLAN
Updated April 2010**

HURRICANE PREPAREDNESS & RECOVERY PRELUDE

In the event of a hurricane we can anticipate that we will lose electrical power. With the loss of electrical power, office telephone systems and home wireless telephone systems will not function. In addition, cellular telephones may not function. However, provided that telephone service is operational, standard telephones will operate. As such, it is recommended that your home contain at least one standard telephone. In the office, standard telephones will work on the fax lines. Communication tools may be limited to standard telephones, payphones, or face-to-face meetings.

In the addition to limited communication abilities, buildings will be dark. For this reason, command centers will be established in rooms with windows and/or doors.

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TALCOR COMMERCIAL REAL ESTATE SERVICES, INC. HURRICANE PREPAREDNESS AND RECOVERY PLAN

GOALS:

1. The safety of TALCOR's employees and their families.
2. Pre-hurricane preparations to limit damage.
3. Post hurricane recovery – assessments, repairs, properties operational.

DEFINITIONS:

Hurricane Watch - Hurricane conditions are *possible* in the specified area of the *Hurricane Watch*, usually within 36 hours. During a *Hurricane Watch*, prepare to take immediate action to protect your family and property in case a **Hurricane Warning** is issued.

Hurricane Warning – A *warning*, which indicates that hurricane winds of 74 mph or higher or any combination of dangerously high water and very rough seas, are expected in specified coastal areas. When a *Hurricane Warning* is announced, hurricane conditions are considered imminent and may begin immediately, or at least within the next 12 to 24 hours. It is of utmost importance that ALL precautionary measures and actions be instituted immediately for the protection of life and property.

Evacuation Order – The most important instruction you will receive from local government officials, relayed over radio and television stations, is an evacuation order. Once issued, *an evacuation order is mandatory under law in the state of Florida.* If you live in a mobile home or an area ordered to evacuate, gather your survival kit and leave immediately. If you live in a safe area, secure your home and be prepared to stay. Because of long evacuation times and the unpredictability of hurricanes, you may be ordered to leave before a hurricane watch or warning is issued.

HURRICANE PREPAREDNESS WHEN HURRICANE WATCH IS ISSUED

- A. Maintenance Staff
1. Clean/clear ALL drain lines and drainage grates on your properties.
 2. Inspect roof for any loose debris, remove.
 3. Remove all non-secure items from your properties (trash cans, ash trays/smoker's outpost, newspaper/brochure dispensers, non-secured benches, tables/chairs, flower/plant pots, etc.; picnic tables should be turned upside down). If a property has a vacant space, items can be stored in that space. If the property does not have a vacant space, all properties north of Tennessee Street should store their items in Capital Plaza's storage area; all properties south of Tennessee Street should store their items in Towne South's storage area.
 4. All vacant and storage units should be checked to insure all windows and doors are locked and that the space is secure.
 5. Inspect your properties for any other items that need to be secured or removed and stored (loose gutters, downspouts, signs, etc.)
 6. If your property contains an emergency generator, make sure that fuel tank is full and that the generator is working properly. Have extra fuel cans if appropriate.
- B. Clay Smith/Rick Cauley:
1. Make sure that each maintenance person has a large flashlight with two (2) back-up batteries, three (3) rolls of duct tape, and extra blades for their utility knives.
 2. Purchase a minimum of twelve (12) – 4' x' 8' x ½" plywood sheets and twelve (12) heavy duty plastic sheeting. Store half of these supplies at Capital Plaza storage room and half at Towne South storage room.
- C. Property Managers:
1. Deliver TALCOR Commercial Real Estate's "Tenant Hurricane Memo" to your tenants.
 2. Collect up-to-date emergency contact information.
 3. Obtain coolers, ice, water, along with nine (9) rolls of quarters and nine (9) rolls of dimes.

HURRICANE PREPAREDNESS WHEN HURRICANE WARNING IS ISSUED

- D. Maintenance Staff
 - 1. Re-inspect all your properties making sure that all items are secured and or stored.
 - 2. Make sure that all trash dumpster doors and lids are closed.
 - 3. Be sure that company vehicles have a full fuel tank and that all other gas cans have been filled.
- E. Property Managers
 - 1. Inspect your properties making sure that non-secured items have been secured and/or removed.
 - 2. Identify, by property, any items that have not been secured and notify the appropriate maintenance person.
 - 3. Visit with tenants reminding them of our procedures.

HURRICANE PREPAREDNESS WHEN EVACUATION ORDER IS ISSUED

- A. Maintenance Staff and Property Managers.
 - 1. Turn off all gas, natural and/or propane, gas supplies at the meter or tank. This includes both property and tenant. NOTE: While Tim Potter, City of Tallahassee Gas, stated we can turn off gas service at the gas meter, **WE CANNOT TURN GAS BACK ON.**
 - 2. Make sure property is **VACANT** and then turn off all “property” circuit breakers and then main breaker. In office buildings:
 - a. Disconnect all emergency light batteries.
 - b. Disconnect all exit light batteries.
 - c. Disconnect all fire alarm batteries.
- B. Top off vehicle fuel tanks.

HURRICANE RECOVERY ASSESSMENT

HURRICANE RECOVERY ASSESSMENT TEAMS:

1. Assessment Team – Ed Murray, Frank Langston, Dave Meyers, Beverly Hayes, Debbie Weber, Mark Frost, Clay Smith, John Driggers, Richard Pierson, , and Rick Cauley.
2. Command Center – Whitney Weeks, Anna Featherman, Sara Furnas, Ed Murray, Frank Langston.

PROPERTY ASSESSMENT TEAM ASSIGNMENTS:

Ed Murray Manor Mount Vernon Monticello	Frank Langston Hunington Oaks	Dave Meyers Green Acres Hammock Creek	Debbie Weber Southwood 2700 Blairstone Parkway Center	Beverly Hayes Tamana Austin-Faibanks Betton Place
Mark Frost Capital Plaza Tennessee Sq. 111 S. Monroe 310 Blounts	Clay Smith Governor's Sq. Mag Park SC Movies 12	Richard Pierson Parkway Village Mag Center Park Center	John Driggers TOC TOC Business TOC- FSU Med Commercial	Rick Cauley Towne South Southside Airport Commrce 870 Blountstown

ASSESSMENT TEAM PROCEDURES:

1. As soon as possible after the hurricane, call the Command Center (850-224-7858) informing us of your conditions, location, and when you expect to begin touring your assigned properties. Remember, TALCOR may only have one telephone line, you may have to make several attempts to make contact.
2. As soon as possible after the storm, begin performing your assigned property inspections. **USE CAUTION WHEN DRIVING TO AVOID DOWNED TREES AND POWER LINES.** Document, in writing, the damage that is observed. After each property, if possible, contact the Command Center and report a property's condition.
3. Upon completing the inspections of your assigned properties, physically report to the Command Center.

COMMAND CENTERS:

- Main - TALCOR Commercial Real Estate Corporate Office
1018 Thomasville Road, Suite 200A
Tallahassee, FL
Emergency Lines: 850-224-2300
850-425-1114
850-224-7858
- 1st Back-up - TALCOR Commercial Real Estate – Hermitage Center
1801 Hermitage Blvd.
Tallahassee, FL
Emergency Lines: 850-385-7439
- 2nd Back-up - TALCOR Commercial Real Estate – Woodcrest Office
Park
325 John Knox Road, C-140
Tallahassee, FL
Emergency Lines: 850-386-8300

COMMAND CENTER PROCEDURES:

1. As soon as possible after the hurricane, call Frank Langston (home 850-385-1651, cell 850-556-9511), Ed Murray (home 850-386-8266, cell 850-566-9088) and Dave Meyers (home 229-226-9097, cell 386-299-2127, vehicle 850-491-7177) informing them of your conditions, location, and when you expect to arrive at the Command Center. Keep calling until you reach one, or both, of the above parties.
2. As soon as possible after the storm, report to the Command Center. **USE CAUTION WHEN DRIVING TO AVOID DOWNED TREES AND POWER LINES.**
3. Set up in Dave Meyers office. A telephone should already be on the conference table along with note pads.
4. Answer telephone – take notes on the condition, location, and estimated response time from each Assessment Team Member. Provide those notes to Frank Langston and/or Ed Murray.
5. Answer telephone – take detailed notes on the condition of each property being reported by an Assessment Team Member – keeps notes on separate pages.
6. Once you have completed taking a report from an Assessment Team Member, deliver the note to Frank Langston and/or Ed Murray.

**HURRICANE RECOVERY REPAIR COORDINATION
FRANK LANGSTON & ED MURRAY:**

1. Assign staff to return to damaged properties to take pictures documenting the damage incurred.
2. Instruct Command Center staff as to property priorities and what vendors should be assigned.
3. Provide assignments and instructions to Property Management staff.
4. Communicate with City and County services.

