

Florida Engineering Society
ADMINISTRATIVE POLICY (AP No. 58)
EMERGENCY RECOVERY PLAN

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Introduction

There exists the potential for a number of situations that occur without prediction and require a speedy and efficient recovery. A coordinated effort must be made to assure the response is calculated toward the end result of total recovery. This Emergency Recovery Plan is intended to prepare as much as possible, the Society –its leadership and staff- to move through the recovery period.

The Emergency Recovery Plan will address the three major areas where an emergency situation may arise and will require intentional direction to begin, proceed through, and prosper after the emergency passes. Those three areas include, but are not limited to, closure of the Society's Headquarters Office in Tallahassee; the cancellation or postponement of the Society's annual conference; and/or the loss of a key Society leader.

This Plan should be on hand at all times and should be provided to the elected leadership of the Society so that all are able to participate in the response. It should also be reviewed on a regular basis to assure that it provides a current response plan that is in concert with the Society's organizational documents as well as current insurance coverage.

CLOSURE OF THE EXECUTIVE OFFICE

Insurance is maintained on the Society's Headquarters Office Headquarters building located at 125 South Gadsden Street, Tallahassee, Florida 32301. Contact the insurance carrier listed on the Key Contact Information page of this manual.

The insurance policy provides coverage for the building and its contents. A listing of property owned by or leased by the FES is maintained and can be provided to adjusters as necessary.

It may be necessary to close the Society Headquarters for inclement weather, or because the building has suffered destruction, damage, or has been rendered unsafe. Every effort will be made to prepare the building in order to limit the potential for destruction, damage, or becoming unsafe.

Inclement Weather

If there is impending inclement weather that may result in damage to the building the following plan of action should be followed.

The President of the FES Board of Directors should be notified and advised of the weather danger and kept abreast of plans to prepare and close the office building. The Executive Director shall take the lead in assessing the potential for weather damage and shall assure the office is protected. The Executive Director shall also take the lead and coordinate the assigning of specific duties to each staff member to be carried out according to the plans of action outlined within the emergency recovery plan. However, the staff will take the necessary precautions concerning their homes first before reporting to headquarters to ready the office for evacuation.

Appropriate staff will be trained in the proper emergency recovery plan protocol, and this will be added to their job descriptions.

Communication should be made with the Board of Directors advising them that the Office is being closed, and giving a projected date when the office will re-open. Include in the communication, a point of contact other than the Executive Office phone in the instance that staff can not return to the office building (home phone numbers, cell phone numbers, etc.).

Notify Embarq of individuals other than office staff who are authorized to make decisions to get the phones operational (forwarding calls may be necessary) in the absence of the office staff.

Computer Preparation Checklist:

- ___ Prepare a set of backup tapes for the computer servers.
- ___ Assure that the remote off-site backup is made directly prior to turning the server off.
- ___ Advise IQ Computers that the servers are being powered down and to place a website notification that on-line dues renewals and meeting registrations will not be available include a projected date when everything will again be operational.
- ___ Disconnect all computers from their power source and wrap all computers with plastic.
- ___ Place all computers off the ground so they are not affected by flood water.
- ___ Assure that someone takes home the on-site backup tapes and sends a copy to the FES and FICE presidents via USPS/UPS/FedEx.

Other Office Equipment Checklist:

- ___ Copier – wrap the copier in plastic and disconnect it from its power source.
- ___ Fax Machine – wrap the fax machine in plastic and disconnect it from its power source.
- ___ Postage Machine – wrap the machine as best possible in plastic and disconnect it from its power source.
- ___ Refrigerator and Freezer – empty all contents of the refrigerator and freezer, including the ice maker. Disconnect the power source.
- ___ Microwave – disconnect the microwave from its power source.
- ___ Air Conditioner/Heater Units – turn all units off.
- ___ Have a voice mail message recorded that advises callers that the office is closed and give a projected date of when the office will be operational.
- ___ Assure that Sonitrol (our alarm company) has all contact numbers of key staff to contact in case of emergency (home phone numbers, cell phone numbers).
- ___ Assure the Executive Director has the alarm codes and passwords.

External Preparation:

- ___ Tape all windows and doors. If time allows, board windows and doors. If boarding is possible, post emergency contact information on front door board.
- ___ Close all blinds in the office where there are external windows.
- ___ Relocate all external trash cans so that they are unable to become projectile objects.
- ___ Inspect the exterior of the building and see that any tree limbs, trash objects, etc., are removed as best as possible in the time allowed.

Miscellaneous Preparation:

- ___ The blank checks and checkbooks should be taken home by the Chief Financial Officer (CFO), and the Treasurer shall be given a list of check numbers contained within each checkbook that is taken home by the CFO as well as the associated bank account numbers. In the event that the CFO cannot do this, the Executive Director shall assume this duty.
- ___ Bank contacts should be given to the Treasurer
- ___ Insurance policies should be taken home by the Executive Director with copies given to the FES President.
- ___ Key contact numbers should be taken home by each staff member.(Velocity Online, IQ computers, Sonitrol, etc.)
- ___ The following files should be taken home by the Executive Director with copies given to each staff member: postage machine lease, tenant contact information and lease, copier lease and the like.

Staff Preparation:

- ___ Assure that each staff member has contact phone numbers for each other.
- ___ Establish a certain time that each staff member is to phone the Executive Director.
- ___ The Executive Director should assure that s/he has the emergency contact numbers and e-mails for the voting members of the Board of Directors and shall establish a date by when they will contact the President to provide updated information.

Afterwards:

- ___ An assessment of the office should be made noting damage and taking photographs/videos of any visible damage. These photographs/videos can be compared to the photographs/videos that are periodically taken of the building and its contents to note any vandalism, theft, damage, etc.
- ___ Immediate notification of insurance provider should be made and a schedule determined of when an adjuster can arrive.
- ___ If the building is unable to be re-occupied, the Executive Director shall immediately notify the President and establish a plan to notify the Board of Directors.
- ___ A notice to the membership should be distributed advising them of any temporary office locations, phone numbers, and an expected date of operation.
- ___ If the building is unable to be reoccupied, notification for deliveries should be made to the following: US Postal Service, UPS, FedEx, and a notice placed on the building. Also notify neighbors so they can assist.
- ___ The bank(s) that FES uses should be notified.

For Reasons Other than Weather

- ___ Immediately notify the President of the Board of Directors and determine a schedule and method for communicating with the Board and membership.
- ___ An assessment of the office should be made noting damage and taking photographs or video of any visible damage.
- ___ Immediate notification of insurance provider should be made and a schedule determined of when an adjuster can arrive.
- ___ A notice to the membership should be distributed advising them of any temporary office locations, phone numbers, and an expected date of operation.
- ___ If the building is unable to be reoccupied, notification for deliveries should be made to the following: US Postal Service, UPS, FedEx, and a notice placed on the building. Also notify neighbors so they can assist.
- ___ The bank(s) that FES uses should be notified.

CONFERENCE

The Annual FES Conference presents a number of potential opportunities for the need to utilize emergency recovery procedures. Destruction of the host facility and weather are the two most pressing circumstances which could result in total or partial cancellation of the event.

Destruction of Conference Host Facility

If notified that the conference host facility has been damaged to the degree that it is no longer possible to host the conference or has been destroyed, the following steps should be taken:

- ___ Contact the host facility and clarify the damage to the facility to determine whether any part of the conference can take place at the facility.
- ___ Notify conference cancellation insurance carrier immediately to discuss options.
- ___ Notify the Board of Directors and advise them what direction has been given from the insurance carrier contact.
- ___ After developing a plan of action, immediately distribute notification to the membership and conference attendees including vendors.
- ___ Notify the conference drayage company with alternative plans.
- ___ Contact our Attorney to discuss litigation with the facility.

Preparations must be made to address concerns of those (speakers, vendors, etc.) who may have incurred expenses with travel, shipping, etc. The best you can do is to attempt to appease them unless the conference insurance carrier advises that these expenses will be reimbursable.

Weather Causing Cancellation of Conference

Cancellation Prior to Commencement of Event

Caution should be taken if considering cancellation of the conference because of impending weather prior to the commencement of the event. The insurance carrier should be contacted and direction received from them prior to making a decision to cancel the event. It could be that the insurance carrier advises to move forward with the event and make a claim at a later date, or they may advise to begin cancellation procedures immediately. They should be the decision maker in this case to alleviate future challenges on the insurance claim.

Cancellation Once Event has Commenced

An emergency kit should be taken to the event and should include the following items:

- ___ Insurance Policy with contact name and phone number,
- ___ Society letterhead for making official notifications.
- ___ Webmaster contact name, phone numbers (including after hours contact numbers).
- ___ Emergency contact name and numbers for staff members (who to contact on their behalf).
- ___ Cell phone and other contact numbers for speakers
- ___ All contact numbers for drayage company
- ___ Supplies to include: flashlights, battery operated radios, water, etc.
- ___ Charged backup batteries for computers

Care should be taken to arrange for the following to be available on-site:

- ___ Internet access to weather and news
- ___ Cell numbers and emergency contact numbers for senior management resort personnel
- ___ Cell numbers and emergency contact numbers for drayage company
- ___ Cell numbers and emergency contact numbers for transportation companies being used for the event
- ___ Have copies of insurance policies and an up-to-date copy of the host facility contract – assure it has the most updated room block numbers (that is what the insurance carrier will reimburse when dealing with attrition) in the form of an addendum to the contract.

In an attempt to plan ahead, the following message should be contained on any receipts or confirmations sent prior to the event:

“If impending weather occurs or a situation that may affect the Annual Conference, call (list contact name and phone number) or check the FES website at www.fleng.org for an update on the status of the event.”

Also, post the policy on refunds in the event of full or partial cancellation. This will help at a later date when you need to handle the claim with the insurance carrier.

Print a copy of the event rosters prior to leaving for the event. You may need this in settling the insurance claim.

Know what the host facility’s emergency and evacuation plans are. Review your procedures with them so they know what you expect to occur and how communication will be maintained during the event of an evacuation or cancellation.

Do not depend on the host facility if evacuation has to occur. They will not have the most up to date information on your procedures. Your members will want to speak to an FES contact. Also consider that if a major weather event occurs, the host facility may lose phone service.

As it becomes clear that you have a situation that will require evacuation, track the progression of the weather event on your computer and maintain constant communication with the hotel security who will also be watching the event. Constant communication with staff members should be maintained throughout the steps below. Also keep in mind that many of the steps below will be occurring simultaneously. (If it appears that the weather event will also affect the Headquarters Office, arrangements should be made for preparation of the office per this plan.) The Executive Director shall take the lead and coordinate with the Society's office staff to assure that the members/guests are frequently informed with the most current, up-to-date information concerning the situation.

The following steps should be taken on-site:

1. Notify the insurance carrier that a potential exists for cancellation and have them advise you of steps to be taken – note the time and date of the phone call as well as who you have spoken to. Be sure to clarify the following:
 - a. When should the call to cancel/evacuate be made? (Advise them if the resort is going to be evacuated – that takes the decision to cancel out of our hands.)
 - b. What is reimbursable? There may be a difference if the event is totally cancelled or partially cancelled or if you move forward with the event and experience a loss of participants because they are called home for service.
 - c. Do they require official notification of your decision? If so, arrange for that to be placed on official letterhead and faxed.
2. Create and post a checklist and update it regularly.
3. Meet immediately with host facility staff to advise them and to receive instruction from them – will they be evacuating the facility? Will it be available for any of your members who may not be able to return to their homes? Determine a certain time to meet again with host facility management.
4. Meet immediately with your Board of Directors and create a plan for notifying the membership as well as installing the new board prior to evacuation
5. Assign responsibility to staff – gas vehicles, charge cell phones, call Velocity Online to post notice on the website, pull daily registration forms, and make telephone contact to advise them not to travel to site.
6. At second meeting with host facility staff, the following should be established:
 - a. What is their plan – reiterate it?
 - b. How will they handle early departures – will there be fees to your members? Attempt to minimize penalties to your members, but be sure you have coverage from the insurance carrier to cover any of those mitigated charges such as attrition.
 - c. Establish a deadline to make the final call to cancel the event.

- d. What can you leave on-site – supplies, decorations, equipment, etc? Keep in mind that if you are leaving the facility because it is in the area that has potential to be impacted whatever you leave behind may be destroyed.
 - e. Establish a referral number for the host facility front desk to refer callers. Don't depend on front desk staff to give the most up-to-date and accurate information on the status of the event.
 - f. Reduce meal counts if you have participants staying on-site and you are able to continue with a portion of the event.
 - g. Call the contact on any leased equipment that is at the facility in FES's name. They should pick up equipment immediately or arrange to have it left at the site to be picked up at a later date. Be sure you follow up by faxing them a letter notifying them that you have contacted them and that the equipment is being left on-site.
 - h. Negotiate a payment date for the bill – considering any cash flow issues that may occur. Keep in mind you may wish to make refunds before you receive the insurance claim check.
7. Meet with the Board
- a. Check your Bylaws on installation of officers.
 - b. Cancel board meetings if necessary.
 - c. What will be your refund policy?
 - d. What does the insurance carrier advise?
 - e. Have an idea of the cash flow impact to advise them on whether to refund or defer to next year, make a decision, and be prepared to stick with it.
 - f. Update them on how membership and participants are being notified.
8. Notify your members/vendors using any or all of the following:
- a. Meeting space intercom system
 - b. Meeting space television system
 - c. Notices under sleeping room doors
 - d. Flyers on cars
 - e. Walk the meeting rooms
9. Meet with the drayage company if they are still on-site. Arrange with the host facility what will happen to freight that is left on-site.
10. Communicate with any off-site venues (tours, socials, etc.) and advise them of the cancellation. Make note of the time, date, and who you speak with.
11. Communicate with transportation companies to cancel any transportation needs. Make note of the time, date, and who you speak with.
12. Determine a method of communicating with daily participants who may be traveling to the conference – website message, phone message at the Headquarters Office, call agency contacts – determine which is best for the situation. If possible, ask a contact from each agency that is present at the conference to handle notifying the staff of their agency. This will relieve you of that responsibility and allow you to move on to other pending items.
13. Call speakers who would be traveling to instruct them on what to do.
14. Post cancelled sessions to the website when the conference is continuing but some speakers can't make it.

15. Cancel speakers' hotel rooms once they let us know they will not be coming or once we have asked them not to come.

Prior to staff departure from site, establish with the host facility when items left behind will be retrieved, and provide them with emergency contact numbers for key staff members.

Create a list of key staff members and emergency contact numbers and provide that to the FES President so communication may be maintained if the staff is returning to an area which may also be affected by the storm. The Executive Director shall maintain a list of emergency contact information for all staff and shall establish a plan of communication with them after the weather event. In the event that the staff may be returning to an area that may be affected by the weather event, the Executive Director will advise the staff of the procedures to follow upon their return.

After the Cancellation

Update the insurance carrier and clarify what steps need to follow. (What needs to happen now? What documentation will be required for the claim? Is there a deadline to make a claim? What can be claimed? How does the claim need to be made – writing, email, fax, etc.? When can the claim be settled?)

Call the host facility and arrange for pick up or shipment of anything left behind.

Communicate with the membership. Restate your refund policy (give a date when refunds must be claimed by). Keep in mind that some of your members may be in an area that you can not establish communication with. Let members know that their refund may depend on what you can claim on the insurance. Set a conservative date by when they can expect their refund.

Assess your available cash – do you have ample cash flow until the insurance claim is settled, or do you need to transfer funds?

Update your Board constantly on what is occurring.

Establish your record keeping. Most likely the insurance company will need to see the following:

- Past three years' budgets for the conference event.
- Current budget for the conference event.
- Attendance reports (pre-event and post event)
- Print reports from database prior to making refunds, cancellations, etc. These will be needed to show comparisons of registration/attendance prior to the cancellation and after the cancellation.

Evaluate the response and the recovery process. Make adjustments for the future. There is no better learning experience than to go through the emergency. It will help us to be better prepared the next time an emergency occurs.

LOSS OF KEY LEADER

In the event that a key leader of the Society passes away, is incapacitated and can not continue their service, or otherwise leaves the organization, immediate attention should be taken in order to maintain consistency in the organization.

Loss of Board Members

If the key leader is a Board member, reference should be made to the Articles and Bylaws which will establish some process for replacement. The Articles and Bylaws clearly specify the procedure for the loss of the President of the Society. In the event that another vacancy of the Board is involved, the President fills all vacancies.

Immediate notification of the membership should take place, taking care to reveal only the necessary facts. The statement to the membership should be reviewed by the legal counsel prior to release to the membership.

Loss of Executive Director

In the event that the Executive Director is incapacitated, passes away, or otherwise leaves the organization, the CFO shall immediately notify the FES President. The President shall immediately call an emergency meeting of the HQ Operation Committee to set the recovery process in place, as well as notify the Board.

The President should contact our Attorney and Accountant who can help in the decision making.

The interim Executive Director should be placed in the position by written notification assuring that the President provides the scope of their authority and when the interim period will expire. The President should immediately meet with all staff to reassure them and to provide them direction to follow through the interim period.

Bank signature cards should be changed immediately to reflect the signatures to be valid for the interim period.

Arrangements should be made with the family for them to retrieve any personal items from the Headquarters Office.

Arrangements should be made with the family to collect any property of the Society such as:

- Keys to the Headquarters Office and any storage facilities.
- Credit cards that are in the name of the Society. Note that if the Executive Director used personal cards for FES business, the family should be advised what steps to take to remit the bill for payment once it is received.

The President should determine with the Board of Directors the process that will ensue to replace the Executive Director. That process should be provided to staff once approved by the Board of Directors.

Loss of Other Key Executive Office Staff

In the event that any other key Executive Office Staff member is incapacitated, passes away, or otherwise leaves the organization, the Executive Director shall immediately notify the FES President. The Executive Director in conjunction with the FES President will inform the Board of Directors and membership. The Executive Director will determine when/if that employee will be replaced.

Arrangements should be made with the family for them to retrieve any personal items from the Headquarters Office.

Arrangements should be made with the family to collect any property of the Society such as:

- Laptop computer – if this was taken home by the key staff member.
- Keys to the Headquarters Office and any storage facilities.
- Credit cards that are in the name of the Society.

The Executive Director will work with the family contact on securing the contact information for any insurance policies that may have been maintained as a benefit of employment with the Florida Engineering Society.

KEY CONTACT INFORMATION

Accountant

Attorney

Bank

Conference Cancellation

Contract:

Expiration:

Investment Accounts

Insurance Agent

Commercial Property Coverage

Commercial Automobile Coverage

Directors and Officers Coverage

Health, Dental, Life, and Long Term Disability

Workers Compensation

Retirement Accounts

Approved FES Board
June 13, 2008