

<p style="text-align:center"><b>BROKER'S HURRICANE PREPAREDNESS PLAN CHECKLIST</b></p>
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Our office's first concern is for the safety of our personnel. The following checklist is compiled to make sure that everyone is prepared to carry out his or her assigned role in case of a mandatory evacuation due to a tropical storm or hurricane. In no case are you to endanger yourself by staying beyond a mandatory evacuation. And remember; secure your own home first.

#### **A. PRE-HURRICANE PLANNING**

1. Notice given to answering service of telephone procedures
2. Designate Recovery Coordinator to organize post hurricane reconstruction
3. Make sure the emergency cash fund is adequate and establish a company relief fund for agents and employees
4. Check on leased equipment services
5. Check on additional satellite telephones
6. Discuss with IT specialist the high speed internet concerns
7. Need to establish emergency procedures for Property Management division
8. Check on supplies: Commercial and portable generators, power cords, fans, dehumidifiers, tape, garbage bags, coolers, coffee, water, disinfectant, paper products, lanterns, single line phones. Make sure generators are serviced and a supply of fuel is purchased.
9. Check on disaster cleanup services
10. Start list of company personal property and a time line of events starting with date of storm
11. Establish a file for storm related expenditures
12. Establish a file for existing listing inventory and cancelled and pending sales and property management inventory
13. Develop a media kit for communication regarding company operations
14. Develop a list of doctors, hotels, insurance companies and banks
15. Maintain a roster of staff
16. Check into day labor
17. Stock up on instant flat tire fix
18. Determine office supply requirements
19. Post FEMA's phone number

#### **B. ROLE OF AGENTS**

1. Take a copy of all pending files and listing files
2. Remove your computer equipment (laptops, CPU, etc.). Make sure you back-up your files.
3. Remove your personal items
4. Call the main office number when you have reached your evacuation location and leave a contact phone number. Check in with the answering service every day for your messages until the office reopens.
5. Agents are responsible for calling each of their currently listed owners.
  - a. Ask them to remove the real estate sign and place it in a secure area.
  - b. Assure them that they will be contacted as soon as possible.
6. At no time are you to enter the office until management has determined that the office is safe and are-open sign is on the front door.
7. Management will provide you with a list of hotels in the area for evacuation purposes.

### **C. ROLE OF MANAGERS**

1. Managers will secure as many of the following items as possible in the containers provided, and will be stored on site:
  - a. All electrical equipment should be unplugged from electrical and telephone outlets.
  - b. Telephones are to be duct taped and wrapped in plastic
  - c. Computer and office equipment are to be wrapped in plastic and secured. If possible, place on the desk or counter tops and off the floor. If located in lobby area or in rooms with exterior glass, move to an interior room.
  - d. File cabinets, copiers, fax machines and furniture will be covered with large plastic tarps or garbage bags
2. Any item outside of the office should be moved to inside (real estate signs, display racks, etc.)
3. Close all interior office doors to minimize damage to the office.
4. Unplug the refrigerator, remove all items and prop the door open. Unplug all vending machines.
5. Label and secure all safe and file cabinet keys

### **D. ROLE OF STAFF**

1. Assist the Manager in securing the office.
2. Call the office to leave contact information.
3. The Manager will contact you to advise you of when the office will be opened.

### **E. POST- HURRICANE ACTION (by Recovery Coordinator)**

1. Secure damaged buildings
2. Determine signage for building entrances including emergency contact numbers, “do not enter” signs, etc.
3. Contact all insurance companies
4. Check on portable office facilities. Determine if critical operations need to be moved to other locations, i.e. accounting, property management
5. Determine safety issues regarding reopening of offices then determine the condition of the office and develop timeframe when to re-open
6. Determine need for temporary signage
7. Establish timeframes for office shut downs and reestablishment of each individual service
8. Contact Waste Management for dumpsters for debris removal
9. Determine undamaged inventory of houses for marketing
10. Cancel all damaged billboards
11. Evaluate and notify all vendors to temporarily suspend all unnecessary services
12. Determine where mold inspections are necessary
13. Take digital photos of all damage
14. All Managers to identify staff and agents in need