

Emergency Ready Profile:

“A Fit For Any Contingency
Plan”



If an
emergency
strikes,
will you be
ready?



Proud National Sponsor of



American Red Cross
Ready Rating™



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 1,500 Franchise Locations in 48 states specializing in fire, water and mold cleanup and restoration.
- We are faster to any size disaster!



Are You “Ready for whatever happens?”

- Disasters and resulting business interruption can devastate companies. It is estimated that up to 50% of businesses that close due to a disaster never reopen.
- Of those that reopened, the majority had some type of response plan in place.

50%

The percent of businesses that may never reopen after suffering a disaster.



No One Plans on a Disaster, But You Can Plan For It?



- Disasters and emergencies always strike without warning.
- Planning ahead speaks trust to your clients and your employees. In the event your business is affected by a disaster, they don't necessarily have to be.



No One Plans on a Disaster, But You Can Plan For It.

- By preparing now, you demonstrate excellence in readiness planning by compiling a comprehensive information resource to use in case of a disaster.
- Timely response in a crisis can:
 - Minimize business interruption and associated lost revenue.
 - Save thousands of dollars in reduced secondary damage.



Timing is Everything!

- By developing a SERVPRO® Emergency **READY** Profile for your business, you can help minimize the amount of time your business is inactive by having an immediate plan of action.
- Knowing what to do, who to call and what to expect in advance is the key to timely mitigation.
- Timely mitigation minimizes the affects of water and fire damage allowing your property and business to be restored at an advanced rate lessening downtime.



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.



Are You Ready?

- SERVPRO's Emergency **READY** Profile is not a contingency plan but is a vital component of any existing plan.
- Most full contingency plans are made up of three main parts: incident response, disaster recovery and business continuity.
- The SERVPRO ERP addresses incident response and disaster recovery.
- Think about the potential disasters that could affect your facility. Now ask yourself this question:



Are You Ready?





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



Why the SERVPRO® ERP?

A no cost assessment of your facility.

- This means there is no need to allocate funds, giving you a great value at no cost.

It was purposely designed to contain only the critical information needed in the event of an emergency.

- It will only take a little time to complete and will not take you away from current projects. But it will save you a lot of time if ever needed.

Establishes SERVPRO® of Kingwood/ Humble as your disaster mitigation and restoration provider.

- This gives you piece of mind that if you ever need cleanup or restoration services, you have a provider that is an industry leader and will be there for you.



Why the SERVPRO® ERP?

Identifies the line of command for authorizing work to begin.

- This saves time so we can begin the work of mitigating the damage which can save you time and money.

Provides facility details such as shut-off valve locations, priority areas and priority contact information.

- Having a quick reference of what to do, how to do it and who to call provides solutions in advance of an emergency so that during the emergency you are “Ready for whatever happens.”



ERP Development



Employee and Emergency Contacts

- Identifies local emergency contact information such as fire, police and hospital contacts.
- Establishes main internal contact for purposes of employee safety.



ERP Development



Utility Contact and Shut Off Locations

- Identifies local utility contact information.
- Provides a detailed description of utility shut off locations.
- Allows for a photo upload of each utility location, providing a visual aide for quick reference.
- SERVPRO® of **Kingwood/ Humble** will also provide shut off tags to be placed on each shut valve specifically labeled to ease recognition.



ERP Development



Primary Contact Information

Identifies name, title, phone number and email of all primary contacts needed to begin cleanup and restoration:

- Building Owner
- Building Contact
- Work Authorization Contact
- Maintenance Contact
- Risk or Property Manager
- SERVPRO®
- Internet Provider
- HVAC Contractor
- Elevator Company
- Flooring Company
- Plumber
- Electrician



ERP Development



Insurance Contact Information

- Captures structural and contents insurance information.
- Identifies the carrier, broker and policy number for quick reference in the event of an emergency.
- Allows for upload of your insurance declaration page, if desired, detailing your coverage and policy information.



ERP Development



Property Overview Information

- A one page snapshot of your facility.
- Provides address, photo and directions to your location.
- Provides a brief description of the facility including:
 - Structural information and special instructions.
 - Total square footage and square footage by floor.
 - Type of flooring.
 - Supplemental backup power.
 - Hazardous material information.



ERP Development



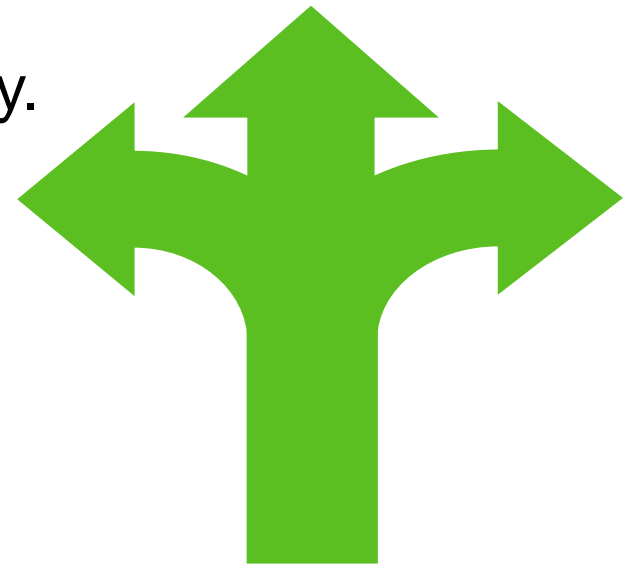
Building Access Information

- This establishes building access in advance for companies like SERVPRO® in order to accelerate a smooth response to a disaster.
- Provides instructions and photos of:
 - Where to park service vehicles.
 - Preferred building access showing entrance locations.
 - Preferred elevator and stairwell use.



Completing the ERP Process

- The Emergency READY Profile will also allow for:
 - Additional notes about your facility.
 - Inclusion of Lead Reports.
 - Inclusion of Asbestos Reports.
 - Copy of your companies Evacuation Floor Plan.



Completing the ERP Process

- Once all the information is captured, SERVPRO® of **Kingwood/ Humble** will insert it into an organized folder and deliver a complete file to you.
- Your complete ERP will also include weather alert information, disaster preparedness tips and mitigation tips on what to do until help arrives.



Contingency Planning Resources

- SERVPRO® of **Kingwood/ Humble** can provide additional preparedness planning resources including a business preparation plan, employee emergency communication plan and emergency contact cards.
- As a Department of Homeland Security National Preparedness Month coalition member, we can also provide additional business preparation resources and materials from the Department of Homeland Security to aide you in your planning process.
- FEMA.Gov, Ready.Gov and the Institute for Business and Home Safety website, ibhs.org also have full contingency planning resources.



SERVPRO is a proud national sponsor of the



American Red Cross
Ready Rating™

A free, web-based, membership program designed to help businesses, organizations and schools become better prepared for emergencies.





American Red Cross
Ready Rating™

Membership Benefits:

- Free, online and self-paced access to assessments, tools and resources developed by Red Cross experts.
- Ready Rating Scorecard that provides a color coded snapshot and unique quantification of your preparedness level.
- Optimal public recognition of your commitment to preparedness through a Member listing on readyrating.org plus a Member Seal to display at your facility.





**Are You
Ready?**



Make our



Your



Disaster Recovery Team

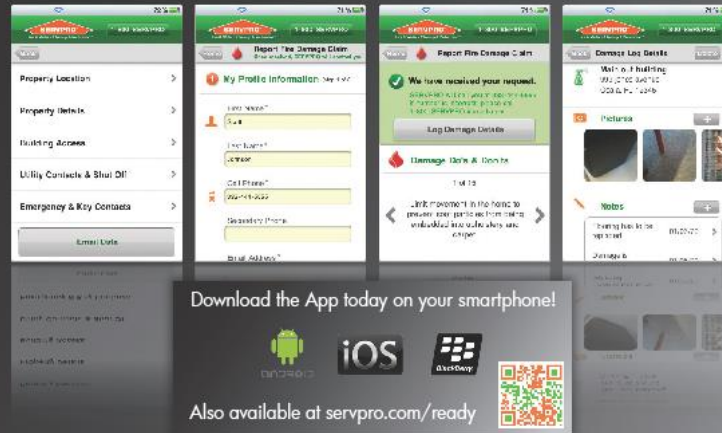


**EMERGENCY
READY
PROFILE**

SERVPRO® Ready Plan Mobile App

Help is at your fingertips.

When fire and water cleanup is needed, getting help is now quicker and easier using the SERVPRO® Ready Plan App. The Ready Plan is an emergency preparedness tool for home and business owners, property managers, risk managers and facility management. It allows for the creation of an Emergency Ready Profile™ containing critical facility information to help speed up response time.



Download the App today on your smartphone!



Also available at servpro.com/ready

SERVPRO® is a national provider of fire, water, mold and specialty cleanup and restoration services. SERVPRO's Network of 1,600 Franchise Professionals responds to property damage emergencies suffered by businesses and homes.



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When you set up your profile on the SERVPRO APP, make sure you click the plus sign next to preferred franchise

Verizon 11:15 AM 84%

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