

Hurricane Disaster Plan

Hurricane Watch: (Possibility of storm landing in the Bay/Gulf County Area within 36 hours), please do the following:

Administrative Staff:

- Back up key data on your computer to the server and to a DVD or jump drive. (1) Relocation database (2) Accounting (Qbooks) database (3) Back office database (ProGold) (4) Back up any important client files located on your desktop computer to the network server.
- Verify that we have hurricane evacuation contact data on all agents
- Organize any paper client files, remove from desktops and place all folders in a secure file drawer to help protect them from water intrusion.
- Mass email to our clients a copy of our disaster communications/recovery information sheet. If this has already been done update only the new property owner added since the mailing.
- Transcribe all important voice mails from the phone system and from your cell phone voice mail, as these could become inaccessible.
- Print and agent telephone/email list
- Take action to prepare your personal home / family for possible evacuation.

Hurricane Warning: (Hurricane expected to hit our area within 24 hours)

Professional and Admin Staff:

- Cover up all telephone sets or other electronics (monitors computers) with plastic sheets or trash bags to prevent water intrusion from a damaged roof; **(but please be certain that the computer is shut down and the POWER CABLE IS UNPLUGED from the wall.) ...**
- Listing agent: Contact owners of occupied properties –request removal of metal sign panels – place indoors.
- If you have not completed/returned a contact information sheet, please advise the office manager where you intend to go and how you can be contacted if cell service is lost.
- If you leave your home, call forward your home phone to your cell telephone number.

Post Storm / Recovery:

- As soon as you can, please call your designated contact(s) to report that your status and if you need help.
- After taking care of all personal storm-related issues, please attempt to return to the office and begin gathering property status data for communication with to clients.

Communications:

- Tyndall Parkway office is the central office for the voice mail system and main PRI telephone cable. The office is on a backup generator and should regain telephone and internet access if the infrastructure is not damaged. In the absence of telephone or email cell phones and a copper telephone line for email will be used as an alternative.
- If power or communications are lost at the branch offices, the branch office telephone numbers will be remotely forwarded to the Tyndall Pky office. Admin and property management staff may then need to provide the caller with individual cell phone numbers for agents.