Do No Harm & Do Know Harm:

Are you and your team prepared for disaster?

Presented by: Sergei Guk



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Who is Sergei Guk?

Why is he here?

Who is Sergei Guk??



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IICRC
Institute of Inspection Cleaning and Restoration Certification

SPECIAL AWARD

IICRC
Board of Directors
Recognizes

SERGEI M. GUK

For having completed the highest level of Certification through Continuing Education And Meeting the Requirements of IICRC is hereby designated as

MASTER TEXTILE CLEANER

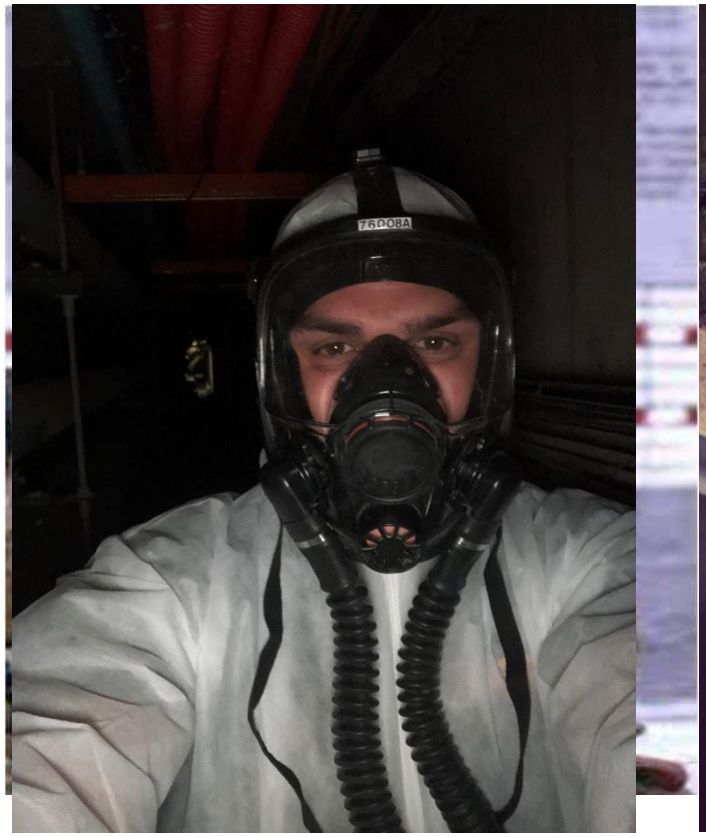
Expiration Date
Jul 01, 2019

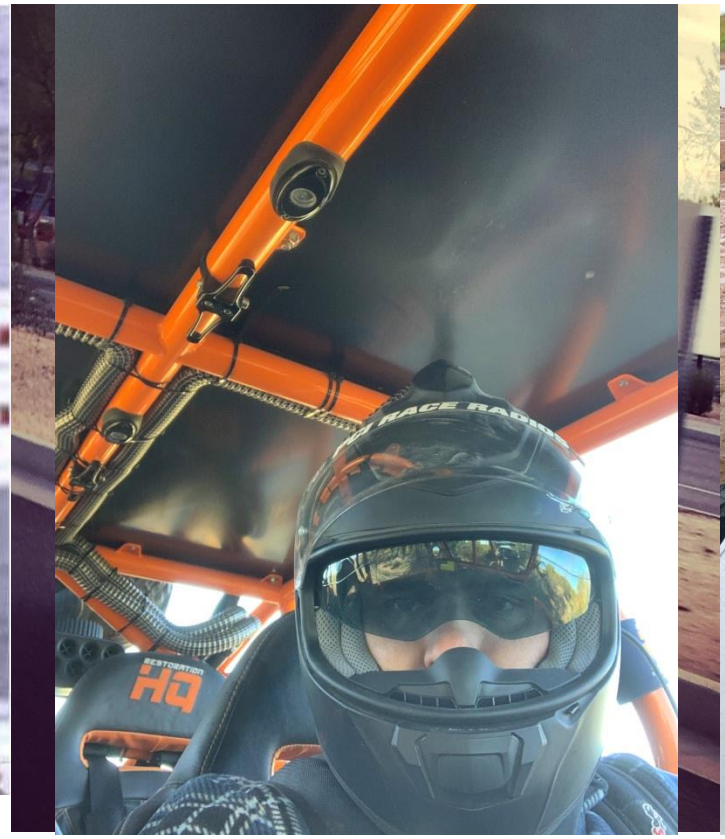
Peter P. Duncanson
Chair of the Board of Directors

ner and
nediation Specialist
orationHQ, LLC

rojects involving floods, fires, mold
· chemical safety issues. Sergei
titude of certifications. With
roughout his career, Sergei used his
ment to make Restoration HQ the
ough this commitment to excellence,
mains on the cutting edge of damage
state and federal regulatory
niversity policies.

Who is Sergei Guk??







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"Why am I here and how can this help me?"

“Why am I here and how can this help me?”

According to the Federal Emergency Management Agency (FEMA), more than 40% of businesses never reopen after a disaster, and for those that do, only 29% were still operating after two years. And guess what likely becomes of those that lost their information technology for nine days or more after a disaster? Bankruptcy within a year.





What Is At **Risk?**

- **Losing Market Share / Revenue**
- **Losing Clients**
- **Losing Employees**
- **Not Having Proper Coverages**
- **Potential of Having to Close Business**

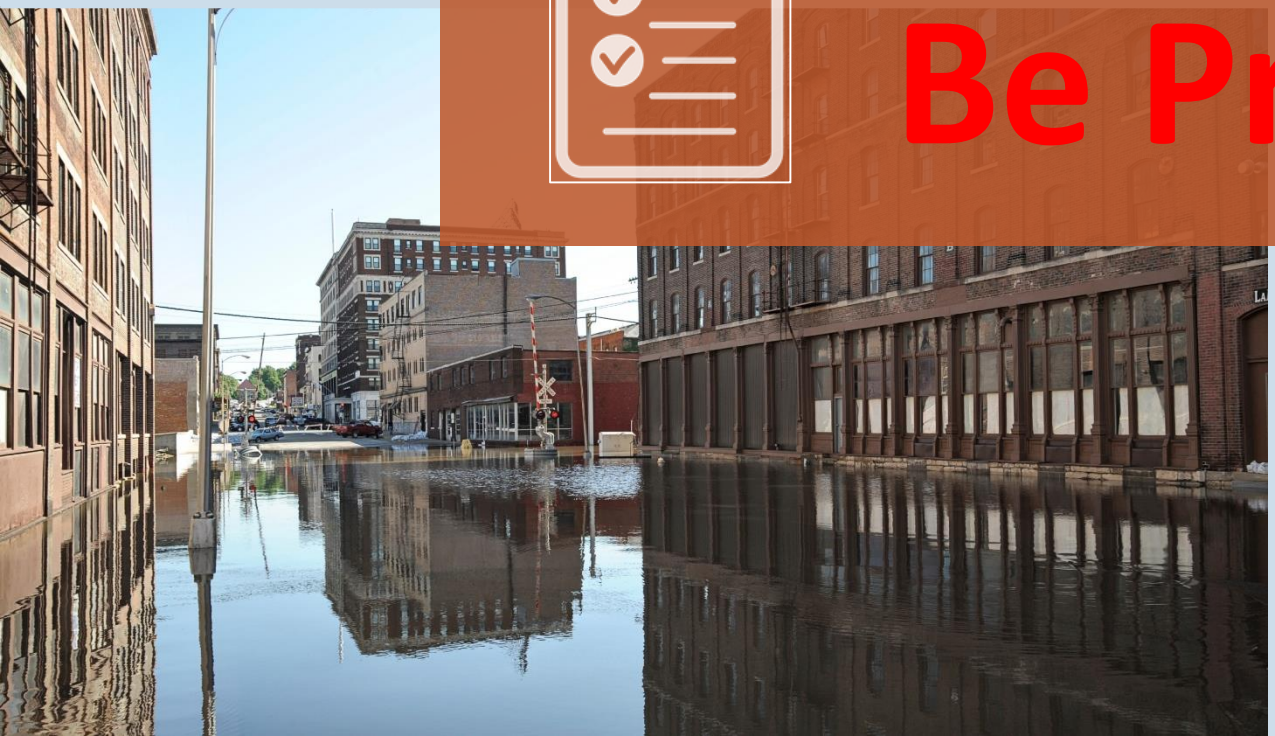






When an Emergency or Disaster Happens

Be Prepared





Important Questions

About Your Disaster Plan

01.

Do You Have A Disaster Plan in Place?

02.

Who is Responsible for your Emergency Plan?

03.

Have You Ever Had A Loss at any of your Buildings?

04.

What is Most Important to you in your building?



“What’s the worst that can happen?”



https://www.ready.gov/business



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Having an Emergency Response Management Plan and Partner in Place is

Essential To Recovery

Working Together

- ✓ Identify your specific Emergency Needs
- ✓ Collect Site Specific Information
- ✓ Electronic Documentation
- ✓ Formulate a plan & deployment protocol
- ✓ Ongoing Communication

Data Mining






Meet with your disaster recovery team. They should collect site-specific information about your property and business, developing a comprehensive emergency response and recovery plan prior to any emergency.

This includes gathering information on:






Data Mining

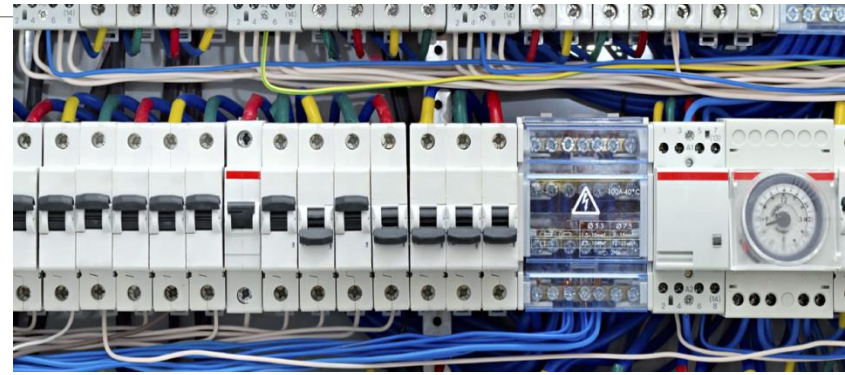
The Items That Should Be Gather In Your Pre-Loss Planning Services, but not limited to:



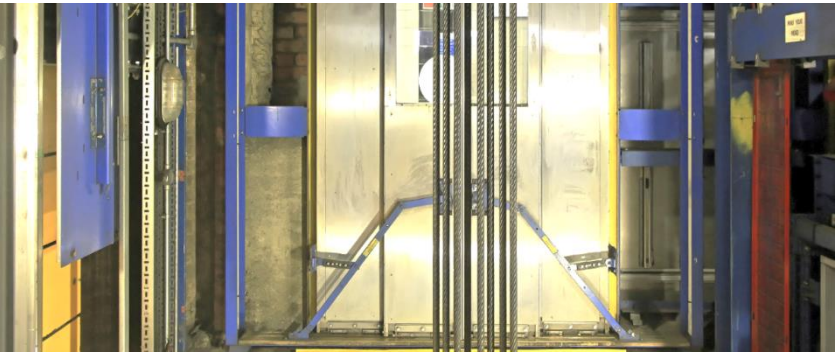
Water Protocols



Staging Area(s)



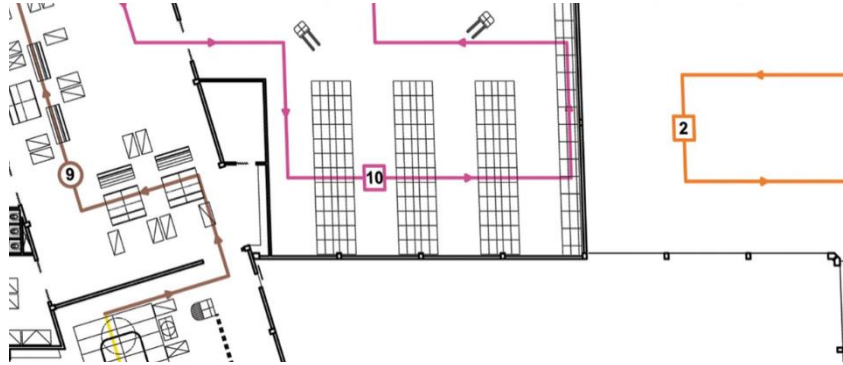
Electrical Protocols



Equipment Protocols



Insurance Protocols



Building Layout Protocols

Data Mining

The Items That Should Be Gather In Your Pre-Loss Planning Services, but not limited to:



Heating and Cooling Protocols



Hazardous Material Protocols



Specialty Equipment



Emergency Contacts



Building Vendors



Other Specific Building Information

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We live in Arizona, what's the worst that can happen??

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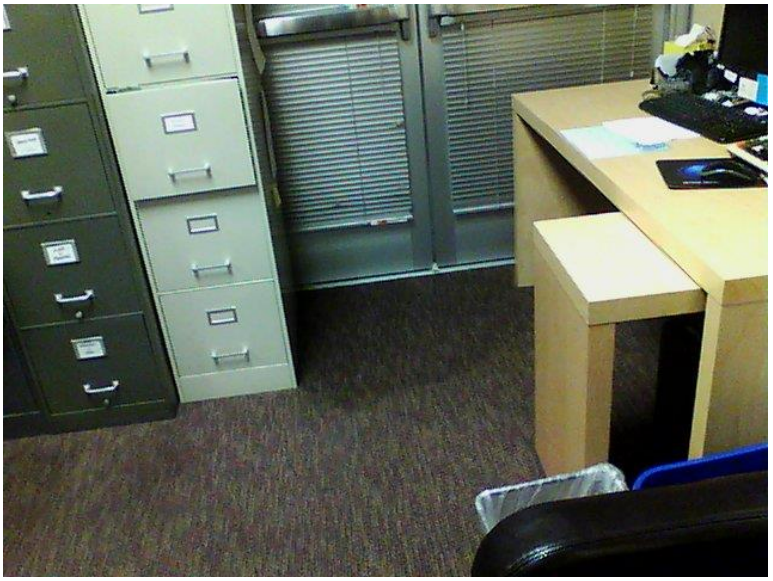
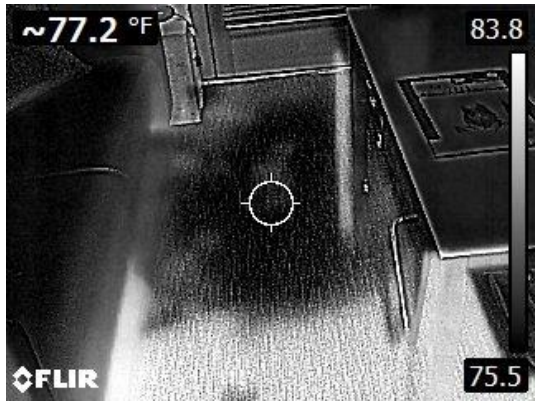
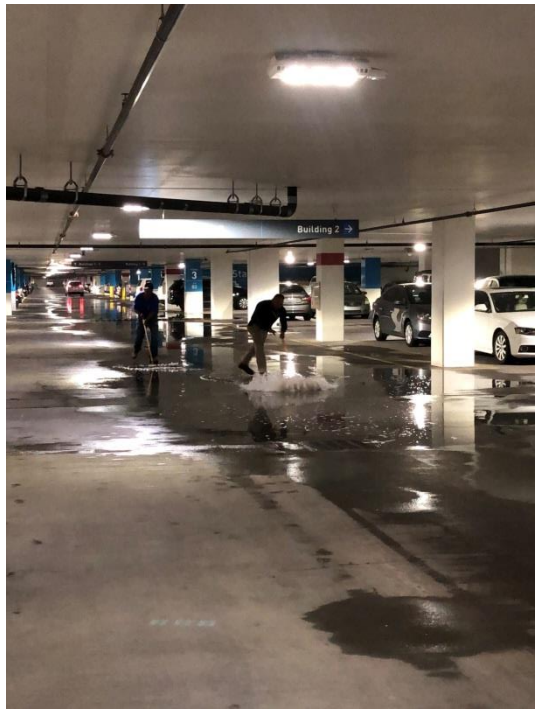
Most common calls after a storm

- Fallen trees on buildings, blocking driveways/parking spots
- Flooded out parking lots and parking garages
- Leaking windows, doors and roofs









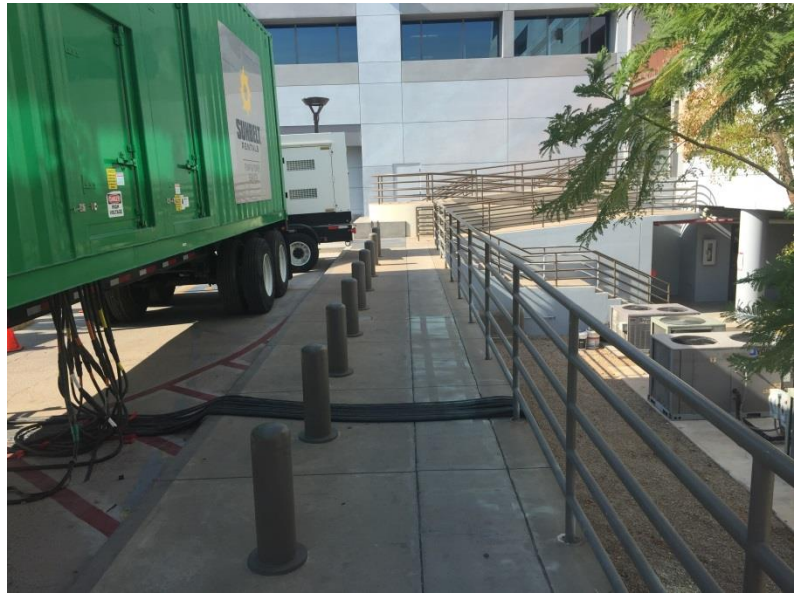
Most common calls after a storm

- Loss of power at the building
- Environment issues (temperature/humidity)









Are you reactive or proactive??

Attribute	Reactive	Proactive
Attitude towards restoration companies	“I’ll call them when I need them”	Cultivates relationship before hand to ensure a better response
Attitude towards emergency preparedness	“We have a plan. It’s in the management office on a shelf somewhere”	Audits the plan, reviews throughout the year and plans ahead
Mission/Vision	“I am doing this job to get a paycheck. We don’t need anything”	“I am responsible for the health and safety of the occupants”
Attitude towards change	“We have always done it like this and we will continue to do it like this”	“I am interested in meeting with you to learn more about the benefits”

“So what do I do??”

Talk to your vendors

- Who will you call when you need help?
- What are their capabilities?
- How fast can they arrive?

Prepare the paperwork before the loss occurs

- Make sure that all the paperwork is handled before the loss occurs
- Make sure you have all the information you need at your finger tips

When an Emergency or Disaster happens
Be Prepared!!!

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“So what do I do??”

Let’s do some questions….

Conclusion

- Get to know your building and your response team before
  - Identify the vulnerable areas of the building
  - Meet and get to know your emergency response company/team
    - Ask for a lunch and learn
    - Ask for a list of key people who will be handling your loss should it occur
- Make a plan for what will happen when a disaster strikes
  - Who will you call? When will they arrive? How can they help?
  - Get the COI and W9 from the vendors
  - Make sure that your internal system is prepared ahead of time

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THANK YOU!

Questions? Contact us!

480.256.1453 – 24/7

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