

HCFD REALTY MANAGEMENT

*HURRICANE &
HURRICANE-RELATED DISASTER
EMERGENCY MANAGEMENT PLAN*

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TABLE OF CONTENTS

HURRICANE AND DISASTER PLAN

SUPPLEMENT TO TENANT HANDBOOK

WEATHER TERMINOLOGY.....	PAGE 3
Tropical Disturbance.....	3
Hurricane	3
Hurricane Categories	3
Advisory.....	4
HURRICANE PLAN.....	PAGE 5
Pre and Season Start.....	5
Emergency Team	5
Responsibilities	5
Emergency Plan	6
Emergency Shutdown Management	7
Supplies.....	7
Equipment.....	7
Training.....	8
Site	8
Buildings.....	8
Hazardous Materials Management	8
EMERGENCY RESPONSE.....	PAGE 9
PRE-HURRICANE PROCEDURES.....	PAGE 10
Command Post Operations	10
Building Evacuation.....	10
Site Preparation.....	10
Building Fixtures	11
Management.....	11
Equipment.....	11
Building Utilities.....	11
Vacant Spaces	12
Maintenance.....	12
Janitorial Closet and Office	12
Emergency Generator	12
Final Walk Through.....	12
POST-HURRICANE PROCEDURES	PAGE 13
Command Post Operations	13
Survey of Damage.....	13
Securing	14
Setup	14
Clean-Up.....	15
Restoration.....	16

Weather Terminology

Tropical Disturbance

A moving area of thunderstorms in the Tropics that maintains its identity for 24 hours or more. A common phenomenon in the Tropics.

Tropical Depression

An area of low pressure, rotary circulation of clouds and winds at the surface with the highest constant wind of 38 miles per hour.

Tropical Storm

Counter-clockwise circulation of clouds and winds between 39 and 73 miles per hour. The storm is assigned a name.

Hurricane

When a Tropical Storm reaches winds of 74 miles per hours or more, it is classified as a Hurricane.

Category I Hurricane:

Winds 74-95 mph. Storm surge generally 4-5 ft above normal. No real damage to building structures. Damage primarily to unanchored mobile homes, shrubbery, and trees. Some damage to poorly constructed signs. Also, some coastal road flooding and minor pier damage.

Category II Hurricane:

Winds 96-110 mph. Storm surge generally 6-8 feet above normal. Some roofing material, door, and window damage of buildings. Considerable damage to shrubbery and trees with some trees blown down. Considerable damage to mobile homes, poorly constructed signs, and piers. Coastal and low-lying escape routes flood 2-4 hours before arrival of the hurricane center.

Category III Hurricane:

Winds 111-130 mph. Storm surge generally 9-12 ft above normal. Some structural damage to small residences and utility buildings with a minor amount of curtainwall failures. Damage to shrubbery and trees with foliage blown off trees and large trees blown down. Mobile homes and poorly constructed signs are destroyed. Low-lying escape routes are cut by rising water 3-5 hours before arrival of the hurricane center. Flooding near the coast destroys smaller structures with larger structures damaged by battering of floating debris. Terrain continuously lower than 5 ft above mean sea level may be flooded inland 8 miles or more.

Category IV Hurricane:

Winds 131-155 mph. Storm surge generally 13-18 ft above normal. More extensive curtainwall failures with some complete roof structure failures on small residences. Shrubs, trees, and all signs are blown down. Complete destruction of mobile homes. Extensive damage to doors and windows. Low-lying escape routes may be cut off by rising water 3-5 hours before arrival of the hurricane center. Major damage to lower floors of structures near the shore.

Category V Hurricane:

Winds greater than 155 mph. Storm surge generally greater than 18 ft above normal. Complete roof failure on many residences and industrial buildings. Some complete building failures with small utility buildings blown over or away. Most shrubs, trees, and signs blown down. Low-lying escape routes are cut by rising water 3-5 hours before arrival of the hurricane center. Major damage to lower floors of all structures located less than 15 ft above sea level and within 500 yards of shorelines.

Advisory

A method for disseminating hurricane and storm data to the public. Small craft warning is an example.

Special Advisory

Warning given any time there is a significant change in weather conditions or a change in warning status

Intermediate Advisory

A method of updating regular advisory information every 2 to 3 hours as necessary.

Storm Warning

Wind velocity 55 to 74 miles per hours are expected. If a hurricane is expected to strike a coastal area, storm warning will not usually precede hurricane warnings.

Hurricane watch

A hurricane may threaten a coastal area within 24-36 hours. Preparedness measures should be in progress.

Hurricane Warning

A hurricane is expected to strike a specific coastal area 24 hours or less. Take additional/final precautionary actions immediately.

Tornado Watch

Tornadoes and severe thunderstorms are possible in your areas

Storm Surge

Strong winds associated with hurricanes create a dome of water often 50 miles across where the eye of the hurricane makes landfall. The tidal height depends on the strength of the storm, the direction from landfall and whether it is normal, high or low tide. The storm surge is the most dangerous part of a hurricane. Storm surges of up to 25 feet above mean sea level have been recorded. The waves of the storm surge are the cause of 9 out of 10 hurricane fatalities.

HURRICANE PLAN

The purpose of this document is to establish specific property management procedures for hurricane preparation, clean up and restoration of normal business operations post hurricane. The reason for these procedures is to protect the tenants', landlord's and our neighbor's property; reduce our losses; protect the life safety of individuals; and to re-establish normal operation as quickly as possible.

PRE & SEASON START

The hurricane season officially starts on June 1st each year and ends on November 30th. The season start date will be the deadline for having some of the following procedures completed, or the commencement date to begin other procedures. Review the items that you are responsible for and plan your schedule so that your deadlines are met. Remember to "plan the work and then work the plan."

EMERGENCY TEAM

Emergency Team comprises the Property Manager, Maintenance, their assistants, if any, and the janitorial contractor project manager. Each tenant shall have a designated person in charge of the emergency preparedness, with overall knowledge of the premises and operations and the authority to make important decisions regarding the well being of personnel, premises and operations.

RESPONSIBILITIES

- A. The Property Manager is to notify the staff that hurricane season has begun. The Property Manager will issue and distribute to tenants the Tenant Hurricane Procedures.
- B. The Property Manager is responsible for updating the Emergency Manual and distributing it to all employees. The Property Manager will also be responsible for maintaining the maximum levels for all first aide supplies (only for management personnel) and photo recording device.
- C. Maintenance is responsible for the hurricane supplies inventory, inspecting roof, and securing building and site fixtures.
- D. The Property Manager will schedule meetings with Hospital Administration and Security to inform preparedness status and to solicit eventual additional labor commitments for pre and post hurricane.

EMERGENCY PLAN

- A. Periodic Plan Assessments - Before the beginning of the Hurricane season (June 1st), the property management team will review and assess the buildings preparedness for an emergency situation.
- B. Employee Home Preparedness - All dispositions will be taken by each Emergency team member to insure their personal family and houses are ready to face an emergency situation. The employees are urged to contact their homeowners' insurance carriers for additional information on hurricane and flood insurance and preparedness guidance. Flood insurance is a separate policy from the homeowners insurance.

The goal is for each Emergency team member to be available as much as possible to allocate as much time as needed to prepare the building form a hurricane situation.
- C. Communications Management - Complete update of the contact information (address, phone, cell phone, beeper) for each employee will be done before the beginning of the hurricane season.
- D. Evacuation Management - Each Emergency team member will have to set a personal evacuation plan for himself and his family, and will communicate this plan to the management.
- E. Emergency Care - Emergency care will be provided as much as possible by emergency services until such time as and after the services begins its S.I.P.P. (sheltering in place procedure)
- F. Security and Safety - Emergency Team will assess all needs and requirement to secure, and maintain safe and secure the buildings during and following a disaster.
- G. Vital Records Management - Upon implementation of the pre-hurricane plan, the management office main records and equipment will be move to an empty suite or a janitorial room in an upper level of the BUILDING. Records may include: tenants files, accounting files, construction files, and computers backup disks
- H. Data Processing/Industrial Mutual Aid Agreements - A list (names, phones, cellular phones and addresses) of all contractors able to assist in a recovery phase will be organized by the Management Team.

At least two contractors per field of expertise should be listed, and contact should be taken to insure these contractors would agree to insure priority to Property Management call after a disaster.

All technical documents able to help in a recovery process will be listed and secured.
- I. Financial Management - Property Management will request from Corporate the limits of financial authorization for engaging repairs and cleaning, as well as procedure with insurance.

EMERGENCY SHUTDOWN MANAGEMENT

Upon Property Management decision, in liaison with the hospital administration, tenant will be informed:

- ⇒ Advance Notice: Possible Building shut down decision (i.e. Hurricane watch)
- ⇒ Immediate Notice: Building immediate shut down (i.e. flash flooding)

Notice will be given to tenant by memo (advance notice) or direct contacts by phone or property management representative visit (immediate notice)

Upon Property Management decision, in liaison with the hospital administration, emergency team will start the implementation of the pre-hurricane procedures. Access to the buildings will be restricted to only tenant personnel.

SUPPLIES

- A. The hurricane supplies for the building and building management must be inventoried on June 1st of each year to verify that the hurricane supplies are at the levels specified on the Inventory Control Form.
- B. If applicable, on or before June 1st and every thirty (30) days during hurricane season, the generator fuel tanks are to be inspected by the contracted vendor to verify that the fuel level is at the maximum level. The contracted vendor will be responsible for maintaining the fuel tanks at their maximum level during hurricane season.
- C. Hurricane supplies are not to be used as normal operating inventory!

EQUIPMENT

- A. Hurricane equipment is to be inventoried on or before June 1st of each year to verify that quantities are at the specified levels. The Management Team will be responsible for inventorying the equipment as well as verifying the operational integrity of the equipment. Equipment that does not meet the manufacturer's minimum operating standards is to be repaired or replaced.
- B. Every thirty (30) days all equipment is to be inspected, preventive maintenance performed, and equipment tested to verify operational integrity. Equipment that does not meet minimum manufacturer's operating standards is to be repaired or replaced. The Management Team will be responsible for the maintenance of the emergency equipment. A preventative maintenance log will be maintained by the Management Team on all emergency equipment to record the testing and preventative maintenance that is performed on the emergency equipment.

TRAINING

- A. Tenants are to be informed of the start of hurricane season and a copy of the Tenant Hurricane Procedures is to be sent to each tenant. The Property Manager will insure tenants' awareness on procedures by personal visits.
- B. All tenants and employees should review hurricane procedure. The Property Manager will be available to ensure that this is properly done.

SITE

- A. The Management Team will inspect the building surrounding and eventually request all trees and shrubbery trimmed by June 1st – request to be forwarded to HCA by the Property Manager.
- B. All site lighting must be inspected to verify that light standards and fixtures are secure, and fasteners securing fixtures are tight. This must also be completed by June 1st. The Management Team will be responsible for completing this procedure.

BUILDINGS

- A. The Management Team will inspect and verify that all roof mounted equipment is secure to the roof and that all access panels are securely fastened in place. This is to be completed by June 1st.
- B. The Management Team will inspect and monitor all areas of the roof for debris, loose tiles abandoned equipment, and will be responsible for removal and/or repair of such items. This must be completed by June 1st.

HAZARDOUS MATERIALS MANAGEMENT

Hazardous Materials require special considerations during normal conditions. The abnormal or emergency condition demands that all Hazardous Materials are contained and controls need to be carefully assessed.

The Management Team and janitorial management will do the inventory of all potential hazardous material that require special attention (chemicals)

EMERGENCY RESPONSE

Emergency Response is the actions to be taken as a hurricane/ hurricane-related flood disaster appears imminent or occurs without warning. Steps taken at this phase are critical toward ensuring the proper implementation of the emergency preparedness plan.

- Communication is of essence. Each Emergency Team member will make sure that at all time he is in contact the other members of the team. Communication with the Corporate headquarters, HCA and/or Hospital will be the Property Manager's responsibility.
- The Property Manager will make the decision when the Emergency Plan needs to be implemented, and all decision related to this plan.
- As advance hurricane alerts or warnings are given, it is important to conduct the process to shutdown, securing of vital records, preparation of the facility, evacuation, etc., in accordance with procedures.

PRE-HURRICANE PROCEDURES

*To Be Implemented Once Hurricane Warning Is Issued
(Approx. 24 Hour Notice)*

THE PROPERTY MANAGER HAS MADE THE DECISION TO CLOSE THE BUILDING

The Management Team (Property Manager, Management Team and Engineer) will be responsible for securing the site once the decision to close the Building has made. A secure perimeter is to be established and only tenant personnel, management employees and Law Enforcement officials (including Florida Hospital Security) will be permitted on the site.

COMMAND POST (CP) OPERATIONS

The Property Manager will establish the pre-hurricane command post in the Property Management's office, to be used for pre-hurricane preparedness only. The management office is to be equipped with the following:

1. TELEPHONE
2. EMERGENCY MANUAL
3. BATTERY OPERATED / PORTABLE RADIO
4. POSTER PAD
5. PAPER
6. MARKERS
7. PENCILS
8. CELLULAR PHONE

BUILDING EVACUATION

The Property Manager will inform all tenants of the decision to close the building and request immediate evacuation of all visitors. Tenant personnel will be requested leave the building as soon as all protection preparation will be completed (protection of equipment/computers, files, etc. and removal of all items directly next to the windows). The Property Manager will ensure that all personnel has vacated the building before finalizing the shutting down of the building (electricity and elevator shut down).

SITE PREPARATION

- A. All chairs, tables and benches are to be stored in the building's ground floor storage room. Excess furniture will be stored into the mechanical rooms. The Management Team will be responsible for ensuring that this is accomplished.

- B. All trash cans and ash urns are to be removed from the common areas, and stored in the ground floor storage room. The Management Team will be responsible for storing the trash cans and ash urns.
- C. All portable sign holders or other furniture/equipment are to be removed and secured into ground floor storage room. The Management Team will be responsible for ensuring that this is accomplished.

BUILDING FIXTURES

- A. Building roof - The engineer will ensure that all roof installation are fully secured and no pieces of equipment are loose. Any potential flying objects found on the roof are to be stored in mechanical rooms.
- B. Stairwells exteriors doors - The engineer will secure all exterior stairwells doors.
- C. Building ground floor - All building window treatments are to be in the closed position. All ground floor doors are to be closed and secured. The engineer will be responsible for this process.

MANAGEMENT

- A. All management files and records (tenant, vendors, Property Manager) and drawing files will be moved into an upper floor janitorial closet.
- B. All computer equipment and fax machine will be moved into upper floor janitorial closet, after complete backup of all computer files.

EQUIPMENT

- A. The Management Team will be responsible for ensuring that two (2) empty containers are placed in as convenient a place as possible for post hurricane clean-up.

BUILDING UTILITIES

- A. All HVAC systems are to be shut down at the main breaker and/or disconnect. The Management Team will be responsible for shutting down these systems.
- B. All electrical main breakers as well as individual breakers are to be shut down. All tenant electrical disconnects are to be shut off. The Management Team will be responsible for shutting down all electrical systems. This is to be done at the last possible moment to allow the tenants time to prepare their spaces.
- C. The Management Team will be responsible for ensuring that all elevators are brought to the top level and shut down. Building elevator ground access will be shut down.

VACANT SPACES

All vacant spaces or spaces under construction are to be inspected and unsecured equipment, materials, etc., are to be removed. The Management Team will be responsible for ensuring vacant space readiness.

MAINTENANCE

All hazardous material and chemical products will be removed and stored.

JANITORIAL CLOSET AND OFFICE

All files and records will be removed and stored into the 2nd floor janitorial closet.

EMERGENCY GENERATOR

If applicable, the fuel tank for the generator is to be inspected to verify that the fuel is at the maximum level. The generator is tested to verify proper operation.

FINAL WALK-THRU

A complete walk through is to be performed by the Property Manager and the Engineer. A Final Walk Through Check list is to be filled out and photos made to verify that the property is secure and all preparations have been completed.

NOTICE:

ALL EMPLOYEES ARE TO BE INSTRUCTED, AS THEY LEAVE, TO MAKE EVERY EFFORT POSSIBLE TO REPORT TO WORK AFTER THE HURRICANE IS OUT OF THE AREA AND THEIR FAMILIES ARE SAFE!

POST-HURRICANE PROCEDURES PROPERTY RESTORATION/ RECOVERY PROCESS

COMMAND POST (CP) OPERATIONS

- A. The Command Post is to be the Management Office, if the following criteria are met:
 - 1. THE BUILDING IS STRUCTURALLY SOUND.
 - 2. THERE IS POWER TO THE MANAGEMENT OFFICE.
 - 3. THE HVAC EQUIPMENT IS OPERATIONAL.
 - 4. TELEPHONE EQUIPMENT IS OPERATIONAL
- B. The secondary will be the Hospital office (location to be negotiated with Hospital Administration if the primary C.P. is not functional).
- C. The first employee on the property will conduct a roll call as well as survey the personal impact of the hurricane on each of the employees.

NO-ONE (EMPLOYEES, TENANTS, VISITORS) IS PERMITTED IN THE BUILDINGS UNTIL A SURVEY HAS BEEN DONE BY THE C.P. STAFF!

SURVEY OF DAMAGE

As early as possible after a disaster, the emergency team will review and assess both building physical status (apparent damages and potential damages if prompt salvage is not immediately undertaken)

- A. Members of the hurricane team that have arrived on the site will conduct a site survey after designating the C.P. location. This survey is to assess the following:
 - 1. BODY INJURIES
 - 2. THE STRUCTURAL INTEGRITY OF THE BUILDINGS.
 - 3. THE WATERTIGHT INTEGRITY OF THE BUILDINGS.
 - 4. THE CONDITION OF THE ELECTRICAL SYSTEMS.
 - 5. THE CONDITION OF THE UNDERGROUND UTILITY SYSTEMS.
 - 6. DAMAGE TO TENANT SPACES.
 - 7. WIND DAMAGE ASSESSMENT.
 - 8. WATER DAMAGE ASSESSMENT.
 - 9. DAMAGE TO HVAC SYSTEMS.
 - 10. LANDSCAPING DAMAGE.
 - 11. CLEAN UP NEEDS.
- B. After a complete assessment of the property and hurricane damage, the Property Manager will begin the process of setting up operations, securing the property and clean up and restoration, only in areas where it is safe to do so.

- C. The Property Manager will be responsible for taking detailed photos and videos of the condition of the property and any damage. A first report of observed damages will be prepared with proper documentation (Video or Digital photography).
- D. A first cost evaluation for repairs (temporary and/or permanent) will be prepared for communication to corporate offices and financial.
- E. A first time evaluation will be assessed for:
 - ⇒ allowing only tenant into the building
 - ⇒ reopening for business will be done (partial reopening – per floor, or total reopening)
- F. Communication will be established with corporate offices and Hospital administration and security

SECURING

- A. The Property Manager will institute a post assignment plan to secure the property and barricade unsafe areas. The public (including tenant personnel) will not be allowed to enter the property. Any Merchants or media that arrive on the property are to be escorted to the C.P. No one will be permitted to roam the property.
- B. The Property Manager will be responsible for establishing a liaison between any law enforcement personnel, or military personnel that have arrived on site, and to establish communication with the Hospital Administration.

SETUP

- A. If electrical service is active, the Management Team will begin to power up only fire protection equipment and common area electrical systems that do not have any signs of water intrusion and have no physical damage. HVAC equipment is not to be powered up until an assessment can be made on the availability of water. Under no circumstances should gas systems be pressurized until a complete inspection of the system has been performed. Tenant service is not to be energized until the individual tenant electrical systems have been completely inspected for possible damage.
- B. If electrical service is not active the Management Team will verify that operating and all essential systems have powered. They are to include:
 1. FIRE ALARM SYSTEM
 2. FIRE PUMPS
 3. COMMON AREA LIGHTING
 4. ELEVATOR SERVICE
- C. The Property Manager will make an inventory of all equipment and personnel, and meet with the C.P. staff to assist in creating a plan of action and a duty assignment. The

Property Manager will be responsible for issuing supplies, monitoring inventory levels and procurement during post hurricane.

- D. The Property Manager will be responsible for all communication with the media and initial communication/meeting with tenants to discuss the Center's plan of action.
- E. Clerical staff, if available, will be responsible for answering management telephone lines, and producing memos on current status of building and future plan of action as directed by the Property Manager.
- F. The Property Manager will set policy and oversee C.P. operations.
- G. The Management Team will oversee the clean-up operation.
- H. The Property Manager will be responsible for all tenant coordination activities. He will meet with tenants that have arrived on the site and assist tenants in assessing damages and restoring their operation.

CLEAN UP

- A. The Management Team will be responsible for barricading, eventually with construction fencing, all areas of the buildings that are unsafe and keeping them secure until they can be repaired or cleaned up.
- B. The Property Manager in coordination with the Janitorial contractor or a Disaster Recovery Team will be responsible for the clean up of debris in the common areas.
- C. The Management Team will be responsible for the removal of water in areas of the building that are flooded, and securing areas of the building exterior that have been damaged by the storm.
- D. The Property Manager will draft a complete report of repair needs and costs to be submitted to corporate offices and insurance representatives for authorization to proceed
- E. The Property Manager will prepare a schedule of repairs and cleaning prioritized by a) building service: power, HVAC system, elevators, common area accessibility, b) floor and c) tenant suites. Communication of this scheduled will be made to corporate offices, hospital and tenants
- F. Tenants with the eventual assistance of the janitorial crew – if available - will be responsible for clean up in tenant spaces.

Note: tenants will not be authorized to enter the building until minimum restoration has been completed – see below.

RESTORATION

- A. The Management Team will inspect the building watertight integrity (roofs, windows, doors) and proceed with temporary water proofing as needed.
- B. The Management Team will inspect all elevator pits and remove any standing water. The sump pumps will be inspected and proper operation verified.
- C. The Property Manager will contact the elevator contractor to have all elevators inspected. The elevators are not to be placed back in service until approved by the contractor.
- D. The Management Team will be responsible for restoring all utilities – excluding tenant suites utilities - once the systems have been inspected.

Buildings systems to be inspected are to include:

- ⇒ Electrical
 - Buildings general power protections
 - Emergency generator
 - Fire pump
 - Water pumps
 - Chillers
 - Cooling towers
 - Air handlers
 - Heat pumps
 - Elevators machine rooms
 - General lighting system
- ⇒ Fire alarm system
- ⇒ Phone lines
- ⇒ Water and sewer
 - Lift pump station
 - Domestic water lines
 - Fire line
 - Sewer lines

Tenant utilities are not to be restored until their contractor has made a full inspection of their system.

- E. The Management Team will be responsible for inspecting all building lighting. Fixtures that have been damaged or are not operational are to be repaired. Temporary fixtures will be installed if the fixtures cannot be repaired.
- F. The Property Manager and the Management Team will make a complete inspection of the building's life safety system to verify the operational integrity of the system.
- G. The Management Team will be responsible for restoring the HVAC systems

- H. The Management Team will be responsible for the removal and storage of the hurricane shutters.
- I. The Management Team will be responsible for moving all fixtures and furnishings that were stored in the buildings to their original locations.

AT THIS TIME, THE PROPERTY MANAGER WILL AUTHORIZE TENANT PERSONNEL TO ENTER THE BUILDINGS. UPON COMPLETION OF MAIN NECESSARY REPAIRS, THE BUILDINGS WILL BE RE-OPENED FOR BUSINESS.

The Property Manager will be responsible for obtaining contractors to make repairs that are beyond the scope work of personnel to perform.

The Management Team will be responsible for the restocking of hurricane supplies once restoration of normal operations is complete.

Once normal operations have been achieved; the Property Manager will schedule a debriefing meeting with the Emergency team to critique the preparation and restoration process.