

Hurricane Preparation/Response

Hurricane season extends from June thru November with an average of six hurricanes in the Atlantic Ocean and Gulf of Mexico.

What is a Hurricane?

The National Weather Service defines a hurricane as a storm with pronounced rotary circulation and sustained winds exceeding 74 miles per hour. Torrential rains normally accompany hurricanes and cause storm surge that produces flooding.

The National Weather Service announces both a hurricane watch and hurricane warning.

- Hurricane Watch – Means that hurricane conditions are possible, but not imminent.
- Hurricane Warning – Means that hurricane conditions are expected within 24 hours.

Preparing For a Hurricane

All Department Heads and MOD's should monitor the National Weather Service broadcasts to follow the latest updates on storm tracking and intensity. This can be accomplished by monitoring local television and radio broadcasts and The Weather Channel (Channel 30).

Hurricane Watch

In the event that a hurricane watch is issued, a preliminary meeting should be held with the management. This initial meeting should discuss the availability of personnel and the procedures to be taken in the event a hurricane warning is issued.

Hurricane Warning

In the event that the National Weather Service issues a hurricane warning indicating that hurricane conditions can be expected within 24 hours, an emergency condition should be declared and the procedures as detailed should be followed.

It is critical at this time that the instructions of local Civil Defense or Emergency Preparedness officials are obtained as well as any instructions of the National Weather Service. Close communication should be maintained with company management and the owners to inform them of the steps being taken to protect company assets as well as employees and the public.

It is the decision of the Property Manager or Rental Manager to decide what personnel will be maintained and whether the Resort should be closed. Personnel remaining at the Resort will monitor storm conditions and handle damage control. The decision to stay should be made after receiving up-to-date information from local authorities.

Emergency Preparations

The precautions listed on the "Hurricane Checklist" should be undertaken as soon as possible since it may take time to obtain the necessary materials to protect the building and grounds. It is the responsibility of the Property Manager or Regional Manager to assign tasks and to monitor the progress of the assignments to ensure they are completed.

Hurricane Preparation/Response

Those employees remaining on the property (Emergency Response Team) must be properly outfitted with non-perishable food, portable lights, first aid equipment, portable radios/TV (for communications as well as to monitor the storm's progress) and drinking water.

During the Storm

Employees remaining on the premises should be careful to monitor the progress of the storm and not be fooled by the calm conditions of the "eye" of the hurricane (if it passes through Panama City Beach). This temporary calm condition will soon be followed by the severe intensity of the full hurricane conditions.

The potential for flooding should not be overlooked. Sandbags should be prepared in advance for use by the Fitness room doors and all ground floor doors, except the stairways.

After the Storm (General)

An immediate damage assessment should be made and a preliminary report prepared. Extreme caution should be taken in the event that power lines are down. The affected area should be roped off to prevent unsuspecting persons from contacting energized power lines. Gulf Power Company (See Emergency Phone Listing) should be advised of any electrical concerns.

Care should be taken if there is a possibility of leakage from gas lines to the pool, spa, fireplaces, grills or laundry. Potential ignition sources should be controlled if flammable or combustible liquids are present.

Fire Protection Equipment

All fire protection systems including water supplies, fire pumps, sprinkler systems and fire alarm systems should be checked to ensure that they are in operable condition.

Flooding

Immediate steps should be taken to control flooding which is causing damage to the building or equipment.

Insurance Claims

Documentation should be prepared and filed as a claim for only those areas that have been affected by the storm. Detailed records should be submitted regarding the damage, cleanup and salvage efforts. This would include all personnel (labor time), equipment, outside contractors, temporary protection, etc. A written report should be prepared and submitted to Kristina, Director of Operations, as soon as possible.

Hurricane Preparation/Response

Hurricane Checklist

- Inspect exterior signs, supports, and anchorages.
- Check for weak door/windows, latches and locks.
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- Update important records and move to a secure site.
- Anchor yard structures that can be affected by high winds and weather (move items inside if possible)
- Assemble the following supplies for the Emergency Response Team:

Portable Lights	Sealing Compound	6 Power cords
Lumber and Nails	Tarpaulins	
Tape for Windows	Power and manual tools	
Roofing paper	Chain saws	
Sandbags	Shovels, axes	
- Stockpile the following supplies for the Emergency Response Team members who will remain on site during the storm: Store all in Tower II housekeeping room on level 2.

Non-perishable food	Radio Receivers/Battery TV
First Aid Equipment	Two-way radios
Stored Drinking Water	
- Fill emergency generator with fuel.
- Inspect all fire protection equipment to ensure that it is in full service.
- Clean out street catch basins to prevent backwash and flooding.
- Disconnect electrical power to buildings suspect to flooding. (Lobby)

Hurricane Supplies List

- Additional Flashlights
- Batteries for Flashlights
- Portable Transistors Radio
- Several coils of rope
- Rolls of "Warning or Caution" tape
- Adequate Rain Gear
- Blankets
- First Aid Kits
- Non Perishable Food
- Bottled Drinking Water
- Sandbags
- All tools required to open doors
- Shovels, sledge hammer, squeegee, all hand tools

Emergency Contacts

Affinity Elevators John Lee 850-529-7284

Gulf Power 800-225-5797

System Services 850-441-3458

American Carpet Clean 850-230-0080

Hiller 850-659-7555

Definition of Phases

There will be five phases of hurricane preparations, which are described in the following manner:

Phase 1 A hurricane is in the Gulf of Mexico or Atlantic Ocean and may track toward the Florida Panhandle.

Phase 2 The hurricane is tracking toward this area and landfall is expected within 72 hours

Phase 3 The hurricane has continued in this direction and is expected within 48 hours. Guests will not be allowed to check in.

Phase 4 The hurricane has continued in this direction and landfall is expected within 24 hours. Guest evacuation is mandatory

Phase 5 When it is approximately 12 to 16 hours from expected landfall, normal preparations will be completed. Origin management personnel will be directed to evacuate.

Note: Expected weather conditions are based on a category 3 hurricane. Adjustments must be made depending on the speed and size of each hurricane.

Hurricane Preparation Plan Phase II

Phase II of the Hurricane Preparations Plan will be implemented based on the recommendation of the Management. All Management personnel will be put on alert and may be required to report to work if Phase III is put into action.

Front Desk

Prepare 4 copies of the Hurricane Guest List, run a balance due report, housekeeping clean status report and 4 copies of the occupied properties report. Print hurricane watch letters and give to arriving guests and homeowners as well as provide a map of evacuation routes and a detailed phone and address listing of storm shelters and hotels along the way. Begin office preparations. Back up Condnet File.

Allow guests expected to arrive within 48 hours to change their dates or cancel without penalty. The management will decide when to stop accepting arrivals.

Notify groups expected to arrive and advise them to change their plans, based on the recommendations of the management. Secure the office and copy computer disks.

When these items are completed, report to the Rental Manager for additional assignments.

Housekeeping

Pick up occupied properties report from the Front Desk and deliver hurricane watch letters to occupied properties. An inventory of supplies and equipment will be prepared.

Maintenance

Secure all items that do not effect the operations of the Rental Operation. An inventory of supplies and equipment will be prepared. Necessary hurricane supplies (batteries, gasoline, flashlights, water, ice, etc.) will be readied as deemed necessary by the General Manager.

During **Phase II**, items will be completed in line with checklists provided in this plan. Items on these checklists will essentially be confined to items that can be done that will not effect the normal operations of the Rental Program. A property tour will also be done to identify any existing situation that would require special or unusual treatment in the event **Phase III** is implemented.

Hurricane Watch Guest Notification

Dear Valued Guest

Origin Resort Management is informing all of our guest that Panama City Beach has been placed under a '**Hurricane Watch**'. This means there is a potential of a hurricane making landfall in our area within the next **72** hours. As we monitor the storm, we will also be making certain progressive preparations as the storm track becomes more definite and the time of landfall is projected.

We will be asking for your cooperation and understanding as we may be notifying our guests of stages or conditions of evacuation announced by governmental authorities.

Stage I. = Voluntary Evacuation: governmental authorities have recommended evacuation to a Hurricane Shelter or safe area.

Stage II. = Mandatory Evacuation: governmental authorities have determined that danger to life and property will be significant in this area and all guests and residents will be notified to leave immediately and find appropriate shelter.

A map showing Hurricane Evacuation Routes and recognized Hurricane Shelters is attached. Additional copies will be available at the front desk.

We suggest that for current weather reports, you tune your TV to one of the following Cable Channels;

- Channel 3 WJHG Panama City
- Channel 2 WMBB Panama City
- Channel 30 The Weather Channel

We want you to understand that we are very concerned for the safety of our guests, homeowners and employees. We regret any inconvenience caused by this weather emergency.

Thank You for your cooperation.

Sincerely,
Origin Resort

Hurricane Preparation Plan Phase III

When **Phase III** of the Hurricane Preparation Plan is implemented, the following items will be completed.

Guests will not be allowed to check in.

Voluntary Evacuation of Guests on Property will be encouraged.

Management

Management will go to Fire Command room and press the ALL CALL button and give the following notice;" We are under a voluntary hurricane evacuation. Remain calm.

Hurricane conditions are expected with in the next 48 hours. If this condition is upgraded to a mandatory evacuation you must leave. Please prepare to evacuate. Elevators will be shut down if we go into a mandatory evacuation"

Repeat this 2 times. Announce this every 3 hours as you get a weather up-date throughout the night.

Front Desk

All guest check in will cease. Departures will increase. Distribute updated copies of the occupied property report with phone numbers to the Managers.

Guest credits will be issued for check outs within 48 hours, pending the outcome of the storm. Evacuation letters will be printed in preparation for **Phase IV**. Call guests, which were not reached in **Phase II** and pack up vital records/documents. Complete office preparations.

Maintenance

The normal maintenance functions will discontinue. Only essential requests will be logged by the Supervisor for follow up when maintenance returns to normal operations.

Maintenance personnel will be called in as needed and will prepare properties as described on the **Phase III Checklist** included with this plan.

Housekeeping

The normal housekeeping functions will discontinue. Housekeeping personnel will be called in as needed and will prepare units as described on the **Phase III Checklist** included in this plan along with the Maintenance Dept.

Hurricane Release Form

I/We, _____ do hereby release Origin Resort, Origin COA and the homeowner(s) of the unit that we occupy, from all liability from injury and/or accidental death due to hurricane conditions and all effects and results thereof.

I/We acknowledge that Origin Resort, Origin COA and the Homeowner(s) of said unit have asked us to evacuate and by our free will, we have decided to remain.

I/We hereby accept and agree to the in the information stated above, signed on this the _____ day of _____, 20____

Signature of Head of Family

_____ Unit

_____ Witness

_____ Witness

Hurricane Preparation Plan Phase III Checklist

Zone = Office

1. Computers (Total =9)

A. Back Up Hard Drives

Rental Manager is responsible to take backup copies to a secure zone off-site. Cisco phone to be moved to off site area.

B. Move computer hardware to 3rd office located in office building.

2. Paper Files

A. Association Office (all items moved to 3rd floor office located in office building)

- *computer equipment

- *File cabinet

- *Developer & Building Files

B. Rental Office (all items moved to 3rd floor office located in office building)

- *File cabinets

- *Files and records

C. Maintenance Office (all items moved to Tower II Unit 205)

- *All Blueprints

- *All Maintenance books

Team Leader Sign Off _____

Hurricane Preparation Plan Phase III Checklist

Zone = Housekeeping & Maintenance

1. Move everything off the floor in Housekeeping, Laundry & ground floor to Unit _____
2. Move all files to Unit _____
3. Lock & sandbag ground floor doors

Team Leader Sign Off _____

Hurricane Preparation Plan Phase III Checklist

Zone = Housekeeping & Maintenance

Prepare Condo Units

Using Blank Matrix Highlight units as they are done

1. Refrigerator

_____ **Dump ice maker ice.**

_____ **Dispose of all perishable items (cart to garbage chute)**

_____ **2. Run garbage Disposal.**

_____ **3. Move all Patio Furniture inside unit.**

_____ **4. Securely close and lock all sliding glass doors &
windows.**

_____ **5. Flush all toilets.**

_____ **6. Close all Drapes.**

_____ **7. Turn off main breaker to unit.**

Team Leader Sign Off _____

Management ;

Announcement will be as follows.” We are now under mandatory evacuation. Remain calm. Please use the hurricane evacuation route and leave this property. Elevators will be shut down in one hour.”

Start room to room check .Shut down elevators. Send all personal home. Proceed to Command Center.

EMERGENCY WATER SHUT OFF

PROCEDURE

- STEP ONE CALL SIMPLEX @ 1-888-746-7539 GIVE THEM OUR BLDG CODE# 1051616 TELL THEM YOU ARE GOING TO RUN A TEST FOR AT MINIMUM 3 HOURS
- GO THE CENTER STAIRWELL ON THE EFFECTED FLOOR
- TURN BIG RED VALVE TO OFF POSITION Figure #1 then turn ball valve figure # 2 (blue) to closed position
- TO RELEIVE PRESSURE figure #3 TURN BLUE VALVE DOWN TO DRAIN

Hurricane prep

Bring in all patio furniture from deck and place on plastic pads –to prevent stains to carpet

Close drapes and make sure patio door is locked and secure

Turn off all lights

Make sure front door is locked