

It was a good day
...until it wasn't.



PICKING UP THE PIECES

ARE YOU PREPARED?

1. EVALUATE AND MAKE A PLAN
2. COMMUNICATE THIS PLAN
3. WAS THIS BEFORE DURING OR AFTER THE EVENT?
4. WHAT'S THE WEATHER?



TO BE OR NOT TO BE AN EMERGENCY



- SOME DISASTERS AND ACCIDENTS ARE OBVIOUS
- SOME ARE CUSTOMER PERCEIVED
- SOME WILL CHANGE THE FUTURE
- SOME ARE A TRUE CRISIS
- EITHER WAY – IT'S SOMEBODY'S DRAMA THAT BECOMES YOURS

TRAINED STAFF?



- They know to secure the site
- They have been trained in safety and preservation of life
- They know to take pictures
- Do they know how to say N-O?
- They know they need to communicate with management

EMERGENCY RESPONSE PLANS MUST INCLUDE THE FOLLOWING:

- **What**
- **Where**
- **When**
- **How**
- **Why**

Different Times Requires Different Responses:
Before, During or After the Event
Morning, Noon or Night?

THE PLAN WILL INVOLVE:

- MANPOWER
- TIMING
- RENTAL REPLACEMENT
- TOOLS, EQUIPMENT, PARTS, TRUCKS
- SUPPORT - FIRST RESPONDERS,
ENVIRONMENTAL CLEAN UP, OTHER RENTAL
COMPANYS

WHO NEEDS TO BE INVOLVED?

- CODE ENFORCEMENT
- EMERGENCY PERSONEL
- INSURANCE ADJUSTER
- PROPERTY OWNER
- EVENT PLANNER
- MORE IMPORTANTLY – WHO DO *NOT* WANT INVOLVED?

BE PROFESSIONAL!

- LOOK THE PART
- ACT THE PART
- MANAGE THE PART

ASSURING ALL PARTIES THAT YOU ARE IN
CONTROL OF THE SITUATION

P.P.E – ARE YOU PREPARED?



PREPARDNESS INCLUDES:

- PHONE NUMBERS & CONTACTS
- CAMERA'S
- MOBILE PHONE
- CREDIT CARD
- PAPER AND PENCIL FOR NOTES AND DIAGRAMS
- TOOLS & EQUIPMENT: LADDERS, SAWS, PIPE CUTTERS, CHAIN SAWS, FORKLIFTS, LIGHT TOWERS AND THE LIST GOES ON

THIS IS NOT A DRILL



- **YOU NEED TO BE PREPARED
WITH A PLAN**

SALVAGE

SORT - SAVE - RECYCLE

- WHAT GETS SAVED, JUNKED, RECYCLED, SCRAPPED?
- THE CREW NEEDS TO KNOW THE PLAN - WHAT TO SAVE AND WHAT TO TOSS
- NO POINT IN DOING IT TWICE

INSURANCE

- I am not an insurance salesman or insurance professional
- Please consult your insurance specialist for clarification and guidance.
- We all need insurance and in some case are required to have insurance
- Don't wait for a claim to find out how good your insurance coverage is

INSURANCE

- Know Your Contractual Obligations?
- Do You Know Your Liability Limits?
- Do You Have Inland Marine Coverage?
- Does It Cover Off Premise?
- Do You Have an Umbrella?
- Do You Know Who to Call to File a Claim?
- Who knows your Policy #?
- Does Your Staff Know the Procedures to follow?

INSURANCE

- In The Event of A Loss – Insurance Claim or Not - What Should you do?
- Take Lots of Pictures
- Take More Pictures
- Take a statement from Installers
- Take a statement from witnesses
- Note the weather at time of the accident
- Make a list of damaged and totaled items



INSURANCE

- Additional Insured – Good thing or a bad thing?
- Did you add your customer or venue to the additional insured portion of your policy?
- Some disasters are categorized as an act of God – If this is the case you may not be liable for any damage; however if you additionally insured the customer or venue NOW you may be contractually obligated to pay!
- Read your policy – then read it again!

IN CASE OF A LAWSUIT

Did you know:

- Your Insurance Company Will Defend You
- The cost of litigation for defending you is NOT deducted from your policy limit
- You may want to bring in your own council if the lawsuit exceeds your policy limit

IN REVIEW

- DID YOU DO AN INVESTIGATION?
- WHAT DID YOU LEARN?
- WAS THE TENT INSTALLED CORRECTLY?
- WAS THE QUALITY OF THE EQUIPMENT USED QUESTIONABLE?
- COULD THIS HAVE BEEN PREVENTED?
- DID YOUR PLAN WORK?