

PASSPORT



Property Loss Recovery Manual

Blackbook Edition 2017.2



is a leading infrastructure support services company providing property restoration and recovery, construction, roofing, consulting, workforce staffing, temporary housing and culinary services to public and private entities throughout the United States and internationally, in support of disaster events, large development projects and for complex work environments.

COTTONUITY *noun* \cot-ton-u-i-ty\: the harmonious and seamless process realized through utilization of Cotton's turnkey solutions that promotes efficiency, transparency, cost savings and consistent quality throughout each phase of your complex project.

our mission

Provide the highest quality service, delivering exceptional value and exceeding expectations

Act with honesty, integrity and loyalty

Provide a professional work environment that encourages training, teamwork and communication

Anticipate tomorrow's opportunities by creative and innovative thinking to benefit our customers worldwide.

cotton companies



GLOBAL DISASTER SOLUTIONS



LOGISTICS



CULINARY

The Art of Catering

ONETEAM

WORKFORCE STAFFING



INTERNATIONAL

table of contents

| | |
|-----------------------------------|-------|
| Disaster Restoration..... | 4-5 |
| Construction..... | 6-7 |
| Roofing..... | 8-9 |
| Logistics..... | 10-11 |
| Culinary..... | 12-13 |
| Complete Business Continuity..... | 14-17 |
| Industries We Serve..... | 18 |
| What To Do: Chemical Spill..... | 19 |
| What To Do: Earthquake..... | 20 |
| What To Do: Fire..... | 21 |
| What To Do: Flood..... | 22 |
| What To Do: Hurricane..... | 23 |
| What To Do: Landslide..... | 24 |
| What To Do: Tornado..... | 25 |
| What To Do: Winter Storm..... | 26 |
| Disaster Planning 101..... | 27-30 |
| Emergency Item List..... | 31 |
| Helpful Websites..... | 32 |
| Notes..... | 33-34 |

Disaster preparedness, response and recovery should be tailored to the unique and individual needs of an organization. The Passport Blackbook is intended for basic guidance & informational purposes only.

disaster restoration

Getting a business or organization back up and running after a high-impact weather event or other catastrophe can be challenging, stressful and costly.

When disaster strikes, Cotton clients are assured of expert attention to protect assets, assess and restore damaged property, and determine a critical path for recovery that will minimize interruption to daily operations and the associated revenue loss.

cotton is committed to

24/7 readiness to respond to any disaster and begin implementation of recovery measures in a strategically effective way.

Surpassing client expectations on every project

Employing state-of-the-art equipment and innovative techniques

Continually updating the skills of the company's highly experienced, trained and certified professionals

Working closely with clients, their insurance companies and adjusting firms.

Maintaining jobsite safety at all times

Remaining in compliance with all federal, state and local regulations



construction

When construction work is required as a result of a disaster, maintenance repair, property renovation or other issue, it pays to have Cotton by your side. As a full-service general contractor specializing in property loss, Cotton can take care of all your construction needs.

using cotton's comprehensive turn-key services from the get-go allows

A seamless transition from mitigation and recovery operations to repair and rebuild

Faster project completion and reinstatement of business operations

Less stress for the client, due to working with a single contractor

From clean-up and demolition to construction, remodeling, plumbing, electrical installation and final build out, Cotton can service all your property needs with minimum operational downtime and disruption.

Whether a single unit or a multiphase rebuild, Cotton will tailor its solutions to meet the specific needs of each project. Cotton is committed to providing the highest-quality workmanship at a competitive price and to completing every project on budget and on schedule.



Cotton roofing

Whether the result of fire, severe weather, age or defect, it is vital that the integrity of roof structures is restored quickly to minimize the likelihood of further property damage.

As a full-service roofing contractor, Cotton Roofing inspectors are available 24/7, year-round, through our offices across the U.S., to assess needs and recommend solutions. Repairs can then be made or a new roof installed as required.

the advantages of using cotton roofing include

Clients are relieved of the burden of liaising with other parties involved in the project;

Our experience working with all major insurance companies helps speed up the claims process;

Our knowledge of roofing systems means we can help clients select the roof most suited to their needs.

Cotton Roofing is an approved installer and service provider for all major roofing systems and clients receive the benefits associated with manufacturers' warranties.



logistics

When local or global disasters occur, the emergency management and other core services provided by Cotton's disaster restoration, construction, roofing and consulting divisions are essential. Often, however, the scale of these catastrophes necessitates additional measures and the integration of multiple service lines. To satisfy the demand for comprehensive and appropriate recovery measures to deal with complex crises, Cotton Logistics can develop and implement packages customized to handle incidents of all types. Packages can include, among others, the installation of temporary facilities, mitigation of environmental incidents, debris management, marine services, support services for oil and gas operations and other non-traditional services.

Whether the task involves a remote geographic region, extreme climate, stringent timeline or other unique problem set, Cotton Logistics pairs subject matter expertise with innovation and flexibility to provide the best possible solution that satisfies each client's specific requirements. Cotton Logistics has the ability to mobilize resources and assets both on the domestic and international front and can work with all participating agencies and authoritative parties to ensure that proper protocols, documentation and chains of command are strictly adhered to.

While capable of conducting a quick assessment and mobilizing resources to an event on short notice, we understand that proactively developing a site specific strategy mitigates loss and gets people back to work faster. We encourage our clients to take measures to safeguard against accidents and have protocols in place for when the unexpected occurs. Restoring business operations more efficiently through planning and predetermined procedures minimizes downtime and can have significant impact on the overall recovery.



Cotton culinary



Cotton Culinary understands the complex demands of disaster situations and knows that an interruption in business means loss of revenue for our clients. With two decades and counting of background in the disaster recovery industry, the Cotton brand of companies has been instrumental in providing emergency facilities and food support services in the midst of hurricanes, environmental mishaps and other natural and manmade incidents.

When critical infrastructure and resources aren't available, Cotton Culinary can support any size operation with temporary and mobile assets including self-contained kitchen trucks, climate-controlled tent structures, and an impressive fleet of vehicles and equipment custom designed for rugged environments. Utilizing this combination of mobile assets, Cotton Culinary has the unique capability of serving hot, freshly prepared meals to support crews working on-location or supplement the food services to an organization when their dining facilities are compromised.

In the aftermath of a disaster, special precautions must be taken to protect the life, health and safety of all individuals participating in the response. Cotton Culinary personnel are trained and hold various certifications pertaining to safety and food handling. All local, state, federal and maritime regulations are strictly adhered to and personnel maintain proper personal protective equipment at all times while on the jobsite. Working in conjunction with other Cotton divisions to develop contingencies for a wide variety of events such as hurricanes, spills, or turnarounds, Cotton Culinary can tailor an emergency response plan specific to our client's business and property.



complete business cottonuity

restoration services

24-hour emergency service

Rapid response and mobilization

Water damage restoration

Fire damage restoration

Mold remediation

Catastrophe and risk management

Structure cleaning

Deodorizing

Dehumidification

Desiccant/refrigerant drying

Anti-microbial product application

Cleaning and decontamination of HVAC systems

Wet document and vital records recovery and restoration
including freeze drying services

Removal and disposal of wet materials

Daily monitoring and recording of moisture levels

Content cleaning, manipulation and inventory

Pack-out, moving and storage

Emergency power

Electronics and data recovery

Anti-microbial product application

Cleaning and decontamination of HVAC systems



complete business cottonuity

construction services

- Pre-construction consulting
- Project management
- General construction
- Emergency board-up
- Interior build-outs
- Exterior building envelopes
- Selective demolition and heavy demolition
- Capital improvements
- ADA compliance
- Code compliance
- Lump sum projects
- Cost-plus projects
- T&M projects

debris management and marine services

- Emergency road clearance
- Land clearance
- Hauling and demolition
- Construction site clean-up
- Roll-off dumpster service
- Marine remediation
- Dredging services
- Sonar mapping
- Barge transportation
- Industrial diving



complete business *cottonuity*

roofing services

- New roof installation
- Roofing system replacement
- Disaster assessment
- Temporary roofs
- Repairs and maintenance
- Leak investigation
- Warranty and annual inspections

consulting services

- Preferred Client Program
- Disaster and crisis plan development
- Site improvement assessments
- ADA and code compliant assessments
- Training, drills and tabletop exercises
- Management, oversight and direction of clients and/or vendors
- Clerk services, estimating and loss evaluation
- Project review

environmental response services

- Licensed mold remediation
- Licensed asbestos abatement
- Oil spill response and support
- Spill containment barriers
- Inflatable property protection barriers
- Project site dewatering and loss evaluation



complete business cottonuity

emergency management/ logistical support services

Temporary/portable buildings, tent structures and trailers for lodging, dining, sanitation, office, medical, classroom, laboratory, laundry and recreation space

Mobile kitchen and food preparation self-contained trailers for hot and cold meals

Water - potable, waste storage and disposal

Equipment rental - office furniture, bunk beds, medical, recreational

Camp/command - permitting, title searches, engineer analysis, office site topography, environmental evaluations

Temporary power generation

Satellite communication

Fuel supply, delivery and storage

Site safety plans, safety officers. HazWoper/OSHA
HazMat/Confined space training and certification

Site security - armed/unarmed, guard posts, security fencing

Logistics - procurement and distribution of goods, supplies and consumables

Camp management - In processing, tracking, training, laundry, logistics, houskeeping

Site built - decontamination chambers, guard housing, ADA requirements





Cotton Logistics

industries we serve

aviation & transportation

multi family

commercial office

oil & gas

education

parks & recreational

financial

resort & hospitality

government

restaurant

healthcare

retail

industrial

sporting venues

manufacturing

supply chain

marine & coastal

worship centers



what to do

chemical spill

before

- Make sure individuals handling chemicals are trained in the proper use, storage and disposal of them.
- Plan ahead by consulting with a disaster recovery company regarding business continuance and recovery of property.
- Purchase Protective Equipment (PPE) and breathing apparatus for use by those working most closely with chemicals.

during

- In the event of large spill in the area and told to shelter in place, go indoors, turn off HVAC system and seal all windows and doors.
- Listen to emergency broadcast stations for instructions.

after

- Evacuate immediate area as quickly as possible and assemble occupants at a safe distance.
- Engage a full-service disaster recovery firm to assess the damage, develop a scope of work, liaise with insurers and carry out necessary services.
www.cottoncompanies.com
- Inform emergency services that there has been a potentially hazardous chemical spill.



what to do

earthquake

before

- Learn about your area's seismic building standards before beginning new construction.
- Bolt and brace large furniture, water heaters, gas appliances and heavy equipment to wall studs or floors.
- Know where and how to shut off utilities.

during

- Take shelter under furniture or other sound structure away from windows until earthquake ceases.

after

- Expect and prepare for aftershocks, landslides or a tsunami.
- Do not re-enter building until a professional has inspected damage and confirmed it is safe to do so.
- Carefully evacuate after shaking has stopped, avoiding hazardous obstacles and power sources; use stairs rather than elevators.
- Engage a full-service disaster recovery firm to assess the damage, develop a scope of work, liaise with insurers and carry out necessary services. www.cottoncompanies.com
- Extinguish small fires as these are common after an earthquake.
- Shut off utilities.



what to do fire

before

- Check existing fire-fighting equipment and notification systems to ensure they are functioning properly.
- Carry out regular fire drills.
- Post building diagrams in common areas and make sure exits are clearly marked.
- Ask local fire departments to inspect commercial buildings.
- Keep important documents and valuables in a fireproof cabinet.
- Plan ahead by consulting with a disaster recovery company regarding business continuance and recovery of property.

during

- Evacuate immediately to designated safe area. Do not re-enter the building.
- Stay out of affected buildings until release is given by the fire department.
- Call 911

after

- Secure affected property to protect salvageable contents
- Engage a full-service disaster recovery firm to assess the damage, develop a scope of work, liaise with insurers and carry out necessary services.
www.cottoncompanies.com





what to do flood

before

- Know the difference between a flash flood watch and warning.
- Move vehicles away from flood zone or to upper levels of parking garages.
- Run elevators to an upper floor and cycle doors shut.
- If there is advance notice of potential flooding, relocate valuable or sensitive material offsite or to a higher elevation.
- Plan ahead by consulting with a disaster recovery company regarding business continuance and recovery of property.

during

- Once evacuated, stay away from affected area until flood waters recede and authorities deem it safe to return.

after

- Report contamination and hazardous spills to authorities.
- Remove all items that have been wet for more than 24 hours to prevent mold growth.
- Engage a full-service disaster recovery firm to assess the damage, develop a scope of work, liaise with insurers and carry out necessary services.
www.cottoncompanies.com



what to do

hurricane

before

- Monitor weather reports closely and follow the orders of local authorities regarding evacuation.
- Store computers, business records and other important items in a safe area on upper levels and away from windows.
- Where possible, place storm shutters on windows and protect doors.
- Plan ahead by consulting with a disaster recovery company regarding business continuance and recovery of property.

during

- If remaining on property take shelter in a secure area with no windows above sea level.
- Listen to emergency broadcast stations for instructions and remain in shelter until storm winds have subsided.

after

- Wait until the all-clear has been given by building management or emergency services before reentering the area or property.
- If necessary, secure the facility to prevent looting.
- Shut off all gas.
- Engage a full-service disaster recovery firm to assess the damage, develop a scope of work, liaise with insurers and carry out necessary services. www.cottoncompanies.com



what to do

landslide

before

- Be alert for signs of earth movement in and around the building, such as cracking, broken pipes and tilting of walls or vegetation.
- Consult a geotechnical expert to assess the likelihood of a landslide and the possibility of installing preventive measures.
- Plan ahead by consulting with a disaster recovery company regarding business continuance and recovery of property.

during

- If there is sufficient time, evacuate personnel from the building. If not, move to the highest part of the building.
- Move away from the path of the slide or debris flow.

after

- Do not re-enter the affected area.
- Watch for flooding and monitor emergency broadcast stations.
- Engage a full-service disaster recovery firm to assess the damage, develop a scope of work, liaise with insurers and carry out necessary services. www.cottoncompanies.com



what to do

tornado

before

- Know the difference between a tornado watch and warning
- Pay close attention to weather advisories and updates.
- Make sure employees are familiar with the signal to head to safe area.
- Plan ahead by consulting with a disaster recovery company regarding business continuance and recovery of property.

during

- Take shelter in a secure area with no windows on a low floor or in a basement.
- Monitor emergency broadcast stations for instructions.

after

- Remain in shelter until given the all-clear.
- Engage a full-service disaster recovery firm to assess the damage, develop a scope of work, liaise with insurers and carry out necessary services. www.cottoncompanies.com
- If a hissing noise or odor of natural or propane gas is detected, leave property immediately and get to safe distance, call fire department using a cellular phone.



what to do

winterstorm

before

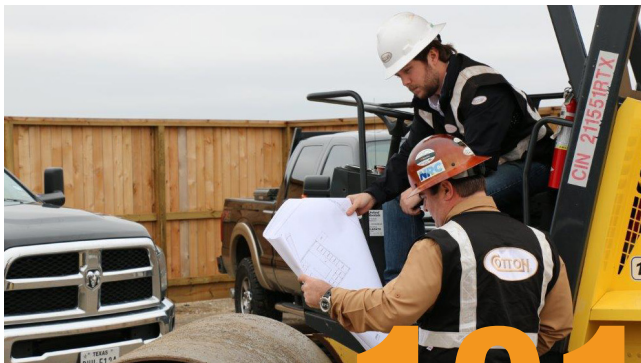
- Monitor weather advisories and follow advice regarding travel.
- Assemble emergency supply kits for any personnel left in the building.
- Shut off water to avoid burst pipes and drain system.
- Maintain heating equipment with repairs and annual inspection.
- Plan ahead by consulting with a disaster recovery company regarding business continuance and recovery of property.
- Unplug non-essential electrical equipment.

during

- Monitor accumulation of snow on roofs as this could jeopardize integrity and cause to collapse.
- Keep personnel off and away from roof lines.

after

- When safe to evaluate, conduct property damage assessment.
- Report power outages and downed electrical lines to supply company.
- Engage a full-service disaster recovery firm to assess the damage, develop a scope of work, liaise with insurers and carry out necessary services. www.cottoncompanies.com



disaster planning

101

Having a comprehensive disaster plan in place is essential for the successful recovery of property following a disaster. Advance planning can minimize business interruption, maximize recovery efforts, and reduce the overall cost or insurance claim.

Identify the risks to property based on

Geographic location, topography and historical data exposure to natural disaster.

Primary building use and contents therein hazardous chemicals, machinery and technology; operations that could cause property to be targeted.

Proximity to airport, industrial plant, utilities and other facilities that pose potential threats.

evaluate needs

Establish evacuation routes, safety procedures and emergency plans to protect life and health before, during and following a disaster.

Develop a building priority list, or coded map in the case of multiple buildings on a property or in a region. This will be key in the event of major or widespread damage.

Assess and determine emergency power and other equipment needs based on square footages and building priority list.

Identify locations on and offsite for a command or emergency operations center, lay-down yard for equipment and recovery assets, and rally point immediately following a disaster.

Evaluate systems in place for back-up of important data. Information should be stored electronically with multiple access.

Have on hand alternative means of communication such as radios and satellite phones.

Inventory and prioritize building contents based on historical data, appraisals, replacement value and availability; necessity and frequency of use - video documentation is a good idea - and make separate arrangements for the salvaging of these items if necessary.

Pinpoint unique building or interior finish-out materials used in construction as they may have extended lead and delivery times.

Stock emergency items needed for shelter-in-place scenarios.

Review your insurance policy's limitations and be sure adequate coverage is in place.

the recovery team

Identify the chain of command and the individuals who have decision-making authority.

Select individuals to be involved in the recovery who are adequately trained and capable of performing outside of their daily responsibilities.

Hire a quality disaster-recovery partner that meets your organization's requirements and has the resources to respond simultaneously to multiple incidents.

Make a master list of approved vendors that perform regular services on property and are familiar with the facilities. Be sure all agreements, insurance certificates and contact information are kept current.

Get to know local leaders and policy-makers - these are the individuals responsible for passing legislation that could impact how your organization recovers.

review and maintenance

Have peers, stakeholders and insurance specialists review the disaster plan to offer advice or suggestions.

Orchestrate training drills to open lines of communication among members of your recovery team and identify any holes in the disaster plan.

Set dates for periodic refreshers to update pertinent property information and educate new team members about the recovery directives.

Perform regular site improvements and facility upgrades to limit property damage.

Participate in community disaster-awareness events - a large-scale incident will involve the joint efforts of multiple jurisdictions and resources.



emergency item list

☐ Battery-powered or handcrank radio

☐ Food - 3 day supply of non-perishable

☐ Can opener

☐ Garbage bags & ties- for personal sanitation

☐ Cell phone & charger

☐ Moist towelettes for sanitation

☐ Duct tape - to seal room

☐ Multi-tool & wrench

☐ Dust or filter masks

☐ Plastic sheeting to seal room

☐ First Aid kit & medications

☐ Water - 3 day supply; one gallon per person per day

☐ Extra batteries

☐ Whistle - to signal for help

☐ Flashlights

helpful websites

Cotton

www.cottoncompanies.com

American Red Cross

www.redcross.org

Center for Disease Control and Prevention

www.cdc.gov

Department Homeland Security

www.dhs.gov

Disaster Preparedness

www.ready.gov

Federal Emergency Management Agency

www.fema.gov

National Oceanic & Atmospheric Administration.

www.noaa.gov

National Weather Service

www.weather.gov

World Health Organization

www.who.int

NOTES



NOTES



24 Hour Call Center (877) 511 2962

www.cottoncompanies.com

NOTES



24 Hour Call Center (877) 511 2962
www.cottoncompanies.com

NOTES





GLOBAL DISASTER SOLUTIONS

www.cottoncompanies.com