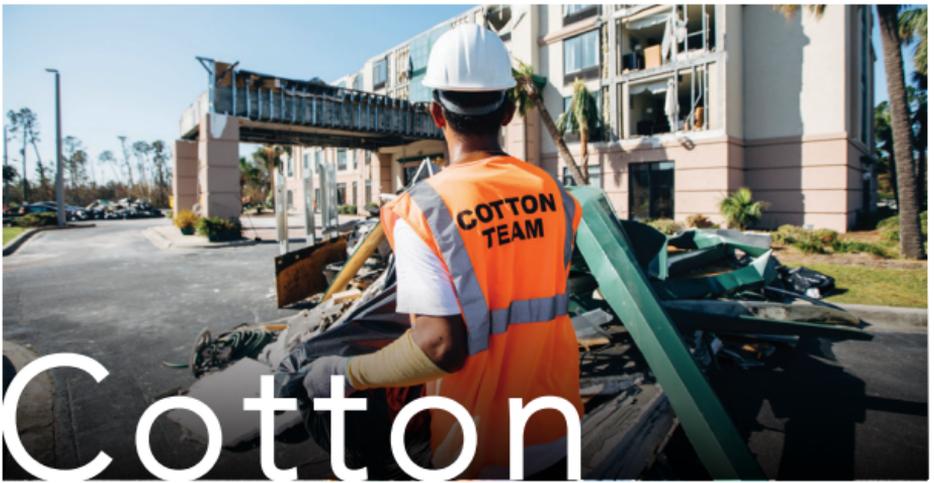


# PASSPORT



## Property Loss Recovery Manual

Blackbook Edition v3.2



is a leading infrastructure support services company serving the United States and international locations. We provide property restoration, construction, roofing, consulting, workforce staffing, temporary housing and culinary services to public and private entities in support of disaster events, large development projects and otherwise 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

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- Provide the highest quality service, deliver exceptional value and exceed expectations
- Act with honesty, integrity and loyalty
- Provide a professional work environment that encourages training, teamwork and communication
- Anticipate tomorrow's opportunities through creative and innovative thinking

# Cotton Companies



GLOBAL DISASTER SOLUTIONS



LOGISTICS



CULINARY

*The Art of Catering*

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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 and informational purposes only.

# DISASTER RESTORATION

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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 beginning 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, and their professional insurance claims partners
- Maintaining job site safety at all times
- Remaining in compliance with all federal, state and local regulations



24 Hour Call Center (877) 511 2962

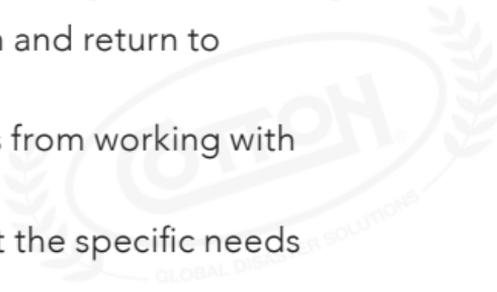
# CONSTRUCTION

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When construction services are required as a result of a disaster, maintenance repair, property renovation or other issue, it pays to have Cotton by your side. We are a full-service general contractor specializing in property loss, committed to providing the highest quality workmanship at a competitive price within budget and on-schedule.

## Using Cotton's Comprehensive Services from the Start Allows

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- A seamless transition from mitigation and recovery operations to repairing and rebuilding
  - Faster project completion and return to business operations
  - Peace of mind that comes from working with a single contractor
  - Solutions tailored to meet the specific needs of each project
- 



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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 through our offices across the U.S. to assess needs and recommend solutions. Repairs can then be made or a new roof installed.

## The Advantages of Using Cotton Roofing Include

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- 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

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



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# Cotton LOGISTICS

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When disasters occur, Cotton's emergency management and other core services are essential. Often, however, the scale of catastrophes requires additional measures and the integration of multiple service lines.

Cotton Logistics can develop and implement services customized to any incident. Services can include temporary facilities installation, environmental incident mitigation, debris management, marine services, support services for oil and gas operations, and other non-traditional services.

Cotton Logistics pairs subject matter expertise with innovation and flexibility to provide the best possible solutions in remote geographic regions, extreme climates, on tight time lines or any other unique challenges.

## Deployable Support Facilities Provided by Cotton Logistics: \_\_\_\_\_

- Mobile command centers
- Modular and fabric structures
- Mobile kitchen units
- Shower and restroom trailers
- Potable water supply





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Cotton Culinary has been instrumental in providing emergency facilities and food support services in the midst of hurricanes, environmental mishaps and other natural and man-made 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. These mobile assets offer Cotton Culinary the unique capability of serving hot, freshly prepared meals to support crews working on-location or to 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 specially 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 job site.



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**Cotton**

# INTERNATIONAL

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Cotton International is a worldwide provider of disaster recovery and logistical support services for government entities, international clients with overseas interests, Fortune Global 500 companies, and Master Service Agreement clients. Cotton International works with all participating agencies and authoritative parties to ensure that proper protocols, documentation and chains of command are strictly adhered to. Our international response team consists of experts from all of our divisions. We specialize in helping communities recover from high-impact weather events, environmental mishaps, terrorist attacks, and other disasters, both natural and man-made.

## Immediate Action

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Cotton International protects clients' assets and restores damaged property as quickly as possible and with limited disruption to business and daily operations. Our around-the-clock response provides expert management, skilled manpower, cutting edge technology, organizational expertise and innovative capabilities required to handle all aspects of a catastrophic event.

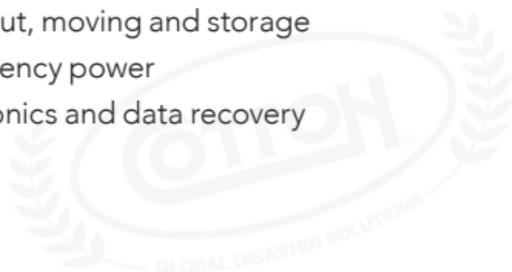


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## Restoration Services

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- 24-hour emergency response
- 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



# WE OFFER

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## Construction Services

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- 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

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- 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

## Roofing Services

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

## Consulting Services

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- Site improvement assessments
- ADA and code compliance 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

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

# WE OFFER

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## Emergency Management / Logistical Support Services

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- 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
- Office equipment rental
- 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
- Procurement and distribution of goods, supplies and consumables
- Camp management
- Site build out



## Cotton Companies

# INDUSTRIES WE SERVE

Aviation & Transportation

Commercial Office

Education

Financial

Government

Healthcare

Industrial

Manufacturing

Marine & Coastal

Multi-family

Oil & Gas

Parks & Recreational

Resort & Hospitality

Restaurant

Retail

Sporting Venues

Supply Chain

Worship Centers



# WHAT TO DO CHEMICAL SPILL

## Before

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- 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 Personal Protective Equipment (PPE) and breathing apparatus for use by those working most closely with different chemicals.

## During

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

## After

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



# WHAT TO DO EARTHQUAKE

## Before

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

## During

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

## After

---

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

# 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

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- 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

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- 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.  
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# WHAT TO DO FLOOD

## Before

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- 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 off-site or to a higher elevation.
- Plan ahead by consulting with a disaster recovery company regarding business continuance and recovery of property.

## During

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

## After

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- 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.  
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# WHAT TO DO HURRICANE

## Before

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- 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

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- 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

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- 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.  
[cottoncompanies.com](http://cottoncompanies.com)



# WHAT TO DO LANDSLIDE

## Before

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- 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

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- 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

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- 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.  
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# WHAT TO DO TORNADO

## Before

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

## During

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

## After

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- Remain in shelter until given the all-clear.
- If a hissing noise or odor of natural or propane gas is detected, leave property immediately and get to safe distance, call 911 using a cellular phone.
- Engage a full-service disaster recovery firm to assess the damage, develop a scope of work, liaise with insurers and carry out necessary services. [cottoncompanies.com](http://cottoncompanies.com)



# WHAT TO DO WINTER STORM

## Before

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- 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.
- Unplug non-essential electrical equipment.
- Plan ahead by consulting with a disaster recovery company regarding business continuance and recovery of property.

## During

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

## After

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- When safe to evaluate, conduct property damage assessment.
- Report power outages and downed electrical lines to utility.
- Engage a full-service disaster recovery firm to assess the damage, develop a scope of work, liaise with insurers and carry out necessary services.  
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Having a comprehensive disaster plan in place is essential for the successful recovery of property following a disaster. Advance planning can minimize business interruption, speed up recovery efforts, and reduce the overall cost or insurance claim.

## Identify the Risks to Property Based on

- Geographic location, topography and history of natural disasters.
- Primary building use and its contents: hazardous chemicals, machinery and technology, sensitive operations.
- Proximity to airport, industrial plant, utilities and other facilities that pose potential threats.

## Evaluate Needs

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- 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 off site for a command or emergency operations center, lay-down yard for equipment and recovery assets, and safe meeting spot immediately following a disaster.
- Evaluate systems in place for back-up of important data. Information should be stored electronically with multiple access points.
- 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; and necessity and frequency of use. 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

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- 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 the 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

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- 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

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Battery-powered or hand-crank 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

Extra batteries

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

First Aid kit and medications

Whistle - to signal for help

Flashlights

# HELPFUL WEBSITES

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Cotton

[www.cottoncompanies.com](http://www.cottoncompanies.com)

American Red Cross

[www.redcross.org](http://www.redcross.org)

Center for Disease Control and Prevention

[www.cdc.gov](http://www.cdc.gov)

Department Homeland Security

[www.dhs.gov](http://www.dhs.gov)

Disaster Preparedness

[www.ready.gov](http://www.ready.gov)

Federal Emergency Management Agency

[www.fema.gov](http://www.fema.gov)

National Oceanic & Atmospheric Administration

[www.noaa.gov](http://www.noaa.gov)

National Weather Service

[www.weather.gov](http://www.weather.gov)

World Health Organization

[www.who.int](http://www.who.int)

# NOTES



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