Named Storm Readiness Guide:
Key Questions Every Risk Manager Should Ask This Hurricane Season

1. **Are we prepared to account for the safety and well-being of our employees following a hurricane?**

   A comprehensive employee accountability process should enable the organization to:

   - Rapidly account for employees and contractors following an incident.
   - Confirm personnel status, location and immediate needs.
   - Identify individuals requiring emergency assistance or support.
   - Document injuries, missing personnel and other critical safety concerns.

2. **Do we have a crisis communications plan that can be activated immediately?**

   An effective communications strategy should:

   - Establish a centralized communication channel for employees and key stakeholders.
   - Communicate facility status, reporting expectations and safety guidance.
   - Provide timely and consistent updates to leadership and the workforce.
   - Designate authorized spokespersons and define approval protocols for external communications.

3. **Have we identified who is responsible for damage assessment and property protection?**

   Organizations should be prepared to:

   - Conduct initial damage assessments as soon as conditions are safe.
   - Implement emergency mitigation measures to prevent further loss.
   - Document damages through photographs, videos and written observations.
   - Preserve evidence necessary to support insurance recovery efforts.

4. Is our business continuity and recovery plan current and actionable?

A well-developed plan should help the organization:

- Prioritize the restoration of critical business functions.
- Implement alternate work arrangements or temporary operating locations.
- Establish alternate routes or arrangements for both employees and suppliers in the event of restricted physical access.
- Establish recovery priorities, milestones and timelines.
- Monitor operational impacts and recovery progress on an ongoing basis.

5. Have we designated a recovery leader and clearly defined recovery governance?

Recovery leadership should be prepared to:

- Establish recovery workstreams and assign accountability.
- Define decision-making authority and escalation procedures.
- Coordinate recurring recovery-status meetings.
- Ensure alignment among operations, finance, risk management and executive leadership.

6. Are we prepared to manage the insurance claim process from day one?

Organizations should maintain and be prepared to provide:

- Back up financial and operational data offsite/in the cloud.
- Updated asset registers and inventory lists.
- Photos/videos of property conditions prior to a storm or other loss event.
- Vendor contracts, invoices and maintenance records.

7. Have we secured external claim and recovery resources before a loss occurs?

Organizations should identify and engage key recovery partners in advance, including:

- Claim preparation consultants.
- Forensic accountants.

- Engineers and technical experts.
- Coverage counsel and other legal advisors.

In addition, organizations should confirm resource availability, deployment expectations, and information-sharing protocols before an event occurs.

8. Have we aligned our recovery strategy with our insurance coverage?

Recovery decisions should be evaluated through the lens of available insurance coverage to help avoid coverage gaps and uninsured losses. Organizations should:

- Review policy coverages, limits, deductibles and waiting periods.
- Identify potential recovery opportunities under property, business interruption, extra expense and related coverages.
- Align recovery activities with policy requirements and documentation standards.
- Develop an overall insurance recovery strategy early in the process.

9. Are our vendors and suppliers prepared to support our recovery efforts?

Organizations should assess:

- The operational readiness of critical vendors and suppliers.
- Availability of contingency vendors and alternate sourcing options.
- Potential supply chain disruptions, bottlenecks or shortages.
- Resource requirements necessary to restore operations.

10. Have we secured restoration resources before demand exceeds capacity?

Following a widespread catastrophe, restoration resources may become scarce. Organizations should:

- Identify primary and secondary restoration contractors in advance.
- Confirm availability of specialty vendors and emergency service providers.
- Establish preliminary scopes of work and recovery expectations.
- Coordinate restoration activities with claim documentation requirements.

11. Do we have a structured internal recovery communications process?

Recovery communications should provide leadership with regular visibility into:

- Employee impacts and workforce availability.
- Operational status and business interruptions.
- Financial impacts and emerging risks.
- Recovery progress and key milestones.
- Insurance claim activity and recovery status.

Organizations should also maintain a centralized repository for recovery documentation and decision-making records.

12. Have we coordinated with finance to sustain operations during the recovery process?

Financial preparedness should include:

- Evaluating cash flow requirements during operational disruptions.
- Identifying available liquidity, credit facilities and contingency funding sources.
- Understanding potential timing gaps between losses and insurance recoveries.

Aligning financial planning with anticipated claim proceeds and recovery timelines.