

EMERGENCY RESPONSE PLAN

COMMAND TEAM & PROVIDER DIRECTORY

Assured Neace Lukens has relationships with each of the companies listed below. Each has resources available to provide valuable assistance that ranges from pre-planning to emergency temporary repairs to completion of repairs. They have a large geographical footprint and have experience in working with residential real estate and in working with insurance carriers in documenting damages.

COMMAND TEAM

Establish the following contact information from the Command Team prior to reporting the incident and requesting assistance:

Description	Contact
First Responder/On Site, Responsible for call to Emergency Services Provider:	<NAME> <POSITION> (XXX) XXX XXXX Office (XXX) XXX XXXX Mobile
General Manager: Primary contact for Emergency Services Provider:	<NAME> <POSITION> (XXX) XXX XXXX Office (XXX) XXX XXXX Mobile
Executive Team: Follow Up and/or Incident Resolution	<NAME> <POSITION> (XXX) XXX XXXX Office (XXX) XXX XXXX Mobile

PROVIDER DIRECTORY

The following information should be available with the first call:

- o Incident Address
- o Time / Date of Incident
- o Nature / Description of Incident
- o Are Power and/or Water accessible?
- o Are normal means of entrance available at this time?
- o Additional property specific concerns and/or service priorities?

	Belfor	Icon Environmental Group	ServPro
Emergency Response Program Name	Red Alert	N/A	Emergency Ready Program (ERP)
Coverage Area	National	Regional	National
Website	www.belfor.com	www.iconenviromental.net	www.SERVPRO.com
National Emergency Hotline	1-800-856.3333	513-396-6653	1-800-SERVPRO (1-800-737-8779)
Contact Information	Michelle Kirda O)330.916.6468 C)330.319.1332 Michelle.kirda@us.belfor.com	Rocky Hensley O) (513) 396-6653 C) (513) 678 5818 rocky@iconenviromental.net	Dave Cook O) 615.451.0600 x1799 C) 615.975.6460 DCook@servpronet.com

The severity of the incident will determine involvement of relief organizations and/or public relations support.

	American Red Cross	Strategic Advisers
Coverage Area	National	Regional / National
Website	www.redcross.org	http://strategicadvisersllc.com
National Emergency Hotline	1-800-856.3333	1-859-360-3185
Contact Information	Cassia D. Patten O) 513-579-3012 cassia.patten@redcross.org	Pat Crowley 1-859-360-3185 pcrowley@strategicadvisersllc.com
Purpose	Relief / Resident Support <ul style="list-style-type: none"> ▪ Temporary Housing ▪ Resident Food/Clothing 	Public Relations <ul style="list-style-type: none"> ▪ Public Response/Statement ▪ Media Contact