

Storm/Hurricane Preparation and Action Plan

September 9, 2024 – Current Status: Level 0

Cyber One Solutions has activated our Storm/Hurricane Preparation and Action Plan as a result from the upcoming Weather Predictions on **Tropical Storm / Potential Hurricane Francine** in the Gulf of Mexico. This plan shall remain in effect until Thursday, September 12, 2024.

According to the National Weather Service, the hurricane and tropical storm season begins May 15 in the Pacific region, and June 1 in the Atlantic region of the United States. It runs through the end of November, and during this season there is potential for significant wind, water and flood damage, with the most destructive storms occurring in August and September.

Emergency Supplies

- Three Days’ supply of Drinking Water and Nonperishable Food.
- Medical Supplies / First-Aid Kits.
- Two-Way radios or Cell Phones (with rechargeable battery options).
- Emergency Lighting; flashlights and spare batteries.
- Portable pumps and hose.
- Lumber, Plywood and Nails.
- Hand and Power Tools.
- Plastic Covers and Tarpaulins.
- Whistles to Signal the direct attention during and after the hurricane.
- Blankets and Extra Clothing
- All Employee, Vendor and Client information collected and backed up at an off-site location.
- Maintain copies of vital records off site; including business and customer records, utility plans, etc.

Emergency Contacts

Fire Department	Police Department
Insurance Agent / Broker	Building Owner
HVAC Contractor	Electrician
Plumber	Other

Information Technology Provider

Cyber One Solutions, LLC.
1110 E NASA PKWY STE 630
Houston, Texas 77058

(281) 672-8035 Main Number
(281) 672-8036 Fax Number
(866) 998-7691 Toll Free Number

Pre-Hurricane PreparationSecure Supplies and Information:

- Maintain a current list of telephone numbers and contacts for emergency action team members, emergency management (civil defense), local police and fire departments, medical facilities, utilities, contractors, vendors, insurance agent/broker, building owner, HVAC contractor, electrician, plumber, etc.
- Contact local authorities to plan and coordinate activities before the need for emergency action. That way you will both be better prepared.
- Designate a person to monitor weather conditions and keep the action plan leader up to date on weather conditions before, during, and after the storm.
- Arrange backup communications, such as two-way radios or cellular phones.
- Arrange an Off-Site emergency communications control center, such as a hotel meeting room just outside of the hurricane area, in case it becomes too dangerous to remain on-site.
- Review your business continuity plan and update as needed, including employee contact information.
- Remind employees of key elements of your business continuity plan, including post-event communications procedures and work/payroll procedures. Make sure all employees have a paper copy of the plan.
- Ensure that post-event communications procedures discuss how employees will be notified when to return to work. (Local radio or TV station public service announcement, telephone call, employee intranet, etc.)
- Inspect all fire protection and life safety equipment.
- Provide diesel or gasoline-driven emergency generator on site with a full tank of fuel and reserve fuel on hand.
- Determine which company records are vital and make plans to protect/relocate them.
- Identify vulnerable and/or critical equipment and processes. Provide instructions for safely shutting down processes, data processing equipment, etc. Consider disconnecting and relocating critical equipment to higher elevations.
- Identify key equipment and stock that will need to be protected with tarpaulins or waterproof covers.
- Identify a hot site (an off-site data processing location for immediate business resumption) or a cold site (an off-site location ready for setup of your own data processing equipment). Also, consider an off-site business recovery facility where you can resume general business operations.
- Identify actions to take in the event of live electrical wires, leaking gas, flammable liquids, corrosive/toxic materials, and damage to foundations or underground piping.
- Evaluate the interdependency of your facilities and develop a contingency plan.
- Maintain ongoing agreements with contractors for supplies and repairs needed after a hurricane. When possible, use contractors who are outside potential hurricane areas, as local contractors may also have storm damage or local authorities may be given a higher priority.
- Maintain emergency supplies throughout the hurricane season. (Drinking water, nonperishable food, medical supplies, flashlights, batteries, walkie-talkies, portable pumps, hose, emergency lighting, lumber, plywood, nails, hand and power tools, plastic covers and tarpaulins, etc.)
- Maintain straps and other means of hand to brace/anchor yard storage, signs, cranes, and roof-mounted equipment.
- Inspect and repair roof flashings, coverings, drains, gutters, and edge strips. Remove debris and unrestrained materials from roofs.
- Inspect and maintain signs, stacks and tower supports, guy wires, and anchor points.
- Repair or replace loose or worn door and window latches, hardware and seals.
- Provide pre-fitted hurricane shutters where applicable.
- Prepare for hurricane-related flooding with sandbags and an ample supply of brooms, mops, squeegees and other absorbents to help remove water.

- Trim or remove any large trees that could fall and damage buildings or impede fire protection or electrical power and communication lines, etc.
- Arrange for Site Security for after the hurricane.
- Prepare space for inside storage of dumpsters, yard equipment and yard stock.
- Establish priority/backup personnel or rotation personnel for critical operations and/or processes. Employees may also have personal emergencies and may or may not be available to return to work promptly.

Impending Hurricane Preparation

Inspection and Fortification of Facility:

- Monitor and map the hurricane to keep current on the storm's progress.
- Shut down operations that depend on outside power sources in an orderly manner, following established procedures if applicable.
- Ensure emergency supplies and equipment are on hand and ready.
- De-Energize and cover computers, machinery, and stock with tarpaulins and waterproof covers.
- Relocate water-sensitive equipment and materials to safe areas away from exterior doors and windows and off the floor.
- Shut down gas-fired equipment and shut off main gas valves.
- Isolate or remove any chemicals that can react violently with each other.
- Check and clear floor drains.
- Verify that fire protection equipment is in service.
- Notify key customers, suppliers and partners of office/facility closing and contingency plans.
- Make decisions on when to excuse employees so they have sufficient time to prepare their homes and families.
- Customize messages for business' website, telephone recording, employee intranet, etc.

Procedures during a Hurricane

Immediate Actions:

- Emergency personnel should stay at the facility only if it's safe to do so. Notify local authorities if personnel are staying onsite.
- Keep names and phone numbers of your electrician, HVAC contractor, plumber, fire department, and building owner easily accessible.
- In an emergency situation, comply with all directions provided by local authorities. Keep your first-aid kit available at all times.

Post Hurricane Procedures

Immediate Actions:

- The devastation a hurricane leaves in its wake depends on the location, population density, and hurricane size. In the immediate aftermath of a hurricane, it's important to quickly and calmly assess the situation.
- Do not move seriously injured individuals.
- Provide search and rescue personnel with last known location of any missing individual(s).
- Stay away from power lines, buildings, and any other object that may not be stable.
- Secure the site and provide watch service if necessary.
- Visually check for open bus bars, conductors, and exposed insulators before re-engineering electrical systems.

Recovery Actions:

- Look for safety hazards such as live electrical wires, leaking gas, flammable liquids, corrosive/toxic materials, and damage to foundations or underground piping.
- Repair automatic sprinkler protection and/or water supplies to get protection back in service as soon as possible
- Restore fire protection systems if necessary.
- Contact key personnel and notify contractors to start repairs where necessary.
- Notify key customers, suppliers, and partners of office/facility reopening and any necessary property or operational changes resulting from storm damage.
- Debrief on the successes and shortcomings of your emergency plan, compile a log of actions to be taken, and incorporate improvements.

Hurricane Information

What to Expect:

The Saffir-Simpson Hurricane Scale is a measurement scale of hurricane wind and ocean surge intensity ranging from 1 to 5. Category 1 is a weak hurricane and Category 5 is the most intense.

Category 1 Hurricane: Very dangerous winds will produce some damage. Well-constructed frame homes could have damage to roof, shingles, vinyl siding, and gutters. Large branches of trees will snap, and shallowly rooted trees may be toppled. Extensive damage to power lines and poles likely will result in power outages that could last a few to several days.

Category 2 Hurricane: Extremely dangerous winds will cause extensive damage. Well-constructed frame homes could sustain major roof and siding damage. Many shallowly rooted trees will be snapped or uprooted and block numerous roads. Near-total power loss is expected with outages that could last from several days to weeks.

Category 3 Hurricane: Devastating damage is expected. Well-built framed homes may incur major damage or removal of roof decking and gable ends. Many trees will be snapped or uprooted, blocking numerous roads. Electricity and water may be unavailable several days or weeks after the storm passes.

Category 4 Hurricane: Catastrophic damage is expected. Well-built framed homes can sustain severe damage with loss of most the roof structure and/or some exterior walls. Most trees will be snapped or uprooted, and power poles downed. Fallen trees and power poles will isolate residential areas. Power outages may last weeks to possibly months. Most of the area may be uninhabitable for weeks or months.

Category 5 Hurricane: Extreme Catastrophic damage is expected. A high percentage of framed homes will be destroyed, with possible total roof failure and wall collapse. Fallen trees and power poles will isolate residential areas. Power outages may last weeks to possibly months. Most of the area may be uninhabitable for weeks or months.

Category	Wind Speeds	Pressures	Storm Surge
1 – Light	75-95 mph	>28.3 in	4-5 ft
2 – Moderate	96-110 mph	27.91-28/49 in	6-8 ft
3 - Extensive	111-129 mph	27.17-27.9 in	9-12 ft
4 – Extreme	130-156 mph	<27.17 in	13-18 ft

Updates from Cyber One Solutions will be posted on our Emergency Operations Website: <https://cyberonesol.com/eoc> and an audible message will be played via our Auto Attendant by calling the Main Number **(866)-998-7691**.

On-Call Emergency Staff Members

Please call in the order listed below:

Employee Name	Title	Emergency Number	Email
Support Desk	Technical Contact	(281) 672-8035 [Support]	support@cyberonesol.com
Holly Hayman	Controller	(832) 917-5555 [Direct]	hhayman@cyberonesol.com
Gerri Carrico	Office Manager	(281) 940-0593 [Direct]	gcarrico@cyberonesol.com
Cody Carrico	VP & COO	(832) 917-0351 [Direct]	ccarrico@cyberonesol.com
Brian Carrico	President & CEO	(832) 917-0350 [Direct]	bcarrico@cyberonesol.com

Cyber One Solutions Action Plan

Cyber One Solutions will conduct business operations based on the Levels below:

Level	Criteria	Action Plan
0	Attention	Tropical Storm or Hurricane has been forecast for the surrounding area and the action plan for Cyber One Solutions has been activated.
1	Category 1	Office closes at noon the day before expected landfall, with all employees working remote. Operations should run seamless. Corporate Office will be shut down, all electronics unplugged, and everything on the ground level will be moved to desktops if applicable.
2	Category 2-3	Office closes 1 day before expected landfall, if applicable. All employees will work remote as availability allows. Operations are expected to flow with limited delay. Corporate Office will be shut down, all electronics unplugged, and everything on the ground level will be moved to desktops if applicable.
3	Category 4-5	Office closes 3 days before expected landfall, if applicable. All employees will work remote as availability allows. Operations are expected to be delayed significantly. Corporate Office will be shut down, all electronics unplugged, and everything on the ground level will be moved to desktops if applicable.

Post Hurricane availability will resume as soon as safely possible. Cyber One Solutions phone systems failover to our redundant data centers, so our numbers should work without interruption. All critical and sensitive information is stored in our Secure Data Vault that is encrypted and synced with our redundant data centers as well.