



Employee
Support Program

What Responsibility Should Public Entities Have to Support Employees in Disaster Situations?



SYNERGY NDSSM
Recover. Restore. Rebuild.

(Next Slide)



Your organization and geographical area have been affected by a disaster.

The people who you count on the most are facing extraordinary challenges.

Resuming operations is critical to your ongoing success.

Your most valuable asset is threatened!

(Next Slide)

Home Registration™ saves Time and Money for both Employee & Employer!

- Program support's Employee's recovery needs while keeping them at work.
- Industry Consultants, Insurance Adjusters and Specialty Contractors are brought to them – rather than having to take time off from work & go at it alone.
- Employer's can take confidence in knowing that personnel will be focused on Company's needs.
- Employees are your greatest asset...program is a cost-effective resource to support recovery!
- Program Application provides critical data for Public Assistance planning & response.



Home Registration: Recovery Assist



J.SMITH Entergy - Jackson



1234 Main Street, Memphis, TN 63303

State Farm Insurance Policy# 37891787-00

Coverage: RCV Deductible: \$1000.00

Policy Period: Jan 26, 2007 to Jan 26, 2008

SPECIFICATIONS

Style: 2-Story Brick SQ. FT: 2400 Year: 1985

Roof: 3-Tab Shingles

Siding: Heartland

Special: Hardwood Floors throughout main level.. China collection in DR.

Insurance Policy
(Download File Attachment)

OTHER INFORMATION

Pets: German Shepherd



Program helps ease domestic concerns, allowing Employees to focus on Company's critical needs!

- Voluntary Program for Employee
- Web-Based Registration & Application
- Policy & Property Photo Documentation Upload
- Pre-Negotiated Recovery Services &/or Residential Grouping (Bid Solicitation & Procurement)
- Damage Assessment Assistance
- Insurance Claim Review @ pre designated location (within 48hrs of incident)

"The news must go on. It was a great asset for our employees to be part of the Property Registration Program. Rather than missing work and having to go at it alone, they had a valuable resource."

*Denise Ivey
Editor in Chief,
Gannett Publishing*

Home Registration: *Area Wide Losses*



Within 48hrs of an incident affecting your Geographical Area and Employees, ***Recovery Assist*** is activated:

- Onsite and/or Portable Reception Center is staffed for reporting and processing multiple losses.
- Temporary Power, Climate Controlled Housing & Communications provided in order to support program and enrolled employees.
- 24-hr Recovery Orientation conducted for affected Employees during the first 3-days or as otherwise directed by Employer.
- Additional resources &/or public assistance* will be made available.
 - *Temporary Housing Options*
 - *Meal Programs*
 - *Emergency Fueling*
 - *Onsite ATM*

*public assistance services offered under different terms & conditions.



Home Registration: *Individual Loss*



Within 2hrs of a reported singular incident affecting your personal property, **Recovery Assist** is activated:

- Independent Claim Specialist assigned to your loss to provide free consultation and claim filing direction.
- Emergency Stabilization Services offered by our National Vendor Network at discounted group membership rate to be billed directly to your Insurance Provider.
- National Restoration Vendor Program to provide damage assessment & repair estimates.
- Temporary Housing solutions to be billed directly to your Insurance Provider.
- Independent Claim Representation & Insurance Dispute Resolution provided at discounted membership terms and conditions.





THE POWER OF MANY!

Navigating through the initial Insurance Protocol can be overwhelming...

Recovery Assist helps by leveraging your Group's participation.

- Respective Insurance Carriers contacted & claim filing process initiated immediately.
- Initial Claim Filing Assistance by onsite Independent Insurance Specialists
- Representation of majority Insurance Carrier stakeholders onsite in most cases to meet with affected policyholders within 72hrs of reported claim.

PROTECTING FMIT MEMBER EMPLOYEES FROM FRAUD & UNJUST PRICING!



ServiceMASTER
RESTORATION SERVICES
Clean



SERVPRO®
Fire & Water - Cleanup & Restoration™



WIND FIRE WATER
DKI®
MEMBER COMPANY

Our local & national Restoration Contractor Network guarantees replicable services recognized by the Insurance Industry.

- Specialty Contractors on-hand to schedule & provide damage assessment and repair estimates.
- Estimates & Scope of Work to be submitted to Insurance Adjuster for review and claim authorization.
- Bid Packets to be assembled to further leverage Group Program Pricing Discount.
- Follow-up and Contractor Procurement support.

Home Registration: Web-based Application (Client Example)



STEP #1: Employee logs onto secure application and provides personal information.

Personal Information	
First Name:	<input type="text" value="Mike"/>
Last Name:	<input type="text" value="Matheny"/>
Email:	<input type="text" value="mmatheny@entergy.com"/>
Address:	<input type="text" value="64 Prince William Dr"/>
City:	<input type="text" value="Saint Charles"/>
State:	<input type="text" value="MO"/>
Zip:	<input type="text" value="63304"/>
Phone:	<input type="text" value="636.477.0080"/>
Cell Phone:	<input type="text" value="314.580.6050"/>

[Next >](#)

Change Password Information	
Change Password :	<input type="text"/>
Confirm Password :	<input type="text"/>
Change it..	



Home Registration: Web-based Application



Property Information

What is the age of your home?	1-5 years
How old is your roof?	Less than 1 year
Home Square Footage:	4000 square feet
Exterior Type:	Brick
Number of Stories:	2
Hurricane Shutters:	<input type="radio"/> Yes <input checked="" type="radio"/> No
Hardwood Floors:	<input checked="" type="radio"/> Yes <input type="radio"/> No
Within 2 miles of body of water:	<input type="radio"/> Yes <input checked="" type="radio"/> No How far? 1 mile
Backup Power / Generator	<input checked="" type="radio"/> Yes <input type="radio"/> No
Basement / Storm Shelter	<input checked="" type="radio"/> Yes <input type="radio"/> No
Do you have a family emergency plan?	<input checked="" type="radio"/> Yes <input type="radio"/> No
How many days will your supply of food, water and medication last if you are unable to purchase more?	less than 1 week
Would you evacuate your property pending an area warning or order:	Yes
Select your evacuation destination if you were to evacuate your area:	Other
Please enter the number of pets in your household:	Dogs: 0 Cats: 0 Other: 0
	In the event of an evacuation, do you have carriers for your pets? <input type="radio"/> Yes <input checked="" type="radio"/> No

STEP #2: Employee answers property info and scenario based questions for Incident Modeling Application

Incident Modeling Application allows program administrator to model potential exposure and produce reports/statistics relevant to employee awareness, preparedness and ability to withstand an incident.

- Questions are addressable based on Company needs and intended usage.
- Data provides Company with important info to review as part of Business Continuity & Recovery Plans.
- Information can be a valuable statistic to help support Public Assistance & Insurance Programs.

Home Registration: Web-based Application



STEP #3: Employee completes Insurance Information on property

Insurance Information	
Insurance Provider:	All State <input type="button" value="v"/>
Policy Number:	MO456JK145TUP1009
Renewal Date:	3/1/2008
City:	Saint Charles
State:	MO <input type="button" value="v"/>
Insurance Agent Name:	Dave Nicholson
Agent Phone Number:	636.476.0030
<input type="button" value=" < Back"/> <input type="button" value=" Next >"/>	
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Insurance Information is not required but critical to establishing Data to secure and leverage Insurance Participation in program.

- Common Insurance Carriers are identified and contacted with regard to program and participation.
- Insurance Agents are notified of program and encouraged to participate.
- Enrollment may access Group Property Premium Discounts through participating Insurance Brokers.

Home Registration: Web-based Application



Upload Property Photo (Upto 5 images)	
Photo Type :	Exterior Front <input type="button" value="v"/>
Select your image :	<input type="text"/> <input type="button" value="Browse..."/>
<input type="button" value=" < Back"/> <input type="button" value=" Upload One more"/> <input type="button" value=" Finish"/>	

STEP #4: Employee uploads up to Five exterior photos of property.

Property photo documentation is optional but will prove beneficial to Employee in regard to overall loss documentation and recovery.

- Photos help to document and substantiate property and conditions prior to loss.
- Photos identify structure and building components for initial damage assessment and response services.

Property Photos



MARIS

Exterior Front

[Delete](#)



MARIS

Home Registration: Web-based Application



Reporting Function Example:



Administrative Search: Scenario Based

Example of Incident Modeling Application & Selected Report

- within 1-2 miles of a body of water?
- backup power capabilities?
- have an emergency plan?
- would evacuate?
- Select All as their insurance provider.
- without proper evacuation locations?
- From this division only Select All

Report selected identifies registered employees who would evacuate in the event of approaching storm.

[Show Result](#) [View Map](#)

First name	Last Name	Address	City	State	Zip	Email	View Details
Tony	Smith	150 West Capitol	Jackson	MS	39201	tscott@entergy.com	View
Joe	Sample	100 West Capitol	Jackson	MS	39201	joe@sample.com	View
Mike	Matheny	64 Prince William Dr	Saint Charles	MO	63304	mmatheny@entergy.com	View

Home Registration: Web-based Application



Reporting Function Example:



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◆ *Geo-Targeting option allows multiple mapping functions to pinpoint employee property location or employee evacuation site.*

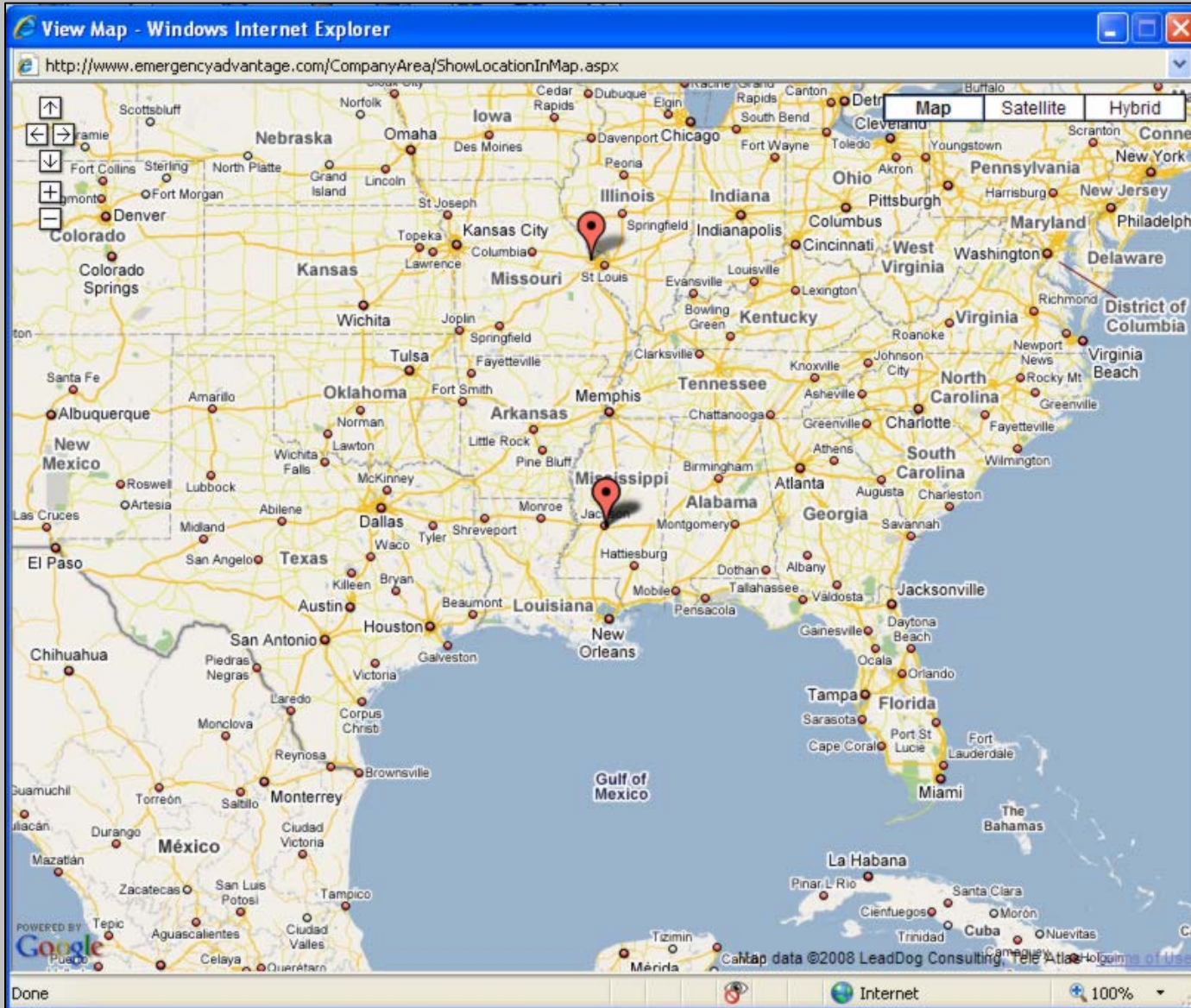
[View Map](#)

First name	Last Name	Address	City	State	Zip	Email	View Details
Tony	Smith	150 West Capitol	Jackson	MS	39201	tscott@entergy.com	View
Joe	Sample	100 West Capitol	Jackson	MS	39201	joe@sample.com	View
Mike	Matheny	64 Prince William Dr	Saint Charles	MO	63304	mmatheny@entergy.com	View

Home Registration: Web-based Application



GeoTargeting/Mapping Example:



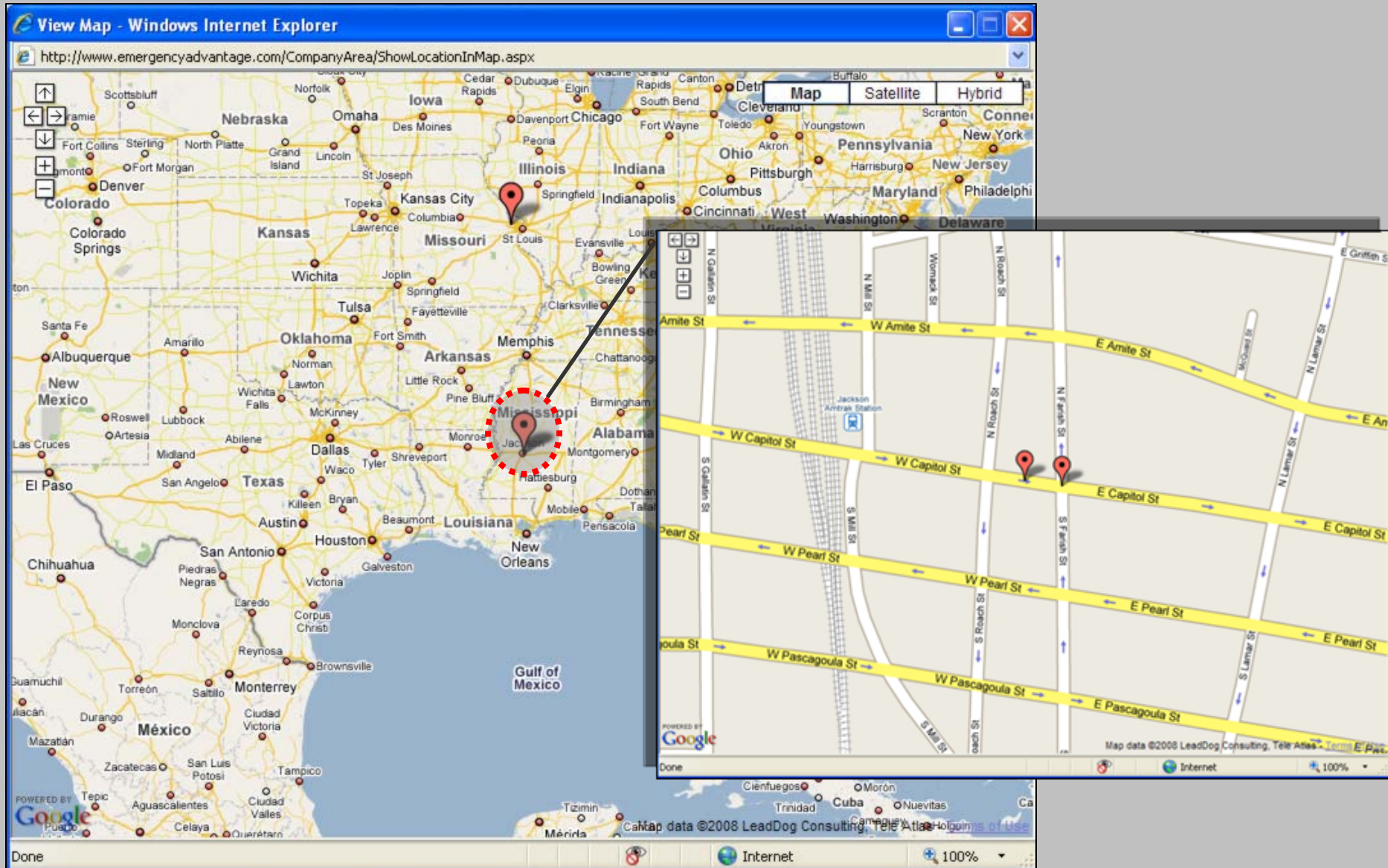
Registered employees' properties are identified on map.

Mapping Function allows for prompt identification and grouping of employees' property for planning and response programs.

Home Registration: Web-based Application



GeoTargeting/Mapping Example:



The image displays a screenshot of a web browser window showing a map application. The browser's address bar contains the URL: <http://www.emergencyadvantage.com/CompanyArea/ShowLocationInMap.aspx>. The main map area shows a wide view of the United States, with a red pin marking a location in Mississippi. A red dashed circle highlights this location, and a black arrow points from it to a larger, zoomed-in map view on the right. The zoomed-in map shows a street grid with yellow highlighted streets: W Amite St, W Capitol St, W Pearl St, and W Pascagoula St. Two red pins are placed on the grid, one on W Capitol St and one on W Pearl St. The browser window includes standard navigation buttons (back, forward, home, stop) and a status bar at the bottom showing 'Done', 'Internet', and '100%' zoom level. The map data is attributed to ©2008 LeadDog Consulting.



Employee Support Program

Home Registration™ saves Time and Money for both Employee & Employer!



*When time matters.
When resources are needed.
When people count!*



Voluntary Enrollment

\$49-\$79

** Per employee depending upon volume enrolled*

Annual Membership

- Program Enrollment & Onsite Orientation
- Online membership to **Emergency Advantage**
- 24hr Customer Service Claim Center Hotline
- National Vendor Network recognized by the Insurance Industry
- Online *Mr. Fix-It* Resource & Blog Group
- Annual Onsite Membership Meeting