

CROWLEY®

Emergency Preparedness Guide



Safety Starts at Home

Hurricane season starts June 1 and concludes November 30. We know preparedness is key in our workplaces, but just as important, preparedness is crucial at home.

When we prepare and practice for emergencies, it makes a significant difference in our ability to take immediate and informed actions to maintain the safety and security of ourselves and the people around us. Preparation enables us to recover quickly and lessen the impacts of the event.

When disasters strike, governments play a vital role in response and recovery efforts. Following the orders and advice of public safety agencies is critical to your safety and the safety of first responders. But it is everybody's responsibility to be prepared for a disaster.

Crowley has created this home emergency preparedness guide to provide you with tips and resources for when emergencies occur.

This guide provides information on how to distinguish between hazardous weather “watches” and “warnings” issued by government agencies, and how to determine wind risks. It includes a list of the necessary items in a disaster kit, such as water and first aid supplies, and gives tips on preparing your home before the storm and for evacuation plans and other responsibilities, such as caring for pets. In addition, this guide explains what steps to take to recover after a disaster strikes.

Safety is our No. 1 core value. That commitment must start at home by planning, preparing, and taking appropriate action to avoid and properly respond to emergencies. As we have seen with hurricanes and other disasters, it is crucial to understand the potential hazards where each of us live.

Be safe – and be prepared during hurricane season and beyond.

Thank you,



Ketra Anderson, Vice President
Safety, Sustainability and Resilience

CROWLEY®



We cannot stop natural disasters but
we can arm ourselves with knowledge.





Contents

Emergency Preparedness at Home

| | |
|--|--------------|
| Know the Difference: Watch vs. Warning..... | 1 |
| Definitions of Watch and Warning | |
| Cold Weather | |
| Warm Weather | |
| Put Together a Disaster Kit | 3 |
| Disaster Kit Checklist | |
| Develop a Disaster Plan | 4 |
| Home Plan | |
| Pet Plan | |
| Work Plan | |
| Evacuations | |
| Emergency Notifications | |
| Storm Monitoring & Actions | 6 - 8 |
| Before Storm Actions | |
| Home Preparations | |
| Gasoline Storage and Generators | |
| During Storm Actions | |
| After Storm Actions | |
| Mosquito Control | |
| Distress in the Aftermath of Disasters | |
| Tips for Handling Post-Traumatic Stress After a Disaster | |
| For Children | |
| Emergency Contacts | 9 |
| Emergency Organizations | |
| My Phone Numbers | |
| Community Involvement | 10 |
| Community Emergency Response Teams (CERT) | |

Know the Difference: Watch vs. Warning

- A **WATCH** means that conditions are favorable for bad weather. When a watch is issued, be alert and monitor weather reports for details.
- A **WARNING** means that bad weather is approaching. When a warning is issued, seek appropriate shelter for the specified hazard.

Tropical Storm Watch: Tropical storm conditions are possible, usually within 48 hours

Tropical Storm Warning: Tropical storm conditions are expected, usually within 36 hours

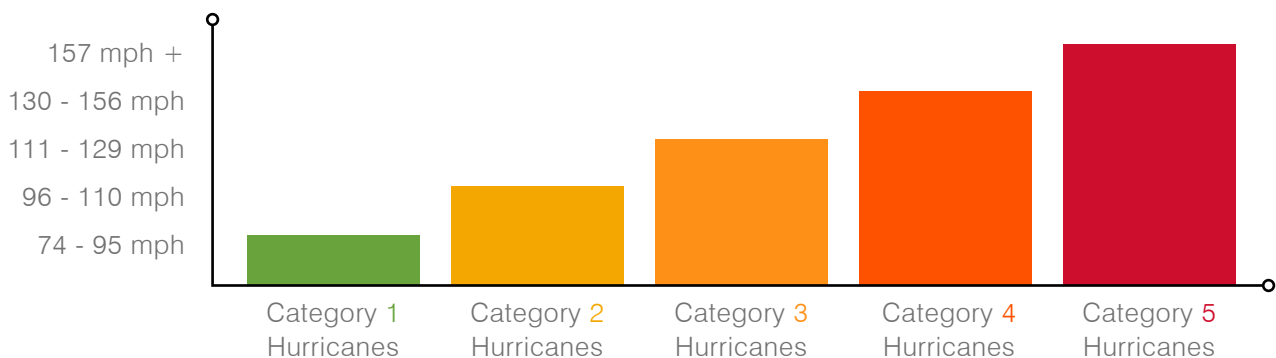
Hurricane Watch: Hurricane conditions are possible, usually within 48 hours

Hurricane Warning: Hurricane conditions are expected, usually within 36 hours

Tropical Storms: Sustained winds reach 39 to 73 mph

Hurricanes: Sustained winds reach 74 mph or higher

Saffir-Simpson Hurricane Wind Scale



Cold Weather

Freeze Warning: Issued when temperatures fall to 32°F/0°C or lower for at least 2 hours

Hard Freeze Warning: Issued when temperatures fall to 27°F/-3°C or lower for at least 2 hours

Wind Chill Advisory: Issued when wind is 10 mph or greater for at least 4 hours and the wind chill is between 6-20°F/-14 to -7°C

Warm Weather

Heat Advisory: Issued when the heat index is expected to be between 108-112°F/42-44°C

Excessive Heat Warning: Issued when the heat index is expected to be 113°F/44.5°C or greater

Wildfires: Common and most probable during dry months with high heat

Protect your home from wildfires

- Create a 30-foot defensible space
- Mow grass regularly
- Prune tree limbs to 10-15 feet high
- Clear out gutters



Luck favors the prepared.



Put Together a Disaster Kit

Disaster Kit Checklist

- Water – 1 gallon of water per person, per day, for at least 3 to 7 days for drinking, food preparation, and sanitation
- Food – at least a 3 to 7-day supply of nonperishable food
- Nonelectric can opener
- Prescription medications – a 2-week supply
- Hand sanitizer
- First aid kit
- Flashlight and extra batteries – hand cranked flashlight/radio/phone charger combinations are also recommended
- Personal hygiene items
- Fully charged cell phone(s), charger, battery bank(s)
- Extra set of car and house keys
- Extra pair of glasses or contacts
- Contact list of key contacts (family members, neighbors, coworkers, physicians, etc.)
- Cash
- Blanket, extra clothing, sturdy shoes
- Important documents in a waterproof container or bag
 - Insurance policies – health, home, auto, flood, life, etc.
 - Medical records
 - Bank account numbers
 - Social Security cards, wills, power of attorney, birth certificates, passports, etc.
 - Current utility bill to prove residence should your area be secured due to damage
- Baby items (if applicable)
 - Infant formula or appropriate baby food
 - Diapers, clothes, baby wipes, medicine, diaper rash ointment, etc.
- Books, magazines, cards, board games, puzzles or any other activities for children

Remember:

Keep items in an easy-to-carry bag or portable container. Always re-evaluate your kit and update accordingly. Keep a smaller kit in your vehicle for on-the-road emergencies. Bring your disaster kit to the shelter if you evacuate.

Develop a Disaster Plan

Home Plan

- Consider that family members may be away from home, at work, traveling, or in school
- Determine an evacuation route and a backup route in case of traffic
- Create a family communication plan with an emergency contact list
- Determine actions to follow if separated
- Register those household members with special needs and special evacuation assistance with your county, city or town
- Have updated and adequate health insurance information

Pet Plan

- Create a pet disaster kit with medications, medical records, leashes, food, water, bowls, cat litter, pet bed, pet carrier, ID collar, and toys
- Have list of pet-friendly shelters and vets who can shelter animals during an emergency
- FEMA has provided tips to help care for pets in a disaster: www.fema.gov/helping-pets

Work Plan

- Communicate your home plan to your friends/family
- Provide emergency contact numbers
- Discuss actions to follow pre-, during, and post-disaster

Evacuations

- Check your local and state emergency evacuation procedures. Many have online resources available
- **Always** follow evacuation orders
- Emergency management agencies recommend staying with family members or friends in a non-evacuation area
- Evacuation shelters should only be considered as a last resort
- Keep a list of potential shelters in your area, and remember, shelters can change from year to year

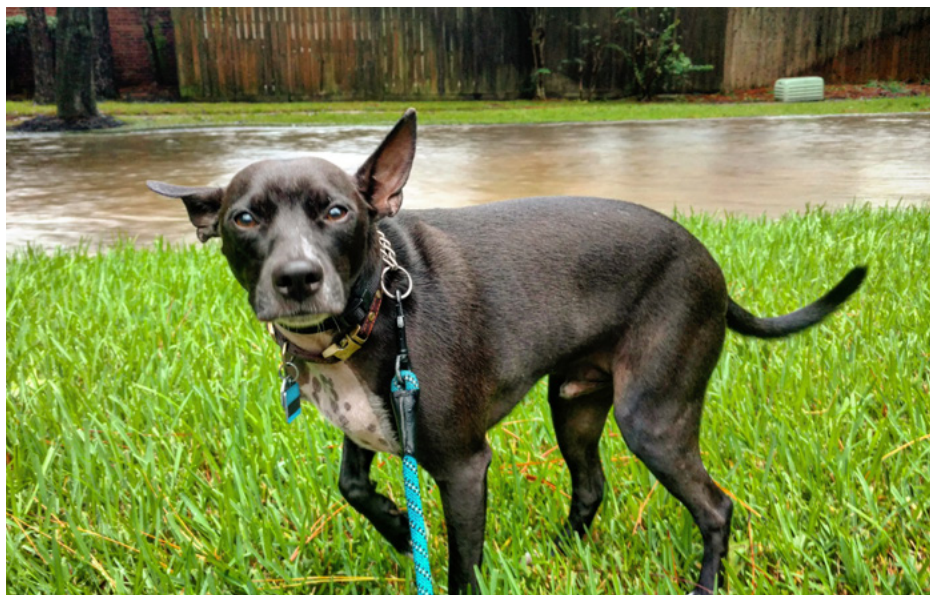
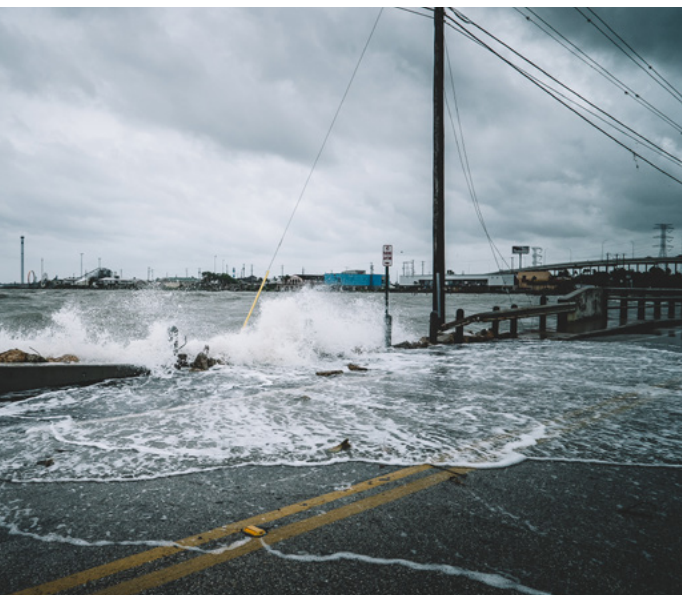
Emergency Notifications

Wireless Emergency Alert (WEA) messages are sent by authorized government agencies, including the National Weather Service (NWS), to alert citizens of specific hazards through their mobile services. Check your wireless phone settings to ensure that emergency notifications are turned ON.

Check with your county, city, or town for specific alerts and sign up to receive them to your mobile device.



Remember, when disaster strikes,
the time to prepare has passed.



Storm Monitoring and Actions

Always monitor weather forecasts and watch/warnings for your area. It is important to do this year round and not just during tropical storm and hurricane season.

Before Storm Actions

- Ensure that your disaster plan and disaster kit are ready
- Have cash on hand for after storm needs
- Fuel and service vehicles
- Secure important documents
- Refill medications
- Turn off propane tanks
- Secure insurance and ensure premiums are paid
- Photo and video belongings and property

Home Preparations

- Protect areas where wind can enter
- Windows and doors should be secured with approved storm shutters, or boarded up with 5/8-inch plywood or stronger
- Tape does not prevent windows from breaking and is not encouraged
- Protect electronics with surge protectors and waterproof coverings
- Properly prune trees and shrubs prior to a storm to reduce debris generated by high winds, and increase the likelihood that trees will survive a storm
- Store lawn furniture (or securely tie down) and other loose items such as garbage cans, garden equipment, grills, etc.
- Fill a bathtub and other large containers with water for bathing, flushing toilets and cleaning - but do not drink this water

Gasoline Storage and Generators

- Store fuel in approved containers, holding 5 gallons or less, in a cool, dry, ventilated, and secured area
- Keep fuel away from appliances and out of the reach of children
- Generators must ONLY be operated outside of inhabited structures in a well-ventilated area away from windows, doors, vents, or other openings
 - They **should not** be operated on balconies of any multi-unit structure
 - **Do not** create a backfeed situation to power the electric panel - have licensed electrician set up connections

Storm Monitoring and Actions

During Storm Actions

- Monitor weather reports and updates/instructions from public safety officials
- Stay indoors, preferably in a room with no windows
- Always have your disaster kit with you, even to move from room to room or evacuate to another location or shelter
- If flooding threatens your home, turn off electricity at the main breaker
- Use flashlights, not candles or kerosene lamps, as your light source
- If you lose power, turn off all major appliances
- Do not bathe or shower during the storm
- Do not go outside during the eye of the storm; the calm is brief before hurricane-force winds return, carrying debris
- Keep animals in their carriers or crate
- Monitor announcements by government agencies for proper use or restrictions related to potable water

After Storm Actions

Many disaster-related injuries occur in the aftermath of a storm. Below are some ways to remain safe after such an event.

- Remain inside until local authorities say it is safe to go outside
- If you must go outside, watch for fallen objects and downed electrical wires; report downed power lines to your utility company
- Inspect your home for damage, assuring that it is safe to remain there
- Check for gas leaks, if applicable
- Contact your insurance agency and provide pictures of damage and records of repairs and cleaning costs
- Stay out of areas with extensive storm damage
- Obey all curfew and emergency orders
- Do not operate charcoal or propane grills or camping stoves indoors
- Place debris piles on the right-of-way and away from fences, mailboxes, drains, power lines, and low-hanging wires
- Do not place debris in vacant lots or in front of commercial properties, nurseries, or farmland
- Discard any refrigerated food you suspect is spoiled
- Discard any food that has come in contact with flood waters
- Do not drive or walk through standing water, as it may be much deeper than you realize and may hold a hidden hazard

Storm Monitoring and Actions

Mosquito Control

Rainy, wet, and warm conditions that often follow a storm can result in an increase in mosquitoes. To reduce breeding, check and empty standing water in flower pots, children's toys, pool toys, untreated swimming pools, uncovered boats and watercraft, as well as trash cans and lids.

- Repair screening on windows, doors, porches, and patios
- Avoid being outdoors at dusk and dawn when mosquitoes are more likely to bite
- Dress in light, long, and loose clothing that covers the skin
- Use insect repellents containing DEET (diethyltoluamide—the most common active ingredient in these products)

Distress In the Aftermath of Disasters

It is common for disaster survivors to experience symptoms of post-traumatic stress, depression, and anxiety after a disaster. This affects the entire household including children. These symptoms could be nightmares or flashbacks to the disaster. When caring for children, avoid reminders of the event and do not appear over-worried about events in general. Children may also display trouble with school-related activities and may be more sedentary. Such symptoms typically do not last long and it is recommended to always seek medical advice when dealing with disaster distress.

Tips for Handling Post-Traumatic Stress After a Disaster

- Remind yourself that stress reactions after disasters are common
- Use problem-solving techniques:
 - Decide what are your most important issues to tackle
 - Get the information and resources you need to effectively deal with the situation
 - Break problems down into small steps so you are not overwhelmed
 - Ask for help from friends, family members, or counselor to help you brainstorm
 - Stay on track with your plan for dealing with the situation
- Spend time with or help others
- If you are grieving, find a way to honor the losses
- Take a time out if you are feeling angry

For Children

- Help your child/children feel safe – let them know they are safe and that they are your main concern
- Be honest with your child:
 - Children are aware of events, so prior to answering questions ask what they know
 - Listen to their feelings and concerns and be honest about your own fears and worries
 - Encourage your child to ask questions at any time
- Be aware of your child's feelings
- Stick to routines
- Allow and expect your child to go back to behaviors he/she may have given up

Emergency Contacts

Public Support/Agency Phone Numbers

| | |
|--|----------------|
| Emergencies | 911 |
| Federal Emergency Management Agency (FEMA) | 1-800-621-3362 |
| Red Cross | 1-800-733-2767 |
| | |
| | |

My Utilities/Security Phone Numbers

| PROVIDERS | PHONE NUMBER | ACCOUNT NUMBER |
|-----------------------------|--------------|----------------|
| Electric Utility | | |
| Gas Utility | | |
| Water Utility | | |
| Cable/Internet Provider | | |
| Phone Company | | |
| Local Shelters | | |
| Emergency Management Agency | | |
| Local Fire | | |
| Local Law Enforcement | | |
| Insurance Agent | | |

Friends/Family Phone Numbers

| | |
|--|--|
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |

Community Involvement

Community Emergency Response Teams



The Community Emergency Response Team (CERT) Program educates individuals about disaster preparedness and trains and organizes teams of volunteers that can support their communities during disasters. The CERT Program offers training in basic disaster response skills, such as fire safety, light search and rescue, and disaster medical operations. With proper CERT training, you can help protect your family, neighbors, and coworkers if a disaster occurs.

To obtain more information on how you can volunteer with your local CERT teams, please visit:

www.ready.gov/community-emergency-response-team

The website includes ways to locate local CERT programs and allows you to register online.

This Guide has been provided for informational purposes only and should not be used as a substitution for performing your own research, nor as a replacement for the advice provided by your local government. The information contained in this Guide is not and should not be construed as legal, medical, financial, or any other professional advice on any subject matter. You are encouraged to consult with a legal advisor, medical advisor, financial advisor, human resources professional, or other professionals, as appropriate, for more in-depth information about issues specific to your circumstance.

The inclusion of a reference to a third-party or link outside of Crowley's website is not intended as an endorsement of any product, service or advertisement and Crowley does not guarantee the accuracy of content provided by third parties. When you travel to a third-party's website, you are subject to the privacy and security policies of the owners/sponsors of such website. Crowley is not responsible for transmissions you receive from third-party websites.

You should not act or refrain from acting on the basis of any content included in this Guide. Crowley disclaims all liability for actions you take or fail to take based on any content in this Guide. For emergencies call 911 or your local emergency assistance number.

www.crowley.com

Safety, Sustainability and Resilience
Crowley Maritime Corporation