

Hurricane Preparedness Manual

Updated August 2023



Table of Contents

INTRODUCTION	1
Purpose	1
Storm Warnings	1
Hurricane Categories.....	2
PRESTORM PROCEDURES.....	3
Weather Monitoring Procedures	3
Hurricane Command Team	4
Five Stages of Readiness	5
Post Storm Procedures.....	8
Post Storm – Phase 1.....	9
Post Storm – Phase 2.....	10
Post Storm – Phase 3.....	10
Corporate Office – Hurricane Preparedness Plan	11
Definitions	16

INTRODUCTION

Purpose

The purpose of this plan is to “be prepared” as a Company for severe storms that may impact or threaten to impact our areas of operation.

The three primary considerations of the Company concerning any emergency situation are: first, the preservation of life – our employees, their families, citizens and visitors in our area; second, the preservation of property; and third, the restoration of normal business activities. This plan strives to properly address these considerations.

The intent of this plan is to provide general instructions and offer guidelines for addressing a well thought out response to a severe weather threat. Each storm will be different and the response will need to be tailored to fit. This plan provides the overall organization and framework by which the company will respond.

Storm Warnings:

Gale Warning:

A warning of one minute sustained surface winds in the range 39 mph to 54 mph inclusive, either predicted or occurring and not directly associated with tropical cyclones.

High Wind Warning:

A high wind warning is defined as one minute average surface winds of 40 mph or greater lasting for one hour or longer, or winds gusting to 58 mph or greater regardless of duration that are either expected or observed over land.

Storm Warning:

A warning of one minute sustained surface winds of 55 mph or greater, either predicted or occurring, not directly associated with tropical cyclones.

Tropical Storm Watch:

An announcement that tropical storm conditions are possible within 36 hours.

Tropical Storm Warning:

A warning that sustained winds within the range of 39 to 73 mph associated with a tropical cyclone are expected within 24 hours or less.

Hurricane Watch:

An announcement that hurricane conditions are possible within 36 hours.

Hurricane Warning:

A warning that sustained winds 74 mph or higher associated with a hurricane are expected in a specified coastal area in 24 hours or less. A hurricane warning can remain in effect when dangerously high water or a combination of dangerously high water and exceptionally high waves continue, even though winds may be less than hurricane force.

Hurricane Categories:

Saffir-Simpson Scale:

The Saffir-Simpson scale was developed in an effort to estimate the possible damage a hurricane's sustained winds and storm surge could do to a coastal area. The scale is based on actual conditions at some time during the life of the storm. As the hurricane intensifies or weakens, the scale number is reassessed accordingly. The following table shows the scale broken down by winds and potential damage:

Scale Number (Category)	Sustained Winds (MPH)	Damage	Storm Surge
1	74-95	Minimal: Unanchored mobile homes, vegetation and signs.	4-5 feet
2	96-110	Moderate: All mobile homes, roofs, small crafts, flooding.	6-8 feet
3	111-130	Extensive: Small buildings, low-lying roads cut off.	9-12 feet
4	131-155	Extreme: Roofs destroyed, trees down, roads cut off, mobile homes destroyed. Beach homes flooded.	13-18 feet
5	More than 155	Catastrophic: Most buildings destroyed. Vegetation destroyed. Major roads cut off. Homes flooded.	Greater than 18 feet

PRESTORM PROCEDURES

Weather Monitoring Procedures

The following procedures are to be used by the Weather Watch Team when monitoring a severe weather system that may impact FGI Company Operations, staff, and/or assets.

Weather Watch Team (WWT):

- Matt Daly
- Max Morgan
- David Hughes

WWT Alternate: (Alternate to fill in for absent WWT members)

- Brad Crumling, Joe Dipre, Christa Bodensteiner

Procedures:

During Hurricane Season, the WWT will monitor the weather on a regular basis for severe weather systems that have the potential to affect the operational areas of the Company. Specific emphasis will be placed upon storm systems that have been “named” by the National Weather Service.

- Television broadcasts to be monitored: (by TV access, Internet or PC enabled Cisco IPTV viewer)
 - The Weather Channel
 - Local Weather Channels such as WPDE and WMBF
- Websites to be monitored:
 - National Weather Service- www.nws.noaa.gov
 - Weather Underground- www.wunderground.com
 - AccuWeather- www.accuweather.com
 - StormPulse- www.stormpulse.com

When a named storm reaches the 1,000 mile mark (as depicted on the Hurricane Track Map) an email will be dispatched to all managers advising the team a named storm has reached the 1,000 mile mark and the Weather Watch Team is monitoring the situation.

A member of the WWT will be assigned as the primary storm monitor and will be required to review information provided by the various weather sites for dissemination to the Hurricane Contact Group on a regular basis. Information disseminated to the group will include the following:

- Severity of Storm (sustained wind speed)
- Speed of the storm (forward movement)

- Direction the storm is traveling
- Projected landing sites as indicated by the National Weather Service and other weather service model
- Current FGI stages of readiness

As storm progresses, the WWT will be responsible for setting up initial and ongoing meetings with the Hurricane Contact Group and the Company's executive management team for the purpose of:

- Updating the Storm's status
- Discussing changes in the FGI stage of readiness

Timing and frequency of the meetings of the WWT will be determined as the storm develops. Changes in the FGI Stage of Readiness must be authorized by a member of the executive staff.

Property managers will be asked to report to the WWT on a regular basis the status of the actions they have taken to secure and protect staff, guests and assets in response to changes in the FGI Stage of Readiness.

Hurricane Command Team

Purpose:

The purpose for the Hurricane Command Team (HCT) is to have personnel in place to:

- Provide early assessment of key properties.
- Provide a command center to manage and coordinate recovery efforts.
- Prioritize recovery needs and contact preferred vendors to assist with needs.
- Keep accurate accounting of expenditures and commitments.

In all instances safety is our number one priority and at no time will team members be asked or expected to put themselves or another team member in jeopardy. The team will at all times adhere to the governing authority during and after a storm.

Hurricane Command Team (HCT) will be composed of Senior Staff members chosen by the President.

Activation:

The HCT will be activated in accordance with the Weather Monitoring Procedures.

- HCT members will be notified by a member of the WWT.
- HCT members will be requested to report to the staging area (TBD) and will remain at there until the storm has passed.

- Families of HCT members are not to be brought to staging area as this is a staging area for HCT members only. The Company will not accept responsibility for individuals at the staging area who are not members of the HCT.
- HCT members will be required to bring with them the following items:
 - Driver's license and Company identification card.
 - Cell phone, charger, and battery backup (if possible)
 - Clothing and toiletries for extended stay of up to five days.
 - Weather related clothing:
 - Rain slick/waterproof clothing
 - Boots
 - Gloves

Five Stages of Readiness

This plan of preparedness will be enacted when the possibility of a hurricane hitting the Grand Strand becomes apparent. The Weather Watch Team will enact this plan under approval of the executive staff in accordance with the Weather Monitoring Procedures. Enactment of this plan and changes in level of readiness will be communicated to all managers via e-mail.

The following five stages of readiness define a general plan of action. Each property/department should develop a procedure or checklist with the specific, predetermined steps for each Stage of Readiness.

The policy of the Company concerning any emergency situation is: first, the preservation of life – our employees, their families, citizens and visitors in our area; second, the preservation of property; and third, the restoration of normal business activities.

The **FIVE STAGES OF READINESS** are as follows:

Stage Five:

A tropical depression or storm has been identified and given a name by the National Hurricane Center, but the depression or storm is greater than 1,000 miles from the South Carolina Coast.

- **Recommended Action:**
 - **Normal operations continue.**
 - All members of the weather watch team are notified, and Primary Storm Monitor is assigned.
 - The Hurricane Contact Group is apprised of the storm's presence.
 - Review prepared plans and checklist.
 - Check and update all contact lists.

STAGE FOUR:

A tropical depression or storm becomes a hurricane and is within 1,000 miles of the South Carolina Coast. Moving in a straight path to Myrtle Beach at a speed of 10 to 15 miles per hour, a storm could reach the Grand Strand in approximately 2.5 to 4 days (60-100 hours).

Preliminary preparations in anticipation of a hurricane strike commence in this stage of readiness. As the storm progresses in its speed and direction towards the South Carolina coast, preparations are accelerated, but operations continue as normal.

- **Recommended Action:**
 - **Normal operations continue.**
 - Meet with employees to review preparedness plan.
 - Take quick inventory of all FF&E (furniture, fixtures, and equipment). Photograph interior contents. Send inventory report to HR and Regional Manager.
 - Early physical preparations of facilities such as purchasing of materials. For example: plywood, batteries and plastic.
 - Early planning meetings begin to cooperate.
 - Fueling vehicles
 - Departments that can prepare in a couple of days would still be “standing by” at this point.

STAGE THREE:

A hurricane watch is issued for our area and/or the storm is within 500 miles of Myrtle Beach. Moving in a straight path towards Myrtle Beach at a speed of 10-15 miles per hour, a storm could arrive within 30 to 48 hours.

The effort to protect life, property and equipment is intensified. Normal operations are curtailed. At this point, it should be expected that many tourists will be leaving for points inland, even though Myrtle Beach has not been specifically named as the likely landfall area. This is probably the most difficult period in a pre-storm program in that only 30-48 hours will remain for preparation/teardown, yet the likelihood of a major storm event locally is relatively low.

- **Recommended Action:**
 - **Normal operations are suspended.**
 - Hurricane Command Team put on standby. During Stage 3 the HCT should take time to make any personal preparations necessary for the impending storm.
 - Preparations should include the following types of activities: boarding up, covering office equipment, charging batteries, checking generators and begin on protection items taking about two days to complete. We do not want to tear down so far that we adversely impact post-storm business, yet we do not want to get hit with improper preparations.

STAGE TWO:

A **hurricane warning** is issued for a general area wherein the likelihood of the storm striking Myrtle Beach is relatively high and likely to occur within the next 24 hours.

All normal operations cease, and advanced preparations for the storm are completed. All departments and personnel remain in a high state of readiness to react to changing conditions.

By this time, we would expect to get a “big blow” within the next 24 hours, even though the storm may not strike Myrtle Beach. Evacuation centers will have been opened and many residents will have moved west of the Waterway as a precaution. General business activities will be curtailed and it will take several days to return to more or less normal conditions after the storm.

- **Recommended Action:**
 - **Normal operations are suspended**
 - **Hurricane Command Team Activated**
 - Notify Hurricane Contact Group of Hurricane Command Team Responsibilities.
 - Preparations should include the following type of activities: back up all computers, moving vehicles to safe areas, announcing “rally point” and phone numbers, manning of command center and storing cash in all company approved safes. All cash reserves should be recorded.

STAGE ONE:

A **hurricane strike** in Myrtle Beach is imminent. Secure all operations, evacuate as required and stand by to initiate post-storm procedures.

- **Recommended Action:**
 - **Normal operations are suspended.**
 - Hurricane Command Team will be located at strategic locations predetermined based on the storm’s forecast.
 - Final check and lock down of facilities.
 - Post-storm Procedures on standby.

During the Storm:

During the storm HCT members should remain inside and ensure they are in a safe place. The team should monitor the storm using TV stations and websites. In preparation for the passing of the storm Inspection Teams should be reviewed. As soon as the storm has passed and it is safe to start inspections, available staff should begin inspecting properties.

Post Storm Procedures:

There are three phases to the HCT's post storm procedures. The first phase begins immediately after the storm has passed and it's been determined that it is safe to begin inspections. HCT members will begin to inspect various key properties for damage and to provide an initial assessment of the damage if possible. The second phase begins when the county will begin to allow our Hurricane Response Team to reenter the area. At this phase the HCT will shift from an assessment team to a management and coordination team. The third phase will begin when normal operations can resume at the cooperate office. At this phase the HCT will transfer management and coordination back to standard operating procedures.

HCT Command Center Team Responsibilities:

- Monitor storm and assess safety of exiting the staging area
- Assign Field Teams and routes
- Brief Property Managers, executive staff, and others of property assessments and temporary protection measures underway.
- Evaluate initial assessments and assign HCT members to install temporary protection or contact appropriate preferred vendor to assistance with temporary protection. In the event of a major storm, vendors will be overwhelmed with numerous requests for help. Contacting them as early as possible will be essential.
- Coordinate and prioritize requests to vendors.
- Update employee and tenant hot-lines or email listing.
- Keep accurate records of all expenses and commitments to preferred vendors.
- Public Relations with city, county, and the media.

Post Storm – Phase 1

During the first phase, HCT Field Teams will leave the command center to assess key properties. The initial assessments should include photographs of the damage and an evaluation of the temporary protection required.

The Field Teams should be equipped with the following:

- Cell Phone with Camera or a camera
- Proper Identification
- Re-entry letter issued by H.R.
- Copy of your business license may be required.
- Keys for properties
- First aid supplies

The following precautions should be taken by all team members during the assessments:

- Team members should never enter a structure that appears to be unstable.
- Team members should never attempt to drive through an area that is flooded with water or is congested with large amounts of debris. If possible, find an alternative route.
- Team members should never attempt to enter an area where there are downed power lines. Even though the power has most likely been taken out of service, it is unsafe to assume that this is the case.
- In the event an inspection team is approached by a member of a local public service agency (MBPD, MBFD, Horry County Emergency Management, etc) and asked to return to their homes, the inspection team will do so immediately. If you are asked to return to your home, please report it to the HCT as soon as possible.

After the initial assessments, field teams should report back to the HCT Command Center with the assessment reports. One benefit of this early assessment will be the ability to contact and secure appropriate vendors before they are inundated by calls from other property owners. After all key properties have been assessed; HCT field team members may be assigned to install temporary protection or to continue to assess additional properties based upon the command team's assessment of when phase two will begin.

Post Storm – Phase 2

Once the individual property teams begin to return to their properties the HCT will shift from the assessment phase to a management and coordination phase. Even though the severity of the damages and the availability of communications will greatly effect this phase, the general concept will remain the same. All of the property teams will funnel their damage assessments and recovery needs through the HCT. The responsibility of the HCT's is to prioritize the needs and contact the appropriate vendors. The HCT will also coordinate our personnel and may shift people from properties that are not damaged to properties that need immediate assistance. It is the property's team responsibility to be in contact with the HCT, even if this means driving to the command center due to no cell service.

Post Storm – Phase 3

As soon as the corporate office is fully operational the staging area command center will be closed. Meetings should be held to transfer all information gathered by the HCT during phase one and phase two.

- Assessments with photos should be given to Risk Management for insurance claims.
- Expenditures should be given to the Accounting Department.
- Work in progress should be reported to the Regional Managers.

Corporate Office – Hurricane Preparedness Plan

Table of Contents:

Purpose	Page 1
Corporate Office Hurricane Preparedness Team	Page 1
Stage 5 Action Plan	Page 2
Stage 4 Action Plan	Page 4
Stage 3 Action Plan	Page 5
Stage 2 Action Plan	Page 7
Stage 1 Action Plan	Page 8
Employee Hot-line Set-up Procedures	Page 8
Command Center Set-up Plan and Inventory	Page 9
Post Hurricane Procedures	Page 10

Purpose

This plan identifies the actions to be taken at the corporate office building in response to the Stage of Readiness enacted by FGI's Weather Watch Team. The stages listed here correspond with the stages listed in the Hurricane Preparedness Manual for the Company.

Corporate Office Hurricane Preparedness Team

- Department Leaders:
 - Accounting: AJ Milanak
 - Development: DJ Karavan
 - HR: Kim Weaver
 - Golf Operations: Matt Daly
 - Public Relations: Karen Altman
 - Purchasing: Amber Lynch
 - Property Maintenance: Carle Benke
 - Vice President of Agronomy: Max Morgan
 - President: Steve Mays

STAGE FIVE:

A tropical depression or storm has been identified and given a name by the National Hurricane Center, but the depression or storm is greater than 1,000 miles from the South Carolina Coast.

Action Plan:

- 1.1 Department Leaders review the corporate office Hurricane Preparedness Manual; check for completeness.
- 1.2 Department Leaders assign department tasks as required through stage one readiness.
- 1.3 Property Maintenance inventory and confirm adequacy of supplies and materials that will be required to proceed through Stage One Readiness.
- 1.4 HR to review and update the list of the department's full-time employees including addresses and phone numbers.
- 1.5 HR to ensure each full-time employee has a picture identification card or other documentation to identify them as employees to allow access to facility in case of a post-disaster situation.
- 1.6 HR to update Hurricane Contact Group list and redistribute updated information sheet to entire group if any changes have occurred since last distribution.
- 1.7 HR to update Emergency Property Contact list. Provide updated list to Operations and Agronomy for distribution to the Hurricane Contact Group, Department Leader and the Hurricane Command Team.
- 1.8 HR to update Hurricane Response Team Roster. Distribute updated roster to the Hurricane Contact Group, Department Leaders, Hurricane Command Team, Horry County Emergency Management Director and to the City of Myrtle Beach Emergency Management Director.
- 1.9 Agronomy to update the company fuel storage fact sheet. Provided updated list to Human Resources for distribution to the Hurricane Contact Group, Department Leader and the Hurricane Command Team.
- 1.10 Agronomy and Operations to update the Emergency Vendor List. Provide updated list to Human Resources for distribution to the Hurricane Contact Group, Department Leader and the Hurricane Command Team.
- 1.11 Agronomy and Operations to communicate with all Emergency Vendors to assure availability and scheduling for any assistance that may be required throughout the readiness and recovery.
- 1.12 Property Maintenance to complete stage 5 checklist.
- 1.13 Golf Operations update all employee communication plans.
- 1.14 All departments continue normal operations.

STAGE FOUR:

A tropical depression or storm becomes a hurricane and is within 1,000 miles of the South Carolina coast. Moving in a straight path towards Myrtle Beach at a speed of 10 to 15 miles per hour a storm could reach the Grand Strand in approximately 2.7 to 4.1 days (60-100 hours).

Action Plan:

- 4.1 Department Leaders review and confirm that all the necessary Stage Five action steps have been completed.
- 4.2 Department Leaders meet with your department, alerting them to prepare for the event and to go over the Corporate Office- Hurricane Preparedness Plan.
- 4.3 All departments take quick inventory of all Furniture, Fixtures & Equipment. Photograph interior contents. Send inventory report to Risk Management.
- 4.4 All departments should procure for the necessary supplies and materials required to protect and “storm proof” their department’s water and weather sensitive property and equipment.
- 4.5 All departments continue normal operations.

STAGE THREE:

A hurricane watch is issued for our area and/or the storm has reached within 500 miles of Myrtle Beach. Moving in a straight path towards the beach at a speed of 10 to 15 miles per hour a storm could be arriving within 30 to 48 hours.

Action Plan:

- 3.1 All Department Leaders review and confirm that all necessary Stage Four action steps have been completed.
- 3.2 Curtail normal operations.
- 3.3 All departments prepare a schedule allowing for the rotation of employees to attend the securing of personal property and family home.
- 3.4 All departments protect the contents of the office areas from “through the roof” water damage by:
 - Raising all possible materials and paper up and off the floor by six inches or more.
 - Unplug all electrical equipment and wrap in plastic.
 - Remove all equipment, supplies, working papers, etc. from on top of desks, where possible.
 - Cover furniture and file cabinets with sheets of plastic. Secure coverings with masking tape.

- Check all storage rooms. Remove material from floor and placed on shelving.
- 3.5 Accounting Department is responsible for Server Back Up and coordination with IT Support.
- 3.6 If necessary - IT setup communications and computers at staging area(s).
- 3.7 HCT to work with Facilities to designate strategic staging area(s).
- 3.8 Human Resources to verify the required documentation for re-entry for after the storm.
- 3.9 Senior Management communicate with city, county, and state officials, as needed.
- 3.10 Golf Operations finalize Employee Hot-lines or email lists.

STAGE TWO:

A **hurricane warning** is issued for a general area wherein the likelihood of the storm striking Myrtle Beach is moderate to high and likely to occur within the next 24 hours.

Action Plan:

- 2.1 Department Leaders review and confirm that all Stage Three action steps have been completed.
- 2.2 Stop all normal operations.
- 2.3 Department Leaders ensure all employees have had an opportunity to secure personal property and family at home.
- 2.4 Department Leaders recheck entire office(s) to ensure all electrical equipment is disconnected from power sources and weather sensitive equipment, materials, and supplies are up off the floor and wrapped and covered in plastic.
- 2.5 All departments place all miscellaneous money, checks, gift cards, etc in a secure waterproof location such as a safe or locking file cabinet.
- 2.6 Operations to verify and deposit excess cash resources in bank. Verify with Accounting cash reserves on hand.
- 2.7 All staff will report to their Department Leader for reassignment to other tasks or dismissal from property.
- 2.8 Golf Operations communicate Employee hot-lines and email/phone communication plan.
- 2.9 HCT will confirm manning of the staging area(s).

STAGE ONE:

A **hurricane strike** in Myrtle Beach is imminent. Secure all operations, evacuate as required and stand by to initiate post-storm procedures.

Action Plan:

- 1.1 Department Leaders review and confirm that all Stage Two action steps have been completed.
- 1.2 Activate Hurricane Command Center.
- 1.3 Managers advise HCT when your department has been evacuated.

Employee Phone and Voicemail Set-up Procedures

Employee Phone and Voicemail

The employee are to call the main number for the golf course their phone is located. Once the greeting comes on, press the pound (#) key and enter your for digit extension. This will prompt you to enter your voicemail password and then you will be in your mailbox. Here you will be able to change the message, check the message, etc.

Post Hurricane Procedures:

- A. Follow Hurricane Command Team (HCT) protocol.
- B. Hurricane Response Team coordinates with HCT and document damage with photographs and prepare a written report as soon as possible.
- C. All employees should communicate to their managers for further instruction.
- D. When corporate office re-opens document, report and coordinate insurance claim filings with the appropriate damage assessment form (for insurance agencies, carriers and adjusters) through the FGI Human Resources Department.
- E. Department Heads coordinate the restoration of normal business activity.

Definitions:

Hurricane:

A tropical cyclone in which the maximum sustained surface wind (using the U.S. one minute average) is 74 mph or more.

Hurricane Season:

The portion of the year having a relatively high incidence of hurricanes. The hurricane season in the Atlantic, Caribbean, and Gulf of Mexico runs from June 1 to November 30.

Storm Surge:

An abnormal rise in sea level accompanying a hurricane or other intense storm, and whose height is the difference between the observed level of the sea surface and the level that would have occurred in the absence of the cyclone. Storm surge is usually estimated by subtracting the normal or astronomically high tide from the observed storm tide.

Tropical Depression:

A subtropical cyclone in which the maximum sustained surface wind speed (using the U.S. one minute average) is 38 mph or less.

Tropical Storm:

A tropical cyclone in which the maximum sustained surface wind speed (using the U.S. one minute average) ranges from 39 mph to 73 mph.

Hurricane Command Team (HCT):

The team of personnel that will stay at the company designated facility(s) to provide early assessment of properties and management of the recovery efforts.

Hurricane Response Team (HRT):

A list of personnel given to the city and county for early access back into the area. This list includes the HCT, HTC alternates, property managers, maintenance managers, and others with direct responsibilities after a storm.