

HURRICANE CONTINGENCY PLAN 2011  
BRISTOW ACADEMY INC  
Titusville



**PURPOSE**

To formulate a complete mobilization plan for activation upon advanced warning of a hurricane. The Bristow Academy Incorporated Hurricane Contingency Plan (HCP) is designed to protect staff and visitor safety and health. Bristow Academy Incorporated will prioritize tasks to be performed utilizing available resources and personnel in order to protect personnel, visitors, property and assets.

The plan is designed to establish self sufficiency in the 72 hours after the storm strikes and assist in resuming normal operations as quickly as possible.

**DEFINITIONS**

**HURRICANE:** Tropical storm in which winds reach constant speeds of 74 miles per hour or more with dangerous high tides, waves, storm surge and tornados.

**Category One Storm:** winds of 74-95 mph. Very dangerous winds will produce some damage. People, livestock, and pets struck by flying or falling debris could be injured or killed. Older (mainly pre-1994 construction) mobile homes could be destroyed, especially if they are not anchored properly as they tend to shift or roll off their foundations. Newer mobile homes that are anchored properly can sustain damage involving the removal of shingle or metal roof coverings, and loss of vinyl siding, as well as damage to carports, sunrooms, or lanais. Some poorly constructed frame homes can experience major damage, involving loss of the roof covering and damage to gable ends as well as the removal of porch coverings and awnings. Unprotected windows may break if struck by flying debris. Masonry chimneys can be toppled. Well- constructed frame homes could have damage to roof shingles, vinyl siding, soffit panels, and gutters. Failure of aluminum, screened-in, swimming pool enclosures can occur. Some apartment building and shopping center roof coverings could be partially removed. Industrial buildings can lose roofing and siding especially from windward corners, rakes, and eaves. Failures to overhead doors and unprotected windows will be common. Windows in high-rise buildings can be broken by flying debris. Falling and broken glass will pose a significant danger even after the storm. There will be occasional damage to commercial signage,

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fences, and canopies. Large branches of trees will snap and shallow rooted trees can be toppled. Extensive damage to power lines and poles will likely result in power outages that could last a few to several days.

**Category Two Storm:** winds of 96-110 mph. Extremely dangerous winds will cause extensive damage. There is a substantial risk of injury or death to people, livestock, and pets due to flying and falling debris. Older (mainly pre-1994 construction) mobile homes have a very high chance of being destroyed and the flying debris generated can shred nearby mobile homes. Newer mobile homes can also be destroyed. Poorly constructed frame homes have a high chance of having their roof structures removed especially if they are not anchored properly. Unprotected windows will have a high probability of being broken by flying debris. Well-constructed frame homes could sustain major roof and siding damage. Failure of aluminum, screened-in, swimming pool enclosures will be common. There will be a substantial percentage of roof and siding damage to apartment buildings and industrial buildings. Unreinforced masonry walls can collapse. Windows in high-rise buildings can be broken by flying debris. Falling and broken glass will pose a significant danger even after the storm. Commercial signage, fences, and canopies will be damaged and often destroyed. 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. Potable water could become scarce as filtration systems begin to fail.

**Category Three Storm:** winds of 111-130 mph. Devastating damage will occur. There is a high risk of injury or death to people, livestock, and pets due to flying and falling debris. Nearly all older (pre-1994) mobile homes will be destroyed. Most newer mobile homes will sustain severe damage with potential for complete roof failure and wall collapse. Poorly constructed frame homes can be destroyed by the removal of the roof and exterior walls. Unprotected windows will be broken by flying debris. Well-built frame homes can experience major damage involving the removal of roof decking and gable ends. There will be a high percentage of roof covering and siding damage to apartment buildings and industrial buildings. Isolated structural damage to wood or steel framing can occur. Complete failure of older metal buildings is possible, and older unreinforced masonry buildings can collapse. Numerous windows will be blown out of high-rise buildings resulting in falling glass, which will pose a threat for days to weeks after the storm. Most commercial signage, fences, and canopies will be destroyed. Many trees will be snapped or uprooted, blocking numerous roads. Electricity and water will be unavailable for several days to a few weeks after the storm passes.

**Category Four Storm:** winds of 131-155 mph. Catastrophic damage will occur! There is a very high risk of injury or death to people, livestock, and pets due to flying and falling debris. Nearly all older (pre-1994) mobile homes will be destroyed. A high percentage of newer mobile homes also will be destroyed. Poorly constructed homes can sustain complete collapse of all walls as well as the loss of the roof structure. Well-built homes also can sustain severe damage with loss of most of the roof structure and/or some exterior walls. Extensive damage to roof coverings, windows, and doors will occur. Large amounts of windborne debris will be lofted into the air. Windborne debris damage will break most unprotected windows and penetrate some protected windows. There will be a high percentage of structural damage to the top floors of apartment buildings. Steel frames in older industrial buildings can collapse. There will be a high percentage of collapse to older unreinforced masonry buildings. Most windows will be blown out of

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high-rise buildings resulting in falling glass, which will pose a threat for days to weeks after the storm. Nearly all commercial signage, fences, and canopies will be destroyed. Most trees will be snapped or uprooted and power poles downed. Fallen trees and power poles will isolate residential areas. Power outages will last for weeks to possibly months. Long-term water shortages will increase human suffering. Most of the area will be uninhabitable for weeks or months.

**Category Five Storm:** winds greater than 155 mph. Catastrophic damage will occur! People, livestock, and pets are at very high risk of injury or death from flying or falling debris, even if indoors in mobile homes or framed homes. Almost complete destruction of all mobile homes will occur, regardless of age or construction. A high percentage of frame homes will be destroyed, with total roof failure and wall collapse. Extensive damage to roof covers, windows, and doors will occur. Large amounts of windborne debris will be lofted into the air. Windborne debris damage will occur to nearly all unprotected windows and many protected windows. Significant damage to wood roof commercial buildings will occur due to loss of roof sheathing. Complete collapse of many older metal buildings can occur. Most unreinforced masonry walls will fail which can lead to the collapse of the buildings. A high percentage of industrial buildings and low-rise apartment buildings will be destroyed. Nearly all windows will be blown out of high-rise buildings resulting in falling glass, which will pose a threat for days to weeks after the storm. Nearly all commercial signage, fences, and canopies will be destroyed. Nearly all trees will be snapped or uprooted and power poles downed. Fallen trees and power poles will isolate residential areas. Power outages will last for weeks to possibly months. Long-term water shortages will increase human suffering. Most of the area will be uninhabitable for weeks or months.

**HURRICANE WATCH:** Issued when there is a threat of hurricane conditions within 48 hours. Safety precautions requiring 24 to 36 hours should be initiated.

**HURRICANE WARNING:** Issued when hurricane conditions are expected within 36 hours or less.

**HURRICANE SEASON:** June 1 through November 30.

**HURRICANE DISASTER POTENTIAL SCALE:** An effort by the National Weather Service to provide public officials a continuing assessment of the potential for wind and storm surge damage from a hurricane.

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**EXECUTIVE SUMMARY**

**The Plan**

The HCP is divided into 3 Conditions and a Recovery Stage:

**Condition I:**

- 84 hours prior.
- 50% chance of direct hit.
- Category 1 or higher.

**Condition II**

- 60 hours prior.
- Confirmation of personnel and their duties.
- Confirmation and contact with Airports and FBO (Fuel availability, ramp space etc).

**Condition III**

- 36 hours prior.
- Coordination group established.
- Launch evacuation.

**Recovery Stage**

- Personnel recover back to homes/accommodation after “all clear”.
- Activate “back to work’ message system.
- Restore power, communications, operational and maintenance facilities
- Personnel return back to work no later than 48 hrs after “all clear”.
- Aircraft return back to Titusville.
- Facility becomes operational (within 48 hrs of “all clear”)
- Evaluation of event for future improvement.

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**POLICY**

**1.1 OFFICE PREPARATION DURING HURRICANE WATCH OR PRIOR TO EVACUATION ORDER. CONDITION I & II.**

As a Hurricane approaches the projected area of landfall may change several times. This will require frequent monitoring of the weather situation. Depending on the geographical area an evacuation order may be issued even during the Hurricane Watch period. Therefore, the steps to be taken prior to an evacuation order should be initiated if your area is within the broad scope of the projected landfall during the initial Hurricane alert phase. Once initiated the process can be stopped at any point should it be determined that your area is no longer within the projected landfall. The General Manager will notify staff to initiate the process.

**1.1.1 General Office Environment.**

Every effort should be made to secure items within the office which may be damaged should flood, wind or other water damage occur. The office should be evaluated for objects which may be affected by wind, rain, power outages, power surges or flooding. Loose papers or items which can be secured at this time without affecting work flow should be secured in boxes, desk drawers, or file cabinets or secured in some other manner in their current placement through use of large binder clips or rubber bands. When evaluating the office consider the impact of roof destruction, broken windows and flooding water. All individual office doors should be closed.

**1.1.2 Tags.**

If Tag information is entered into Bristow Academy Incorporated system at the airport office they should be entered completely each day.

**1.1.3 Computer Equipment.**

PC's and battery back ups should be moved off the floor.

**1.1.4 Computer Files.**

The backup of data from the local drive onto a disc or CD Rom should be completed.

**1.1.5 Files.**

If paper copies of files are maintained on site they should be removed from the lower shelves or drawers due to potential flooding. If files are

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maintained on open shelves they should be placed in boxes and then returned to the shelves. If files are scanned backup of the data file should be completed on a disk or CD Rom daily.

**1.1.6 Appointments with Students.**

Appointments during this time should be completed as scheduled. Caution should be made when making appointments 3-5 days in advance until the cone of the projected landfall has narrowed. Each student should be reminded that the appointment may be changed should your area be affected by evacuations or placed in a warning status. Students should be reassured that Bristow Academy Incorporated will contact them via phone if appointments need to be cancelled.

**1.1.7 Update of Personal Contacts.**

All staff should send an email to the General Manager with home phone, cell phone, pager, and alternate phone should they evacuate.

**1.1.8 Communication with Bristow Academy.**

Bristow Academy Incorporated employees at all facilities must communicate with their Head of Department (HoD) or designated Team Leader (TL) to ensure that they are aware of the potential storm and can begin tracking it. Each staff member should confirm that they know how to retrieve phone messages from their office remotely and access the message area of the Electronic Schedule at [www.heli.com](http://www.heli.com). Bristow Academy Incorporated employees will need to notify their HoD of any specific issues unique to their location. Once a Hurricane Watch has been officially declared by the National Weather Service communication should be daily, at a minimum, with the HoD. The Command Team will meet as necessary to manage the condition escalation of the HCP and then HoDs should brief the General Manager (GM) on a daily basis on the state of their department.

**1.1.9 Communication - General Manager to Director.**

The GM should alert the Director to the potential for a Hurricane in their region. They should review steps that have been initiated and any unique situations for the area. Once a Hurricane Watch has been officially declared by the National Weather Service communication should be daily, at a minimum, with the Director. The Director will disseminate information to appropriate departments in Houston such as Executive Operations and IT that may be affected by the storm damage or time delays from the storm.

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1.1.10 Refer to Procedures and Contacts Prior to Hurricane (3.1) for additional information.

1.1.11 Refer to Paid Time Off Policy Prior to Hurricane (4.1) for additional information.

#### **1.2 OFFICE PREPARATION ONCE EVACUATION ORDER HAS BEEN GIVEN OR HURRICANE WARNING ISSUED. CONDITION III.**

A Hurricane Warning is issued when Hurricane conditions are expected within 36 hours or less. Evacuation orders may be voluntary or mandatory. Initial evacuation orders are typically voluntary for low lying areas and manufactured homes. Mandatory evacuations for those areas and other locales estimated to be in the direct path for landfall may follow at any time. Close monitoring of the weather and local emergency plans is essential. The staff should also monitor the airport emergency preparedness procedures. A start time for the evacuations will be announced. The ability to travel in and around an evacuation area may deteriorate rapidly with increased traffic and accidents. The offices should be secured as quickly as possible and all staff dismissed until the storm has passed.

##### **1.2.1 General Office Environment**

A final evaluation of the office for objects which may be affected by wind, rain, power outages, power surges or flooding should be completed. Loose papers or items, including items on the top of desks, should be secured if possible. Electrical appliances and equipment should be unplugged. Any items stored on the floor should be positioned higher if at all possible. When evaluating the office consider the impact of roof destruction, broken windows and flooding water.

##### **1.2.2 Tags.**

If tags are entered into Bristow Academy Incorporated system at the airport office a copy of the log should be made and secured in a locked drawer or file cabinet. A log should be faxed to the corporate office with a note on the fax cover sheet stating the information needs to be entered into the system.

##### **1.2.3 Computer Equipment.**

All computers (PC and monitor) should be turned completely off. If the computers are located in a room with windows and cannot safely be moved to a room in the office without windows they should be covered

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with plastic. Monitor screens should be turned so they are not facing a window. All computer equipment should be unplugged from the wall outlets.

1.2.4 **Computer Files.**

A final back up of any data stored on the local drive should be made prior to shutting down the computers. Each staff member is responsible for taking their back up disk home and returning it to the office after the storm. If this can not be accomplished, the disk should be maintained in a locked drawer or cabinet until it is returned to the office.

1.2.4 **Files.**

All remaining files that have not been placed in boxes or drawers should be secured. Each office should designate an assigned person responsible for this disk/CD Rom. It should be maintained in a safe and locked area until it can be returned to the office.

1.2.5 **Appointments with Students.**

Students with appointments should be called and the appointment cancelled. At a minimum, appointments for the next 48-72 hours should be cancelled. If you do not reach the student a voice message can be left. If possible, they should be rescheduled for at least one week later. Rescheduling at this time may help prevent losing contact with the student entirely. Students should be advised that the phone systems may be out of order after the storm and/or the office may be closed. Advise the student they will be called after the hurricane to confirm the appointment and that the office is open. Document rescheduled appointments and voice messages. A copy of the appointment calendar with phone numbers will be made and taken from the office by a designated Bristow Academy Incorporated employee in case the office is unable to open after the storm.

1.2.6 **Update of Personal Contacts.**

All personal contacts should have been updated prior to the issuance of the evacuation order or hurricane warning. Any changes should be conveyed to your Team Leader or HoD immediately. Staff should confirm they know who/how to contact after the storm for information about returning to work.

1.2.7 **Communication with Bristow Academy.**

Once an evacuation order has been announced or a hurricane warning issued your TL or HoD should be contacted immediately. The GM should

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confirm the office is being secured, all contact information is correct, and review the procedure for notification to return to work for each facility. Once all steps have been completed and the staff is ready to depart, the Command Team should be provided with the names of all staff leaving the facility and the time. This is to insure that all staff members are accounted for prior to the storm's impact.

#### **1.2.8 Communication - General Manager to Director.**

The General Manager should alert the Director to the announcement of an evacuation order or Hurricane warning. They should review final preparations that are in progress and any unique situations for the area and each office in the region that may be affected. They should discuss with Director the anticipated time the office will be closed and personnel excused. They should confirm with the Director that all appropriate contacts have been notified and process for contact after the hurricane has been established. The Director will disseminate information to appropriate departments in Houston such as Executive Operations and IT that may be affected by the storm damage or time delays from the storm.

1.2.10 Refer to Procedures and Contacts Prior to Hurricane (3.1) for additional information.

1.2.11 Refer to Paid Time off Policy Prior to Hurricane (4.1) for additional Information.

#### **1.3 OFFICE PROCEDURES POST HURRICANE.**

The intensity and speed of the Hurricane when it makes landfall and the associated tornados will determine the extent of damage to an area. The local television and radio stations will carry information from police and emergency operations centers announcing areas that are clear to return to and those that will remain closed. Staff will need to follow the protocol for determining when they are expected to return to work and to convey information about damage their individual homes may have suffered that could delay returning to work to their TL or HoD who will inform the GM. Communication with all staff, the airports and an evaluation of the Admin Office will be necessary to determine when business can resume. Alternate work sites and situations may need to be considered.

##### **1.3.1 General Information**

The General Manager or the designated Bristow Academy Incorporated employee should implement this process as soon as the Hurricane has passed the area and the all clear to travel status has been issued by the Emergency Operations Center if the area was evacuated. Once the date to

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return to work is ascertained this information should be communicated to the appropriate Bristow Academy Incorporated staff. If this information is not available prior to the next normally scheduled workday the Bristow Academy Incorporated staff should be contacted and advised this will be monitored daily until a return date is announced. If infrastructure is in place messages will be posted on the Electronic Schedule available at [www.heli.com](http://www.heli.com).

#### **1.3.2 General Office Environment.**

An initial evaluation of the office space will be required. Primary considerations are presence of electrical power, phone service and no hazardous working conditions such as damage to roof, windows, floors or furniture. If any hazardous conditions exist the staff should not enter the office and should contact the General Manager to discuss contacting the designated representative to alert them to the conditions of the office and discuss availability of an alternate work site. If the office is intact but without electrical power or phone service the General Manager should be contacted. If applicable, the designated airport representative should be contacted to alert them to the problem and to determine if an alternate work site is available. If there are no alternate sites available the General Manager will determine if Bristow Academy Incorporated should be on site at that time seeing students. If it is determined Bristow Academy Incorporated should not be on site the General Manager should evaluate alternative work locations for the staff. The General Manager should contact the Director to discuss options and make final decisions. If electrical power is available (and there is no evidence of flooding or water damage) and work is to resume in the office all appliances and equipment should be plugged in and tested to see if it works correctly. Any problems should be communicated to the General Manager.

#### **1.3.3 Computer Equipment.**

The computer equipment should be returned to its usual location, set up and plugged in. Any plastic coverings should be removed. The Bristow Academy Incorporated help desk should be contacted if there are any problems logging onto the system. If the problem cannot be resolved that day an alternate site should be utilized for entering information into the system. The General Manager should be advised.

#### **1.3.4 Computer Files.**

Any back up disks or CD ROMs should be returned to the office and properly stored.

#### **1.3.5 Files.**

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If paper copies of files are maintained on site they should be removed from the storage boxes/drawers in which they were secured and returned to their normal site. The back up disk or CD ROM should be returned to the office.

#### **1.3.6 Appointments with Students.**

All students with appointments should be contacted to confirm the appointment and to notify the student the office is open. If a voice message was left for a student prior to the Hurricane the student should be contacted to reschedule. If the office can not be opened, the General Manager should discuss alternate sites with the Director. Once an alternate site has been selected, students should be contacted with the revised information and a message placed on the Electronic Schedule.

#### **1.3.7 Update of Personal Contacts.**

Staff should inform their TL or HoD if any contact information has changed or if any contact numbers are currently not in service. Alternate ways of contact should be discussed and tested to be sure it works. If no contact can be made by a staff member to their TL, HoD, GM, co-workers or Admin Office, the employee should contact the Houston Office (refer to 4.1)

#### **1.3.8 Communication with General Manager.**

Communication is essential post Hurricane until all operations have resumed their normal level. Staff must communicate problems with the General Manager as soon as they are identified. Staff should also notify General Manager of any specific issues unique to their location that may affect workflow and productivity.

#### **1.3.9 Communication - General Manager to Director.**

The General Manager should alert the Director to any damage sustained by the office Bristow Academy Incorporated staff are located in, employee homes, and the area in general. The Director should be informed of the functional level for each office within the region and any unique situations. Situations which may affect workflow and productivity should be identified and potential solutions reviewed. The Director will disseminate information to appropriate departments in the Corporate Office such as Executive Operations and IT that may be affected.

#### **1.3.10 Refer to Paid Time Off Policy Post Hurricane (4.2) for additional information.**

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1.3.11 **Voice Messages.**

The office may have a larger than normal number of voice messages after the storm. These should be returned as quickly as possible. If the phone system was not functioning for any period of time clients may call frustrated or accusatory. Bristow Academy Incorporated staff should be aware of this in order to respond appropriately. If the office is not safe to work in but the phones work Bristow Academy Incorporated staff should retrieve voice messages from a remote site at a minimum of twice daily and return the calls.

1.4 **HANGAR PREPARATION.**

Every effort should be made to secure items within the office which may be damaged should flood, wind or other water damage occur. The office should be evaluated for objects which may be affected by wind, rain, power outages, power surges or flooding. Loose papers or items which can be secured at this time without affecting work flow should be secured in boxes, desk drawers, or file cabinets or secured in some other manner in their current placement through use of large binder clips or rubber bands. When evaluating the office consider the impact of roof destruction, broken windows and flooding water. All individual office doors should be closed.

1.4.1 Equipment.

1.4.1.1 Hangar doors and windows.

1.4.1.2 Files.

1.4.1.3 Aircraft.

**2.1 AIRCRAFT PREPARATION DURING HURRICANE WATCH OR PRIOR TO AN EVACUATION ORDER. CONDITION I & II.**

2.1.1 The Aircraft Preparation Plan has 3 Conditions with specific time frames identified.

2.1.1.1 **Condition I** is initiated 84 hours prior to an evacuation order. It is initiated when a Category 1 Hurricane or higher has been identified and there is a 50% probability of a direct hit.

2.1.1.1.1 Command Team will be alerted. (Table 1)

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- 2.1.1.1.2 The Director of Maintenance will confirm number of flyable aircraft. He/She will establish by “N” number, which aircraft will be flown to an alternate location and which aircraft will be repositioned locally to a secure area. The DOM will then notify the General Manager.
- 2.1.1.1.3 Satellite Base of Bristow Academy in Concord, California will be contacted by the General Manager or designee.
- 2.1.1.1.4 Members of Evacuation Fly Away Team will be confirmed. (see Table 2)
- 2.1.1.1.4.1 Team Leaders of Evacuation Fly Away Team will check serviceability of aircraft, allocate pilots to each aircraft and notify pilots, brief their team on potential airfield destinations to include GPS coordinates, ramp parking and frequencies; ensure transportation of personal effects for Team and inform Command Team of progress.
- 2.1.1.1.5 The Command Team will evaluate potential evacuation sites and make necessary contacts to ensure availability.
- 2.1.1.1.6 The Command Team will ascertain availability of hotels for evacuation team and the process for covering costs to include hotel, rental cars, and food.
- 2.1.2 **Condition II** is initiated 60 hours prior to an evacuation order.
  - 2.1.2.1 The Command Team will confirm personnel and duties with Team Leaders of Evacuation Fly Away Team.
  - 2.1.2.2 Evacuation Fly Away Team will confirm personnel and duties within their divisions.
  - 2.1.2.3 The satellite Base of Bristow Academy in Concord, California will be contacted by General Manager or designee if personnel will be needed and travel confirmed.
  - 2.1.2.4 The Command Team will confirm destination airports and FBO’s to include fuel availability, ramp space, hanger space, etc.
  - 2.1.2.5 The Command Team will confirm availability of hotels for evacuation team and the process for covering costs to include hotel, rental cars, and food.
- 2.1.3 **Condition III** is initiated 36 hours prior to an evacuation order.

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- 2.1.3.1 The General Manager will establish coordination of the Command Team and Evacuation Fly Away Team and communications plan once team has evacuated.
- 2.1.3.2 Evacuation Fly Away Team will assemble; confirm evacuation site, lodging, travel and food procedures.
- 2.1.3.3 Aircraft will be moved to designated location. (see Table 3)

## **2.2 AIRCRAFT PREPARATION ONCE EVACUATION ORDER HAS BEEN GIVEN OR HURRICANE WARNING ISSUED.**

If a Hurricane Warning or Evacuation Order is given the General Manager, Command Team and Evacuation Fly Away Team will complete all steps described in Conditions I, II and II quickly and efficiently.

## **2.3 AIRCRAFT PROCEDURES POST HURRICANE.**

Once the Hurricane has passed the area the Evacuation Fly Away Team should contact the General Manager to determine if and when the aircraft should return.

### **2.3.1 If aircraft can return to home base:**

- 2.3.1.1 Evacuation Fly Away Team will coordinate with Command Team to determine time of departure from evacuation site and return to home base.
- 2.3.1.2 Command Team will ensure that the facilities at the home base are prepared including Maintenance and support personnel.

### **2.3.2 If aircraft can not return to home base:**

- 2.3.2.1 General Manager will determine if alternate location is available and notify team if aircraft to be moved.
  - 2.3.2.1.1 If an alternate location is utilized the Command Team is to secure lodging, transportation and set policy for food.
  - 2.3.2.1.2 The General Manager will determine if Maintenance or other support staff will join aircraft at alternate location.
  - 2.3.2.1.3 The Command Team will provide Evacuation Flyaway Team with alternate location including GPS, radio frequencies, ramp facilities, fuel availability, etc.

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- 2.3.2.1.4 Evacuation Flyaway Team will coordinate with General Manager and Command Team for departure and arrival time to alternate location.

## **3.1 PROCEDURES & CONTACTS PRIOR AND POST HURRICANE.**

### **Contacts Prior to Evacuation Order.**

Bristow Academy Incorporated should work with key contacts at each office building to review the Hurricane procedures. Items to review include a procedure for communication from airports and office building management to Bristow Academy Incorporated staff about early shut down and evacuation procedures, designated contact or procedure post Hurricane to determine when Bristow Academy Incorporated should return to work, procedure for notification of any damage or other problems with Bristow Academy Incorporated office, staff to contact if Bristow Academy Incorporated staff will be delayed or changed post hurricane. Bristow Academy Incorporated emergency contact information should be given to key contacts at airport and office buildings as well. Once policy is established this information should be provided to all Bristow Academy Incorporated staff.

### **3.1.1 Procedures Prior to Evacuation Order**

Bristow Academy Incorporated personnel should review established policy if the area is within the broad scope of the projected landfall during the initial hurricane alert phase. Bristow Academy Incorporated staff should notify the General Manager if they are aware of any building communications regarding hurricane preparation meetings or changes to the work schedule. The General Manager should make initial contact with building key contacts to determine if any process has been set in motion. Bristow Academy Incorporated staff should continue to monitor activities and notify General Manager if any meetings or schedule changes affecting the area are initiated.

### **3.1.2 Procedure Once Hurricane Warning or Evacuation Order Has Been Given**

Bristow Academy Incorporated staff should contact the General Manager to inform him of the evacuation order or Hurricane Warning and notify him of any information they have received from building or airport personnel. General Manager should call key contact personnel and confirm changes in work schedule have been made and the process for

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contact post Hurricane. General Manager should confirm contacts have current Bristow Academy Incorporated emergency contact information.

**3.2 Procedures and Contacts Post Hurricane**

Typically each facility will have a designated call in number or procedure to determine when to return to work. This process may involve calling directly to the facility and speaking with a designated contact or calling a specific number and receiving a voice message.

If the process is to call and speak to a specific person a designated Bristow Academy Incorporated representative should make the call. All staff would then be called and informed of the date to return to work. General Manager should be informed of status for each facility and any problems contacting staff. VP should be informed as well.

If the process involves calling in to a voice message each Bristow Academy Incorporated employee can call. The Bristow Academy Incorporated employee should notify General Manager they have received the message and date they are to return to work. If an employee can not retrieve the message or can not return to work at that time, they must contact the General Manager.

If the facility is not open each staff member must contact the General Manager. If other sites are available the staff should be utilized there. If no alternate sites are available the General Manager should discuss with VP for other options. Once determined, the plan should be communicated by the General Manager to all staff.

**4.1 Paid Time Off Policy Prior to Hurricane**

**4.1.1 Procedure During Hurricane Watch or Prior to Evacuation Orders**

As a Hurricane approaches the projected area of landfall may change several times. Staff should continue to work their normal schedule during this time.

**4.1.2 Procedure Once Evacuation Orders Have Been Issued.**

Depending on the geographic area an evacuation order may be issued even during the hurricane watch period. Evacuation orders will typically begin as voluntary for specific sites or types of homes. As projected area of landfall is more clearly defined mandatory evacuation orders may be issued. Once evacuation orders have been issued the type and location should be determined by the General Manager. Not all areas within the region may be affected by the evacuation order. Bristow Academy Incorporated staff will need to discuss with General Manager if they live or work in an evacuation area.

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**4.1.3 Procedure for Voluntary Evacuation**

If staff live or work in an area not named in the evacuation order it is the expectation they will continue to work their normal schedule. If they are not in an area where the order has been issued but wish to evacuate they will need to communicate with the General Manager. General Manager will discuss with VP. Use of Paid Time Off may be required.

If staff live or work in an area that has been designated for voluntary evacuation and they are going to evacuate they need to discuss with General Manager. If it is a voluntary evacuation and alternative work sites are available this should be offered to staff. General Manager will need to discuss specific situation with VP to determine whether Paid Time Off may be required.

**4.1.4 Procedure for Mandatory Evacuation.**

If staff live or work within a mandatory evacuation area they will not be required to utilize Paid Time Off during the mandatory evacuation period.

**4.1.5 Procedure Once Hurricane Warning Issued.**

Once a Hurricane Warning has been issued the General Manager should monitor news broadcasts generated from the Emergency Operations Center. The General Manager will determine the area of the region in the warning. Typically businesses will be advised to close and people will be instructed to stay off the roads. The General Manager should speak with building and airport key contacts to determine when they will be shutting down. The General Manager should communicate with all staff to determine all preparations are complete and that staff are to go home. Each staff member must communicate with their TL or HoD when they are leaving work and that their work site is properly closed. The Director should be informed by General Manager of the warning and what facilities have been closed. Staff will not be required to utilize Paid Time Off during the time of the mandatory evacuation or during the Hurricane itself. Staff at Bristow Academy Incorporated sites not within the Hurricane Warning area will continue to work their normal schedules.

**4.2 Paid Time Off Policy Post Hurricane**

Staff will need to contact the General Manager post Hurricane.

**4.2.1 Staff at other Facilities.**

If Bristow Academy Incorporated has determined staff should return to work the staff will be required to return to work the same date. Any staff that can not return to work at that time need to contact their HoD. Staff

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may be required to utilize Paid Time Off if they do not return to work at that time.

- 4.2.2 If staff members sustained damage to their home the extent of the damage should be discussed with the General Manager and Director. If staff member need to make temporary housing arrangements or significant temporary repairs in order to inhabit the home additional Paid Time Off days may be given. Loss of electricity or water alone is not cause for additional days off.
- 4.2.3 If office can not open but alternate sites are available the General Manager may assign staff to an alternate site. Paid Time Off will be required if staff choose not to work from an alternate site.
- 4.2.2.1 If no alternate work site available including ability for staff to work from home General Manager will need to discuss options with the Director.

#### **5.1 PROCEDURE FOR UTILIZATION OF HOUSTON CORPORATE OFFICE FOR POST HURRICANE CONTACT**

An area affected by a Hurricane may be without or have limited access to electricity, land based phone lines and cell towers. Telephone and pager systems may work intermittently or not at all. Bristow Academy Incorporated personnel may need an alternate method outside of the district to obtain information on when to return to work or to communicate the status of their own home or facility.

- 5.1.1 General Manager will utilize phone # 1 866 242 1434 to record information for staff regarding return to work status or additional contact information. General Manager will let VP know phone message has been updated. In the event VP has not heard from General Manager after it appears the Hurricane has passed, VP will attempt to contact General Manager. If unsuccessful, VP will place message on phone line for staff to contact VP or another designated person for additional information.

#### **6.1 Relocation due to Severe Damage**

In the event of a catastrophic Hurricane office buildings may be closed indefinitely.

##### **6.1.1 Office Buildings or Airport Closed.**

General Manager should discuss with key contacts if they have a temporary site set up and would like Bristow Academy Incorporated to work at that location. If so, General Manager will evaluate the number of personnel that can be utilized, minimal equipment necessary or equipment

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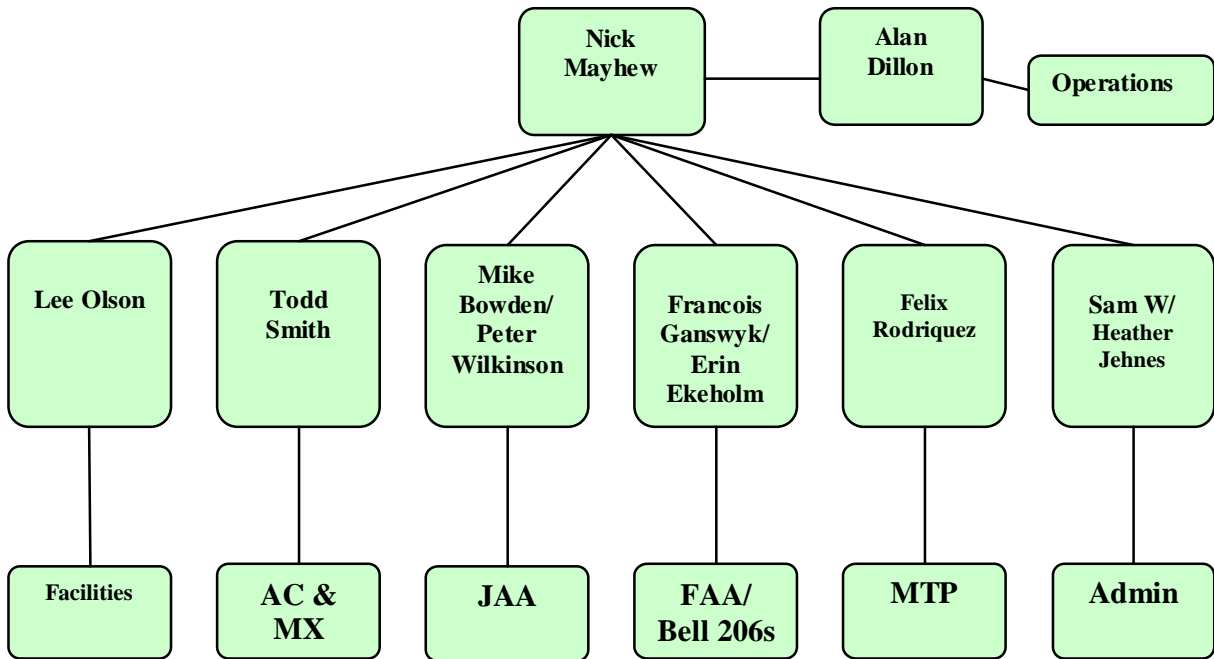
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available for us and available space. The General Manager will discuss with the Director. If office or airport has no alternative site or requests Bristow Academy Incorporated not be on site the General Manager should discuss with VP for alternate work sites for staff within the district. If there are no alternate sites within the district General Manager and Director will discuss other Bristow Academy Incorporated locations that may be viable options. VP will discuss with Executive Level to determine if staff to be relocated during this time and how it will be executed.

- 6.1.2 If possible, the General Manager should try to determine extent of damage to Bristow Academy Incorporated property and communicate this information to the Director. As much detail as possible should be given. The Director will then communicate information to the Executive Level concerning damage or loss to property and any student files.
- 6.1.3 If damage is extensive long term relocation may be required. The General Manager should discuss with the Director alternate work sites within the region or other Bristow Academy Incorporated locations. The Director will discuss with Executive Level to determine if staff to be relocated during this time and how it will be executed.

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**Table I**  
**The Command Team**



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**Table II**  
**Evacuation Fly Away Team**

Team A	Team B	Team C	Team D	Team E	Team F

**Fly away teams will be announced during Condition I.**

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**Table III**

***North Bound Evacuation - Airports and FBOs at circa 100nm***

**Cecil Field Airport**

Jacksonville Florida  
Signature Aviation  
Contact Person: *Chuck Lawson*  
Phone: 904-777-6675  
Ramp space: Yes  
Accommodation: Yes  
Transport: Yes  
Rental Cars: Yes  
Fuel: Yes

**Lake City Municipal Airport**

Lake City Florida  
Lake City Municipal FBO  
Contact Person: *Tom Sawyer - 386 752 1066 / 386 984 6725*  
*ALT-386 -719-5280 Gene Bullard*  
*Steve Baltzley ( Gas Director ) 386 719 5764*  
Phone: 386-719-5766  
Ramp space: Yes  
Accommodation: Yes  
Transport: Yes  
Fuel: Yes  
Helicopters Welcome

**Tallahassee Regional Airport**

Tallahassee Florida  
Flightline Chevron  
Contact Person: *Bernard Thomas*  
Phone: 850-558-3012  
Ramp space: Yes  
Accommodation: Yes  
Transport: Yes  
Fuel: Yes

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***North bound Evacuation - Airports and FBOs at circa 150nm***

**Dothan Regional Airport**

Dothan Alabama  
Airspeed Executive Terminal  
Contact Person: *Christy Moore and Ryan Couture*  
Phone: 334-983-1998  
Ramp space: Yes  
Accommodation: Yes  
Transport: Yes  
Fuel: Yes

**Valdosta Regional Airport**

Valdosta Georgia  
Valdosta Flying Service  
Contact Person: *Billy Lewis*  
Phone: 229-242-3175  
Ramp space: Yes  
Accommodation: Yes  
Transport: Yes  
Rental Cars: Yes  
Fuel: Yes

**Southwest Georgia Regional Airport**

Albany Georgia  
Landmark Aviation  
Contact Person: *Audie Trice*  
Phone: 229-434-8787  
Ramp space: Yes  
Accommodation: Yes  
Transport: Yes  
Rental Cars: Yes, crew cars available, motel shuttle available  
Fuel: Yes

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**Fitzgerald Municipal Airport – Michael Arena 229 426 5071 - Cell 229 426 2943**

Fitzgerald Georgia

City

Contact Person: *Henry Tyson – henryt32@MCHSI.com*

Phone: 229-426-5060

Ramp space: Yes

Accommodation: Yes

Transport: Yes

Fuel: Yes – **pump only**

***South bound Evacuation - Airports and FBOs at circa 100nm***

**KPGD – Charlotte County Airport, Punta Gorda, Florida**

FBO --- Mgr Gary Steele

Charlotte County Airport Authority 941-639 4119

Ramp Space

Hard Standing

Adequate space (Plenty of grass available if required)

No fees

Fuel

100LL

Jet A

Car Hire

Enterprise (Tel : 941-575-4200) (LOCAL ON AIRPORT 941-205-5015)

Hertz (941-575-7983)

Budget (941-625-6696)

Accommodation

**Best Western** - 300 W Retta Esplanade - Punta Gorda, FL, United States

33950 Tel: +1-941-639-1165 Fax: 941-639-8116

Sleep Inn -- FBO will assist in reservations

Hampton

Holiday Inn Express

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**KPHK – Palm Beach County Glades Airport, Pahokee, Florida**

FBO

Pahokee Aviation, Inc 561-924 5253 (John Stinson)

Ramp Space

Hard Standing

Plenty of space

No fees

Fuel

Underground tanks - **pump only**

100LL

Jet A

Car Hire

Enterprise (1-800-261-7331)

Hertz (1- 800-654-3131)

Accommodation

**The Hampton Inn** - 2155 Wellington Green Drive, FL, U.S.

Tel: +1-561-472-9696 Fax: +1-561-472-7953

**La Quinta Inn** - 5981 Okeechobee Blvd, West Palm  
Beach, Florida, USA, 33417

Tel: +1-561-697-3388 Fax: +1-561-697-2834

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**F45 –North Palm Beach County General Aviation Airport, West Palm Beach Florida**

FBO

Landmark Aviation 561-626 9799 (Rick Collins – General Manager)

Ramp Space

Hard Standing (under utilized happy to accommodate us)

Plenty of space (familiar with helicopters > 22 helos)

No fees

Fuel

100LL

Jet A

Car Hire

Enterprise (1-800-261-7331)

Hertz (1- 800-654-3131)

Accommodation

**Hampton Inn**, 4001 RCA Boulevard, Palm Beach Gardens, Florida, United States 33410 Tel: +1- 561-625-8880 Fax: +1-561-625-6766

**Marriott**, 4000 RCA Blvd, Palm Beach Gardens, FL, United States 33410

Tel: +1-561-622-8888 Fax: +1-561-622-0052

**Embassy Suites** - 4350 PGA Blvd - Palm Beach Gardens, FL, United States 33410

Tel: +1-561-622-1000 Fax: +1-561-626-4860