



Emergency Response Manual

Mission Statement

The purpose of this Emergency Response Manual is to help the Builders Exchange of Tennessee prepare for, respond to, and recover from an emergency. This manual defines an emergency as any unplanned event that can cause physical injury to our employees, members, and/or the public at large, or any unplanned event that can damage or disrupt our organization's operations. Examples of emergencies include fire, flood, earthquake, tornado, hurricane, hazardous material leaks, terrorism, death or injury of key employees, workplace violence, vandalism, theft, power outages, etc.

Manual Organization

This manual is intended to be a constant work-in-progress, continually updated as the Builders Exchange of Tennessee grows and changes. As a result, the information contained within is meant to be as complete as possible but may not be all-inclusive. Currently, the manual is divided into the following categories:

- ☒ **Communications** – contact information and plan to insure effective communication in the event of an emergency, as well as information about restoration of inbound communications and possible alternate locations.
- ☒ **Services** – list of services that our organization provides and information to help restore services if disrupted by an emergency.
- ☒ **Financial** – information relating to accessing financial resources in the event of an emergency and a list of current insurance policies and information on how and when to make a claim if an emergency occurs.
- ☒ **Technical** – detailed description of our current technical systems and information that could help to recover these systems in case of an emergency.
- ☒ **Support** – listing of professional services such as lawyers, accountants, repair & maintenance companies, etc. that could be called upon for assistance if needed. This section also includes information on IBEE, an organization of Builders Exchange executives that would be able to provide assistance in the event of the death or disability of current upper management.

Manual Distribution

Because of the sensitive nature of some of the information contained within, distribution of this manual should be limited to key employees and officers of the Builders Exchange of Tennessee. The manual may be distributed in both printed and electronic formats, with copies stored at the organization's offices and at various off-site locations. Whatever the distribution method chosen, care should be taken to ensure that the document is secured in a locked safe or cabinet, protected with passwords and encryption, etc.

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Part 1 – Communications

Emergency Communications Plan

In the event of an emergency, contact should first be made to the appropriate member(s) of the management team. These individuals will then initiate appropriate communications with other employees, members, etc. as required by the situation at hand. While board officers are listed here, they are not involved in the day-to-day operations of the organization and should only be contacted in the event that the management team is unreachable or incapacitated.

General Contact Information

Main Office: 300 Clark Street
Knoxville TN 37921

Mailing Address: PO Box 226
Knoxville TN 37901

Phone: 865-525-0443
After Hours Phone: 865-525-7239
Fax: 865-525-6606
Email: knoxville@bxtn.org

Nashville Office: 2728 Eugenia Ave. Suite 108
Nashville TN 37211

Phone: 615-690-7200
Fax: 615-690-7201
Email: nashville@bxtn.org

Management Team Contact Information

Trish Corbitt, Chief Executive Officer

Home Phone: 865-777-0106
Mobile Phone: 865-719-5946
Mobile SMS: Yes
Email: trish@bxtn.org
Alternate Email: trishcorbitt@chartertn.net
Home Address: 12535 Choto Mill Lane
Knoxville TN 37922

Jason Anderson, Information Technology & Member Services Director

Home Phone: 865-690-3987
Mobile Phone: 865-257-1025
Mobile SMS: Yes
Email: jason@bxtn.org
Mobile Email: jason-mobile@bxtn.org
Alternate Email: gjasonanderson@me.com
Home Address: 2276 Pewter Drive
Knoxville TN 37909

Kristina Yancey, Accounting Manager

Home Phone: 865-357-3076
Mobile Phone: 334-328-1564
Mobile SMS: N/A
Email: kristina@bxtn.org
Alternate Email: yanceykm@yahoo.com
Home Address: 1626 Fair Drive
Knoxville TN 37918

Devin Righter, Nashville Branch Manager

Home Phone: 615-431-2783
Mobile Phone: 615-440-0069
Mobile SMS: Yes
Email: devin@bxtn.org
Alternate Email: dhrigher@gmail.com
Home Address: 2006 E. Stirling Court
Hendersonville TN 37075

Board Officers Contact Information

Steve Lucas, President

Office Phone: 865-637-1925
Mobile Phone: 865-388-0829
Email: slucas@denark.com

Bob Affel, Vice-President

Office Phone: 865-523-4106
Mobile Phone: 865-556-3316
Email: baffle@sunelectrical.com

Ralph Vest, Treasurer

Office Phone: 865-523-3070
Mobile Phone: 865-207-1467
Email: rjwvest@comcast.net

Billy Odom, Past President

Office Phone: 865-579-5015
Mobile Phone: 865-389-2796
Email: billy.odom@odomconstruction.com

Staff Contact Information

Knoxville Office

Name	Home Phone	Mobile Phone	Mobile SMS	Alternate Email
Chris Mitchell	865-588-1939	N/A	N/A	avia545@yahoo.com
David Copeland	N/A	865-454-4273	Yes	dave.copeland@yahoo.com
Ginger Journey	N/A	865-789-1435	Yes	gjj1050@yahoo.com
Jennifer Peck	865-539-9807	865-363-5866	Yes	N/A
Jeremy Presnell	865-984-6350	865-719-9995	Yes	jeremypresnell@gmail.com
Lari Meadors	865-687-4591	865-919-3327	No	N/A
Michelle Galyon	N/A	865-936-5312	Yes	seashellyg@aol.com
Peggy Maronge	423-581-8616	504-451-2163	Yes	pmaronge@gmail.com

Nashville Office

Name	Home Phone	Mobile Phone	Mobile SMS	Alternate Email
Kendra Buhlig	N/A	904-254-6291	Yes	kendraliz11@hotmail.com
Terry LaPorte	865-330-2515	865-386-4413	Yes	raindevil@hotmail.com

Inbound Communications Disruption

Telephone and Fax

In the event of an emergency that disrupts inbound communications, first priority should be given to restoration of telephone and fax communications. Telecommunications services for both Knoxville and Nashville offices are provided by NuVox Communications, which offers an emergency phone redirection service that can route our phone and fax numbers to any other number we choose in the event of an emergency. The phone number to call and request this service is 800-600-5050.

Website

Second priority should be given to the restoration of our website in the event of any emergency. In the event of a complete loss of our current site, the recommended course of action would be to use a hosting service and setting up a temporary website to communicate our current situation to our members and the public at large.

Email

We currently have in place a backup email service that automatically receives and holds up to 2 weeks worth of inbound email when our main email server is offline and automatically delivers any held messages once our server comes back online. No action is required to activate this service or to initiate the delivery of cached messages.

Possible Alternate Locations

This is a list of possible alternate locations that the staff could arrange to work at temporarily, in the event of restricted access to our physical location(s) due to fire, evacuation, etc. The locations are listed in order of geographic proximity to our current location, noting that closer locations should be chosen unless circumstances prevent. The space should not be used as a service point for members, but merely a place to gather employees and make arrangements for a more permanent space as the circumstances of the particular emergency situation dictate.

Knoxville – Downtown

Holiday Inn	865-522-2800	525 Henley St, Knoxville TN 37902
Crowne Plaza	865-522-2600	401 W. Summit Hill Dr, Knoxville TN 37902
Hilton	865-523-2300	501 W. Church Ave, Knoxville TN 37902
Hampton Inn	865-522-5400	618 W. Main St, Knoxville TN 37902
Marriott	865-637-1234	500 Hill Ave SE, Knoxville TN 37915

Knoxville – West

Holiday Inn	865-584-3911	1315 Kirby Rd, Knoxville TN 37909
Hampton Inn	865-693-1101	9128 Executive Park Blvd, Knoxville TN 37923
Holiday Inn	865-693-1011	304 Cedar Bluff Rd, Knoxville TN 37923

Knoxville – South / Airport

Hampton Inn	865-983-1101	148 International Ave, Alcoa TN 37701
Hilton	865-970-4300	2001 Alcoa Hwy, Alcoa TN 37701
Holiday Inn	865-981-9008	130 Associates Blvd, Alcoa TN 37701

Nashville – Downtown

Hilton	615-620-1000	121 4 th Ave S, Nashville TN 37201
Hampton Inn	615-277-5000	310 4 th Ave S, Nashville TN 37201
Holiday Inn	615-244-0268	920 Broadway, Nashville TN 37203

Nashville – East / Airport

Hampton Inn	615-885-4242	583 Donelson Pk, Nashville TN 37214
Radisson	615-889-9090	1112 Airport Center Dr, Nashville TN 37214

Nashville – South

Hampton Inn	615-777-0001	2324 Crestmoor Dr, Nashville TN 37215
Hampton Inn	615-771-7225	7141 South Springs Dr, Franklin TN 37067

Part 2 – Services

Below is a prioritized list of the most important services provided by the Builders Exchange of Tennessee to its members. In the event of an emergency that disrupts our ability to provide these services, priority should be given to restoring services in this order.

PowerBid

This item refers to our online plan room / reporting service. At present, approximately 80% of our members subscribe to this service and depend on it daily for information about construction projects. This item also includes our web site, which would be extremely useful in informing members about any emergency that the organization is currently dealing with.

Construction Bulletin / Fax Server

This item refers to our ability to electronically distribute faxes to our members. We currently use the system for distribution of our Construction Bulletin, a condensed version of the information provided by PowerBid. The Construction Bulletin could be distributed to all members as an alternative to PowerBid in an emergency (rather than the small percentage of members that receive it currently), and the Fax Server in general could be very useful in keeping members informed about any emergency service disruptions.

Print Shop

While PowerBid and the Construction Bulletin / Fax Server are vitally important in the short term, restoration of the Print Shop and our scanning abilities should be a high priority as well if disrupted. Without the scanned documents that the Print Shop provides, PowerBid becomes a much less useful service. Scanning of documents should take priority over printing ability.

Physical Plan Room

While the physical plan room is important to some members (only about 20% of all members only subscribe to the plan room), allowing those members temporary online access to plans and specs via PowerBid would be a viable alternative if our ability to operate a physical plan room were interrupted.

Part 3 – Financial

This section includes a financial emergency plan that states things such as which accounts should be used in case of emergency, where an emergency stock of checks are stored, etc.

Bank Accounts

Bank: First Tennessee
Account Type: Checking
Account Number: XXXXXXXX
Primary Use(s): Accounts Payable, General Operating Account
Authorized Signers: Patricia Corbitt
Online Access: Yes: Patricia Corbitt, Kristina Yancey
Balance as of 4/1/09: \$XXXXXXXX

Credit Cards

Bank: Comdata
Account Type: MasterCard
Account Number: XXXXXX
Customer ID: XXXXXX
Primary Use(s): Employee Purchasing
Authorized Signers: Patricia Corbitt, Jason Anderson, Kristina Yancey, and Devin Righter and Jeremy Presnell
Online Access: Yes: Patricia Corbitt, Kristina Yancey and Jason Anderson
Credit Limit: \$XXXXXXXX

Investments

Bank: Linder Capital Advisors
Account Type: XXXXXXXX
Account Number: XXXXXXXX
Authorized Signers: Patricia Corbitt
Online Access: XXXXXXXX
Balance as of 4/1/08: \$XXXXXXX

Lines of Credit

Bank: CDW
Account Type: Credit
Account Number: XXXXXXXX
Primary Use(s): Technology-Computer Equipment
Authorized Signers: Jason Anderson
Online Access: Yes
Credit Limit: XXXXXXXX

Insurance Policies

Carrier: United HealthCare
Policy Type: Medical, Dental & 15,000 Life Insurance
Policy Number:XXXXXXX
Notes:

Asset Inventory

Please see attached; last updated April 2009.

Part 4 – Technical

Servers and Network Hardware

Below is a list of all the servers and network hardware located in our main office in Knoxville, TN. Also included is a description of the current hardware, software, and services provided.

- ☒ **Neo** – Dell PowerEdge 2550 running Windows Server 2003 with IIS 6.0. This machine acts as our internal and external web server, file server for scanned images (Q drive), internal FTP server for scanning, external FTP server, and runs an outgoing SMTP server that, in concert with IPIN, allows the sending of nightly email updates and the bulletin by email and fax.
- ☒ **Dozer** – Dell PowerEdge 1850 running Windows Server 2003. This machine also runs Microsoft SQL Server 2000 that hosts our IPIN database, the backend to our website and PowerBid. This server also runs our email server, hMailServer version 4.4. hMailServer also uses SQL Server 2000 as a backend. This server is our primary Active Directory controller and internal DNS server, as well as handling network file sharing tasks like QuickBooks, FastBid, User folders, and Shared Documents.
- ☒ **Tank** – Dell PowerEdge 1800 running Windows Server 2003. This machine is our secondary AD controller and internal DNS server, and is the destination for backups of the other two servers. Backups are stored locally and copied to external hard drives daily (see Backup Description below for more information). This server also runs GFI FaxMaker version 12 and has two Brooktrout TruFax 200 analog fax boards, giving a total of 4 outgoing fax lines that are used to send the bulletin by fax. This machine also houses the central installation of our NOD32 anti-virus software and distributes AV updates to all other servers and desktops.
- ☒ **Seraph Black** – Dell n Series box running Smoothwall Express 2.0. This server acts as our firewall and sits in-between the router provided by the ISP and out internal network. It is set up in a three zone configuration, with a green zone for staff desktop computers, a orange DMZ that contains outward-facing servers, and a red zone that is connected to the outside internet.
- ☒ **Seraph White** – Dell Dimension XPS running Smoothwall Express 2.0. This is a cold backup of our firewall that is identically configured and can be swapped out in the event of a Seraph Black failure.

Internet / Telecommunications Services Description

The Builders Exchange of Tennessee has a contract with NuVox Communications for all our telecommunications services. In our Knoxville office, we have two bonded T-1 lines that are used for data transmissions, a fractional T-1 that is used for voice transmissions (16 channels), and a single copper line as a backup. Our external IP address is 69.38.85.194 and is the only IP address provided by NuVox. The address of the router that is provided by NuVox and located in our facility is 69.38.85.193. NuVox also provides us with a VPN (Virtual Private Connection) between our Knoxville and Nashville offices. Voice communication is achieved by connecting the 16 channels of the fractional T-1 line to a second NuVox-provided router, which provides 16 analog voice lines that connect to our phone equipment. 8 lines are connected to our Norstar phone system, 1 line is connected to our incoming and outgoing fax machine, 1 line is shared between an outgoing fax machine and our postage meter, 4 lines are connected to our outgoing fax server, and 2 lines are connected to credit card terminals. The single copper line is connected to analog handsets located around the building and is used as an after-hours line. Bill Conner of Metropolitan Technologies is the contractor that originally designed and installed both the voice and data networks at our current location, and would be the first point of contact in an emergency.

Telecommunications Vendors Contact Information

Service Provider: NuVox Communications
Phone Number to Report Problems: 800-600-5050

Installation Contractor: Bill Conner, Metropolitan Technologies
Mobile Phone: 865-455-4276

IPIN Description and Contact Information

IPIN (Internet Planroom Information Network) is the driving force behind many of our services. In the event of an emergency relating to IPIN, you should contact the original author, the Builders Exchange in Cleveland, Ohio.

Primary Contact(s): Mike Hunter (Lead Programmer), Jim Chevraux (IS Director),
Or Gregg Mazurek (Executive Director)
Office Phone: 216-393-6300
Address: 9555 Rockside Road, Suite 300
Cleveland OH 44125

Data Backup and Recovery Plan

We employ a three-tiered approach to data backup and recovery. The first tier involves only using servers with hardware redundancy that can withstand a physical hard drive failure; the second tier of protection is our disk-to-disk backup strategy; the third tier is an off-site store of important files.

As our first tier of protection, all servers currently deployed in our Knoxville office use some type of RAID array (level 1 or level 5) to provide redundancy in the case of a hard drive failure. In the event of a single failed disk in any server, the server can continue to operate without any data loss or downtime. Once the failed disk is repaired, the server automatically rebuilds that data that was on the failed drive and returns itself to its original state.

As our second tier of protection, we currently employ a disk-to-disk-to-disk backup strategy for all servers located in our Knoxville office. First, application-specific backup routines are automatically ran to create local backups on local disks of our email server and database server. Then, the backup application bundled with Windows Server 2003 is used to backup those application-specific backups, any other important files on that server, and a system state backup. That backup is stored on a RAID 5 SATA array on a server called Tank, a Dell PowerEdge 1800. Full backups are run on Sundays, and differential backups are run on Monday – Friday evenings. These full and differential backups are copied to external hard USB hard drives weekly and stored in a fireproof safe specifically designed for computer media in the server room. Backups are kept for two weeks before being deleted. One note – no backups of desktop or workstation computers are done. All employees are discouraged from keeping important files on their local disk, and are instructed to use a shared area on the server to store anything that is important enough to be backed up.

As our third tier of protection, we use an off-site data backup and recovery service called AmeriVault. Software is installed on all servers that automatically encrypts and transmits the application-specific backups mentioned above and other important files to AmeriVault's servers. In the event of a complete loss of the local disk backups and the backups stored in the fireproof safe, AmeriVault should be contacted. They will pre-load a server with all backed up data and ship it overnight to the destination of our choosing.

Other Technical Vendor Contact Information

Computer Hardware and Software

We have come to use CDW for all of our computer hardware and software purchases. At least one other vendor is always contacted for comparison purposes on large purchases, but CDW has always provided competitive prices and superior customer service, both before and after the sale. We have a Net 30 account with them, so any equipment needed in an emergency could be ordered and shipped the same day for receipt the following business day.

CDW

Contact: Constantine Hidalgo, Account Manager
Phone: 866-875-4470
Email: tineanddavid@cdw.com

Data Backup and Recovery

We have a contract with AmeriVault to provide off-site data backup and recovery services. How they fit into our overall backup strategy is described in detail in the following section.

AmeriVault

Contact: Dick Austin, Account Manager
Phone: 781-839-7836
Email: daustin@amerivault.com

Part 5 – Support

This section contains a list of any external service professionals used by us, such as lawyers, accountants, mechanical/plumbing/electrical service, etc. It is not necessarily exhaustive, but at least serves as a quick reference in the event of an emergency.

Professional Services

Accounting Firm

Rutherford & Company

Phone: 865-692-1272

Legal Counsel

Lewis, King, Krieg & Waldrop

Phone: 865-546-4646

Equipment Service – Knoxville Office

Large Format Printers / Scanners

ACS Document Imaging

Phone: 865-603-2797

Small Format Copiers / Printers

Image Matters

Phone: 865-212-3600

Equipment Service – Nashville Office

Large and Small Format Copiers / Printers / Scanners

BBE

Phone: 615-497-5030

Facilities – Knoxville Office

Alarm Monitoring

Metro Security

Phone: 800-818-8150

Electrical Service & Repair

Statzer Electric

Phone: 865-922-8032

Mechanical / HVAC Service & Repair
Henshaw's Heating & Air Conditioning
Phone: 865-525-8389

Plumbing Service & Repair
Scott's Plumbing Co.
Phone: 865-687-2686

Facilities – Nashville Office

Alarm Monitoring
Professional Security Consultants
Phone: 865-938-7950

IBEE – International Builders Exchange Executives

IBEE is an organization made up of executive leaders of Builders Exchanges from the United States and Canada. One of the many programs that they offer is a consulting service for Builders Exchanges that have experienced an unexpected vacancy in the Executive Director or CEO position. In the event that BXTN's upper management positions are vacated suddenly, IBEE can help. Included at the end of this manual are a set of documents produced by IBEE that help staff and board members deal with the sudden loss of key upper management positions.

International Builders Exchange Executives

Edward B. Walsh, Executive Director

Address: 19 Mettler St.
Woodbridge, CT 06525

Phone: 203-397-0243

Email: edwalsh@bxnetwork.org

Website: www.bxnetwork.org

Attached Documents

- Management Transition Support
- Builders Exchange Best Practices Assessment
- Executive Director / CEO Job Description
- Executive Director / CEO Vetting – Applicant Response Questionnaire