

SterlingRisk Emergency Information

COMMUNICATIONS

Email:

SterlingRisk utilizes a cloud-based Microsoft Exchange email service, which leverages Microsoft's extensive/redundant infrastructure. As such, email flow will not be interrupted in the event of a localized emergency or power outage. Users with mobile devices will continue to be able to send/receive email as normal, and the SterlingRisk Emergency Response Team will utilize email as one means to send out important information in the event of an emergency.

Phone Calls:

The SterlingRisk phone system is hosted entirely in the cloud. Similar to our email system, this ensures that our phone system will remain up and working even in the event of localized emergency, power outage or office closure. In such an event, all directly dialed calls will continue to flow as normal. This means that if you **install the phone system App on your mobile device** (which we highly recommend), then you will be able to make/receive calls from/to your **business** phone line/number, right from your mobile device (as long as you have cell or WiFi coverage). You also have the ability to control where calls are forwarded to in the event of a localized outage right from the phone system desktop app or mobile app. Other calls will be routed to voicemail, which you will also get sent to your email (as normal). Calls placed to our main office number will be picked up by an auto-attendant mode with an emergency announcement, and callers will have access to the same menu options that they would if they had called after hours.

Emergency Dial In Number: **516-719-8767**

You can call into this number to check on the status of Sterling's offices, including information regarding any office closings or delayed openings.

1-800 Dial In number: **866-430-5694**

If you are not be able to get through to the 516 number for any reason, you can call into the above 800 number and identify yourself as a Sterling employee to obtain information as noted above.

OneCallNow:

Sterling has implemented an emergency notification service through One Call Now. This service allows us to send emergency voicemail, text & email messages to our employees. Any communications regarding office closures or delays, as well as any other important information will be communicated using this service.

The [**One Call Now Self-Update portal**](#) can be used to manage your emergency contact info. This portal will allow you to enroll in the service, as well as update your contact information and numbers. Please click on the link below and click the "Sign Up" button if you wish to create an

account, or “Sign In” if you have an existing account. If prompted for an Invitation code you can use code: **7810**

<https://secure.onecallnow.com/Access/FamilyProfile/FamilyProfile.aspx?G=KVDYpf01ZxUy0y1qFZJOMw%3d%3d>

To being receiving text message alerts you may be prompted to OPT-IN to the service by texting the word: **ALERT** to **22300**. If you don’t get an immediate confirmation, then you should utilize the Self Update Portal (per above) in order to add/update your contact information. Should you run into any issues with this, please just submit a Help Desk Ticket, and someone from the I.T. team will be happy to assist.

I.T. INFRASTRUCTURE

Pre-emptive Server Shutdowns:

Depending on the timing and actual impact of predicted weather events in or around the area of our main data center in Woodbury, we may need to preemptively shut down some non-critical servers (including, but not limited to, servers like STRIVE Intranet and some Remote PCs) in order to help prevent over-heating in the server room should power remain on but the AC system going down. In addition, if the backup generator malfunctions, the ALL servers will need to be brought offline. Once these servers are shut down, users will not be able to access them until normal business operations resume, and power and/or AC is restored in the Server room.

Electronic Equipment Precautions:

As a precaution, all users located in offices that are predicted to incur severe weather should remember to **shut down ALL programs** and **turn off ALL electronic equipment** (PCs, monitors, printers, etc) when leaving the office before an anticipated weather event or emergency. If you are located in the **Woodbury** office and have remote PC access, please check with your manager and the I.T. department to see if you may need to gain access remotely during the event, in which case you may be instructed to leave your computer itself on, but regardless you should turn off all other equipment. All employees in Woodbury who do NOT have remote access, and employees in ALL remote sites should **shut everything down**.

Other Recommendations

Should you need any customized communications setups (regarding email or phone forwarding), or have questions on any of the above, please be sure to reach out to a member of our Emergency Operations and/or I.T. team prior to any anticipated emergency or weather related event so that the proper preparations can be made.

In the event that prolonged power outages are predicted or anticipated, please make sure that you **charge up your mobile devices** prior to the event's arrival. You may also want to physically write down some of the important numbers that you have, this way you will have them handy to use on a landline should you not be able to charge your mobile device for a prolonged period.

In addition, since mobile devices have become such an integral part of our business operations, and more importantly, are often a personal life-lines in any emergency situation, we also recommend that you look into investing in portable batteries that can be used to charge up your phone in the event of prolonged power outages. These batteries are relatively inexpensive, and can often provide you with several additional DAYS worth of power for your mobile device.

Of course, you should also pay close attention to any weather or emergency information through your local news agencies, and below are links to some useful websites as well:

<https://www.fema.gov/>

https://www.fema.gov/media-library-data/1390846764394-dc08e309debe561d866b05ac84daf1ee/checklist_2014.pdf

https://www.fema.gov/pdf/areyouready/basic_preparedness.pdf

<https://www.ready.gov/make-a-plan>

<http://www.weather.gov/>

<https://www.cdc.gov/>

As always, should you have any questions/concerns, please just let us know.