

Plan for Continuity Information Sources:

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

<https://www.ready.gov/citizen-corps>

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

<http://www.fas.org/>

Planning for continuity

- Determine which staff, materials, procedures, operations, and equipment are absolutely necessary to keep your business operating
- **Establish procedures for succession of management**; include at least one person who is not at the company headquarters, if applicable
- Identify suppliers, shippers, resources and other businesses you must interact with on a daily basis
 - Develop relationships with more than one company in case your primary contractor cannot service your needs
 - **Create a contact list for critical business contractors** and others you plan to use in an emergency; keep this list with other important documents
- **Prepare for utility disruptions**
 - Examine which utilities are vital to your business' daily operations
 - Speak with service providers about potential alternatives and identify back-up options
 - Consider purchasing portable generators to power vital aspects of your business; never use a generator inside
 - Plan a secondary means of accessing the internet if it is vital to your company's daily operations
 - If food storage or refrigeration is an issue for your business, identify a vendor that sells ice and dry ice in case you cannot use refrigeration equipment
- **Plan what you will do if your building, plant, or store is not accessible**
 - Consider if you can run the business from a different location or from your home
 - Develop relationships with other companies to use their facilities
- Plan for **payroll continuity**
- Decide who should participate in putting together your emergency plan
 - **Include co-workers from all levels in planning** and as active members of the emergency management team



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- Consider a broad cross-section of people from throughout your organization; focus on those with expertise vital to daily business functions
- **Define crisis management procedures** and individual responsibilities in advance
 - Make sure those involved know what they are supposed to do
 - Train alternates in case you need back-up or if the assigned person is not there or injured
- Coordinate with others
 - **Meet with other businesses in your building or industrial complex**
 - Talk with first responders, emergency managers, community organizations, and utility providers
 - Share your plans
- **Review your emergency plans annually**; update your plans when you hire new employees or when there are changes in how your company functions
- **Practice** your emergency plans regularly
 - Evaluate and revise processes and procedures based on lessons learned in training and exercise
 - Keep records of practices and changes you make to the plans

Emergency Response Plan

- **Learn about potential threats.** Understanding the characteristics of an emergency and how to respond is critical to the survival of your employees and your business
- Meet with your insurance provider to review your coverage:
 - Find out what it covers and what it does not
 - Understand your deductible, if applicable
 - Find out what records your insurance provider will want to see after an emergency and store them in a safe place

EMERGENCY SUPPLIES

Encourage employees to keep a portable kit of supplies based on the guidelines given for individuals and families. In addition, assemble the following supplies:

- **NOAA weather radio and extra batteries:** gives an alert when a watch or warning is issued in your area
- **Copies of important records** such as site maps, building plans, insurance policies, employee contact and identification information, bank account records, supplier and shipping contact lists, computer backups, emergency or law



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enforcement contact information, and other priority documents; store in a waterproof, fireproof portable container both on-site and off-site

- **Flashlights or emergency lighting**
- **Spare hard-to-replace parts or supplies;** store several days' supply off-site
- **First aid supplies;** keep them accessible

COMMUNICATION

- Provide top company executives with all relevant information for the protection of employees, customers, vendors, and nearby facilities
- **Plan how to update customers** on whether and when products will be received and services rendered
- Tell government officials what your company is prepared to do to **help in a recovery effort**
- Plan how to communicate with local, state, and federal authorities about emergency assistance you would require to continue essential business activity
- Set up a telephone call tree, password-protected page on the company website, an email alert, or a call-in voice recording to communicate with employees in an emergency
- **Designate an out-of-town phone number where employees can leave an "I'm okay" message**
- Provide all employees with wallet-cards detailing instructions on how to get company information in an emergency situation
- Keep employee emergency **contact information on file and up-to-date;** store copies with other vital records

BUILD A PLAN

- **Develop a system for knowing who is in your building** and keep a roster, including customers and visitors
- Determine a chain of command with the authority to order an evacuation
- **Locate and make copies of building and site maps** with crucial utility and emergency routes clearly marked
 - Identify and clearly mark entry-exit points on the maps and throughout the building
 - **Designate a safe room** and clearly mark its location
 - **Post maps for quick reference**
- Plan two ways out of the building from locations throughout your facility
- Establish a warning system; plan how to communicate the warning to individuals with disabilities
- **Designate an assembly site near your facility and another in the general area**
- **Plan for people with disabilities** who may need help getting out in an emergency

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- If your company is in a high-rise building, an industrial park, or even a small strip mall, coordinate and practice with other tenants or businesses to avoid confusion and potential gridlock
- Include preparedness training in new employee orientation programs
- Encourage employees to take basic first aid and CPR training; offer on-site classes
- Do tabletop exercises with members of the emergency management team; discuss individual responsibilities
- Conduct **regularly scheduled education and training seminars** to provide employees with information, identify needs, and develop preparedness needs
- **Practice evacuating and sheltering with all personnel**; test procedures for accounting for all employees, visitors, and customers

PROTECT YOUR FACILITIES

- Attach equipment and cabinets to walls or other stable equipment
- Place heavy or breakable objects on low shelves
- Move workstations away from large windows
- Elevate equipment off the floor to avoid electrical hazards in the event of flooding
- **Install fire extinguishers and smoke detectors in appropriate places**
- Consider if you could benefit from automatic fire sprinklers, alarm systems, closed circuit TV, access control, security guards, or other security systems
- **Secure** all the ways in which people, products, supplies and other things enter and leave your facility

PROMOTE PREPAREDNESS

- Encourage your employees and their families to prepare. <http://www.ready.gov/>
- Include emergency preparedness information in newsletters, on company intranet, periodic employee emails and other internal communication tools
- **Talk to co-workers with disabilities** about what assistance they will need
 - Refer to <http://www.ready.gov/> for more information
 - **Engage people with disabilities** in emergency planning
 - Identify people willing to help co-workers with disabilities and make sure they are able to handle the job, especially if this involves lifting or carrying
 - **Plan** how you will alert people who cannot hear an alarm or instructions

PROVIDE SUPPORT AFTER A DISASTER

- Encourage adequate food, rest, and recreation

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- Provide for time at home to care for family needs, if necessary
- Provide reassurance that families will be supported
- Re-establish routines when possible; workplace routines facilitate recovery by providing an opportunity to be active and restore social contact
- Offer professional counselors

Be Informed

- Biological Threat
- Chemical Threat
- Explosions
- Natural Disasters
 - Earthquakes
 - Extreme Heat
 - Fires
 - Floods
 - Hurricanes
 - Landslide and Debris Flow
 - Thunderstorms
 - Tsunamis
 - Tornadoes
 - Volcanoes
 - Winter Storms
- Nuclear Threat
- Pandemics
- Radiation Threat

INSURANCE

<http://www.iii.org/>

A source of unique, data-driven insights on insurance to inform and empower consumers. We serve consumers, media and professionals seeking insurance information.