



The impact of all-hazard situations on your business can involve a number of factors – your property, employees, customers, suppliers. Planning ahead for these situations can help to minimize the impact and speed the recovery of your business.

Before a Disaster or Emergency

- **Determine the hazards and risks for your area and business.**
- **Establish a team to develop the business all-hazards preparedness/continuity plan.**
 - Document all processes that make your business run -- from answering the phones, to tracking finances, to distributing your product or service.
 - Determine what processes and equipment are critical to keeping your business open.
 - Obtain building and site maps.
- **Plan for continuity.**
 - Store extra supplies offsite.
 - Make a plan for a temporary location if your company is forced to relocate.
 - Have a plan for alternate communication with customers, suppliers during recovery.
 - Determine leadership roles and responsibilities.
 - Develop plan to maintain payroll.
- **Maintain an inventory of all equipment used by your business.**
 - Keep a maintenance schedule for all equipment, as well as manufacturer and service contact information.
- **Develop a backup schedule for computer files.**
 - Keep a backup of all tax, accounting, payroll and production records, customer and supplier data off-site.
 - Keep copies of all paper and computer files in an accessible but off-site location.
- **Contact your insurance agent.**
 - Review your insurance coverage.
 - Get additional coverage for “all-hazard” situations (e.g., flood, hail damage).
 - Keep copies of critical documents, such as finance records, receipts of major purchases.
- **Prepare your employees.**
 - Inform your employees of the business emergency plan; review it with them regularly.
 - Ensure employees know the exit locations for the building
 - Identify an internal shelter in the event that authorities tell you to “shelter-in-place.”
 - Document each employee’s function and emergency contact information.

- **Develop a post-disaster communication strategy.**
 - Create a phone tree and designate individuals who will initiate the communication process.
 - Designate a contact person to communicate with customers and vendors.
- **Make plans regarding customers.**
 - Determine the likelihood of customers being present at your business during a disaster situation.
 - Have an emergency plan for customers; review it with employees regularly.
 - Label exit locations for the building.
- **Make plans for suppliers.**
 - Maintain a contact list of all your suppliers.
 - Find out how they plan to supply you in the event of a disaster situation.
 - Maintain a list of alternate suppliers.
- **Review your emergency preparedness plan annually.**
- **Coordinate with other businesses in your building or location.**

For More Information

Ready Business

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

Sample Business Emergency Plan

http://www.ready.gov/business/_downloads/sampleplan.pdf

National Safety Council

http://www.nsc.org/safety_work/emppreparedness/Pages/Emergency_Preparedness.aspx

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BUSINESS EMERGENCY PLAN BASICS

General Preparedness

<p>Executive Summary</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Purpose of the Plan/Mission Statement <input type="checkbox"/> Authorities and Responsibilities of Key Personnel <input type="checkbox"/> Types of Emergencies that Could Occur (Capabilities and Vulnerabilities) <input type="checkbox"/> Managing Response Operations <input type="checkbox"/> Schedule and Budget
<p>Emergency Management Elements</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Direction and Control <input type="checkbox"/> Communications <input type="checkbox"/> Life Safety <input type="checkbox"/> Property Protection <input type="checkbox"/> Community Outreach <input type="checkbox"/> Recovery and Restoration <input type="checkbox"/> Administration and Logistics
<p>Emergency Response Procedures</p> <p>Determine actions necessary to:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Assess the situation. <input type="checkbox"/> Protect employees, customers, visitors, equipment, vital records and other assets, particularly during the first 3 days. <input type="checkbox"/> Get the business back up and running. <p>In an emergency, all personnel should know their role and where they should go.</p>	<p>Specific procedures might be needed for any number of situations such as bomb threats or tornadoes, and for such functions as:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Warning Employees and Customers <input type="checkbox"/> Communicating with Personnel and Community Responders <input type="checkbox"/> Conducting an Evacuation and Accounting for All Persons <input type="checkbox"/> Managing Response Activities <input type="checkbox"/> Shutting Down Operations <input type="checkbox"/> Protecting Vital Records <input type="checkbox"/> Restoring Operations <p>Some facilities are required to develop:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Emergency Escape Procedures and Routes <input type="checkbox"/> Procedures for Employees Who Perform or Shut Down Critical Operations Before an Evacuation <input type="checkbox"/> Procedures to Account for All Employees, Visitors, and Contractors <p>After an Evacuation</p> <ul style="list-style-type: none"> <input type="checkbox"/> Rescue and Medical Duties for Assigned Employees <input type="checkbox"/> Procedures for Reporting Emergencies <input type="checkbox"/> Names of Persons or Departments to Contact for Information About the Plan
<p>Support Documents</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Emergency Call Lists <input type="checkbox"/> Building and Site Maps <input type="checkbox"/> Resource Lists

From the National Safety Council. <http://www.nsc.org/safety-work/empreparedness/Pages/Emergency-Preparedness.aspx>