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 if 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
- Sample Business Emergency Plan
- National Safety Council

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Executive Summary

- Purpose of the Plan/Mission Statement
- Authorities and Responsibilities of Key Personnel
- Types of Emergencies that Could Occur (Capabilities and Vulnerabilities)
- Managing Response Operations
- Schedule and Budget

Emergency Management Elements

- Direction and Control
- Communications
- Life Safety
- Property Protection
- Community Outreach
- Recovery and Restoration
- Administration and Logistics

Emergency Response Procedures

Determine actions necessary to:
- Assess the situation.
- Protect employees, customers, visitors, equipment, vital records and other assets, particularly during the first 3 days.
- Get the business back up and running.

In an emergency, all personnel should know their role and where they should go.

Specific procedures might be needed for any number of situations such as bomb threats or tornadoes, and for such functions as:
- Warning Employees and Customers
- Communicating with Personnel and Community Responders
- Conducting an Evacuation and Accounting for All Persons
- Managing Response Activities
- Shutting Down Operations
- Protecting Vital Records
- Restoring Operations

Some facilities are required to develop:
- Emergency Escape Procedures and Routes
- Procedures for Employees Who Perform or Shut Down Critical Operations Before an Evacuation
- Procedures to Account for All Employees, Visitors, and Contractors After an Evacuation
- Rescue and Medical Duties for Assigned Employees
- Procedures for Reporting Emergencies
- Names of Persons or Departments to Contact for Information About the Plan

Support Documents

- Emergency Call Lists
- Building and Site Maps
- Resource Lists