



Business Continuity



PLANNING FOR EMERGENCIES



BEFORE AN INCIDENT

Preparing makes good business sense: Plan to manage any emergency both man-made and natural disasters.

Be informed: A risk assessment should be done for your particular business. The specific industry, size and scope of your individual company will determine your organization's risk and assessment needs.

Continuity Planning: Assess how your company functions and identify procedures and equipment that is necessary to keep your business operating. Decide who should participate in putting your emergency plan together. Establish a plan for important customers and plan on how you will serve them during a disaster. Plan on what will be done if your building, plant or store is not accessible.

Emergency Planning for Employees: Two-way communication is central before, during and after a disaster. Educate your employees early through your normal communication process. Consider setting up a telephone calling tree. Designate an out of office or town phone number for employees to call and notify you that they are okay after a disaster.

Talk to Co-Workers with Disabilities: If you have employees with disabilities ask them what assistance, if any, they require.

Emergency Supplies: Think about basic survival needs. Fresh water, food, clean air and warmth. Encourage everyone to have a portable kit customized to meet their personal needs. Talk to co-workers about what the company can feasibly provide. Keep copies of important records and documents.

Make an Evacuation Plan: Decide in advance who has authority to order an evacuation. Identify who will shut down critical operations and lock doors. Have a building and site plan and map. Identify emergency routes, utility shut down locations and an outside meeting/assembly location. Assign two people who will account for evacuated employees and determine who will give the all-clear notice.

Make Fire Safety Part of the Plan: Fire is the most common threat of all business disasters. Install smoke alarms, detectors and fire extinguishers in appropriate locations. Learn to use the extinguishers and check alarm systems and detectors monthly.

Prepare for Medical Emergencies: Encourage employees to take basic First Aid and CPR training. Have a first aid kit on hand.

Review Insurance Coverage: Discuss your insurance coverage with your agent. Understand what your insurance covers and what it does not cover. Check coverage for physical losses, flood coverage and business interruptions. Know your deductible and what information or documentation your agent will need after an emergency.

Determine Key Personnel: As you analyze your business during the development of your Disaster Plan, identify these key personnel. Once these key personnel are identified, it is essential that clear communications are made with all employees as to what will be expected of them in the event of a disaster.

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DURING AN INCIDENT

Planning to Stay or Go: Depending on your circumstances and the nature of the disaster, the first important decision after an incident occurs is whether to shelter-in-place or evacuate. You should understand and plan for both possibilities in advance by developing clear, well thought-out plans. If you are specifically told to evacuate, shelter-in-place, or seek medical treatment, do so immediately.

Make a Shelter-in-Place Plan: There may be times when you will need to shelter in your business. Have a plan in place that meets your needs and the needs of your employees.

Coordinate with Others: Meet with other businesses in your area. Talk with first responders, emergency managers, community organizations and utility providers.

Prepare for Utility Disruptions: Plan ahead for interruptions. Examine which utilities are vital to day-to-day operations. Identify back-up options.

Secure Facilities, Equipment, Buildings and Plants: Conduct a room-by-room walk through to determine what needs to be secured.

Assess Building and Air Protection: Know how to shut down the air handling system if needed. Understand how to secure the air intake if preventing air from getting into your business is necessary.



AFTER AN INCIDENT

Review Your Plans Annually: Just as your business changes over time, so do your preparedness needs. You should update your plans and inform your people when you hire new employees or when there are changes in how your company functions.

Communicate regularly: with employees before, during and after an incident. Conduct regularly scheduled education and training seminars to provide co-workers with information, identify needs and develop preparedness skills. Promote family and individual preparedness. Write a Crisis Communication Plan to address problems if the company has a disaster. Support employees health after a disaster. Take steps to safeguard your company and secure your physical assets in addition to emergency planning and communicating with employees.



GET READY NOW, START CREATING YOUR PLAN!

Full business continuity plan available at
www.slocity.org/fire