TOOELEREADY
BUSINESS GUIDE

Planning is bringing the future into the present so that you can do something about it NOW.

— Alan Lakein

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INTRODUCTION

Businesses and business owners can do much to prepare for the impact of the many hazards they face in today's world, including natural hazards like floods, hurricanes, tornadoes, earthquakes, and widespread serious illness such as the H1N1 flu virus pandemic. Human-caused hazards include accidents, acts of violence by people, and acts of terrorism. Examples of technology-related hazards are the failure or malfunction of systems, equipment, or software.

The planning process should take an "all hazards" approach. There are many different threats or hazards. The probability that a specific hazard will impact your business is hard to determine. That's why it's important to consider many different threats and hazards and the likelihood they will occur.

Every year emergencies take their toll on business and industry — in lives and dollars. Businesses can mitigate against emergencies and disasters. Business and industry can limit injuries and damages and return more quickly to normal operations, if they plan ahead. This information is useful in making informed decisions regarding investments to offset risks and avoid business disruptions.

Your ability to respond quickly to any type of business disruption could make the difference between survival and closure. Starting sooner, rather than later, will get your business on the path to recovery before any disruption happens.

THIS BUSINESS PREPAREDNESS AND PLANNING GUIDE IS ORGANIZED AS FOLLOWS:

Section 1: The Planning Process —how to develop a plan; considerations to consider when developing your plan and how to implement the plan. How to build such emergency management capabilities as life safety, property protection, communications, and community outreach. The information can be applied to virtually any type of business or industry.

Section 2: Building a Business Ready Kit – how to develop a kit to be used in case of a shelter-in-place need, and how to help employees build personal workplace kits and prepare their families for emergencies.

Section 3: Being Informed with hazard-specific information and technical information about specific hazards your facility may face. Knowing resources that are available to the business and community.

Section 4: Getting involved by implementing your business plan, encouraging employee and work place preparedness, and through exercises to help improve your resilience and recovery.

Section 5: Additional resources for planning and forms

MAKE A PLAN

An emergency is any unplanned event that can cause deaths or significant injuries to employees, customers, or the public; or that can shut down your business, disrupt operations, cause physical or environmental damage, or threaten the facility's financial standing or public image.

Obviously, there are the negative effects of an emergency, (e.g., deaths, fines, criminal prosecution) but as a planner for your business you should emphasize the positive aspects of preparedness.

For example:
- It helps companies fulfill their moral responsibility to protect employees, the community, and the environment.
- It facilitates compliance with regulatory requirements of Federal, State, and local agencies.
- It enhances a company's ability to recover from financial losses, regulatory fines, loss of market share, damages to equipment or products, or business interruption.
- It reduces exposure to civil or criminal liability in the event of an incident.
- It enhances a company's image and credibility with employees, customers, suppliers, and the community.
- It may reduce your insurance premiums.

Planning is the single most important aspect of emergency response. A plan facilitates response which should happen quickly and efficiently. A plan helps save time, and focuses energy when facing a crisis of any type.

Specific areas of action should be considered for appropriate response and recovery in the business plan.

1. Business Considerations
2. Employee Considerations
3. Communications Considerations
4. Informational Technology Considerations
5. Financial Considerations
6. Policies and Procedures

1. BUSINESS CONSIDERATIONS
- What is your main product/service?
- What are the things that could most likely impact your ability to do business?
- If your business were impacted, who would you need to call? How would you reach them?
- What other business functions and processes do you perform to run your overall business?
- Which of these business functions and processes have legal, contractual, regulatory or financial obligations?
- Can the function be performed offsite? What equipment is needed?
- How much time could the business endure if it was closed due to a disruption or a disaster?
- What are the consequences if certain functions cannot be performed?
- What processes are required to run the business such as: accounting/finance, production, delivery, sales, marketing, customer service, administration, human resources, information technology, purchasing, and maintenance?

OVERVIEW OF BUSINESS FUNCTIONS

Function	Person who performs function	Obligation	Priority

INDIVIDUAL FUNCTION DETAILS

Function:	Who are the recipients of this function?	Brief Description of how to complete this function:
Priority: Obligation: ( ) None ( )Legal ( )Contractual ( )Regulatory ( ) Financial	What would be the time frame for possible downtime of this function?	
Who performs this function? Who helps perform this function?	What are the consequences of this function not being performed?	Workaround methods:
What equipment/supplies are needed for this function:	Can this function be performed offsite? If so where and for how long?	

Notes:

Updated:	Next Review Date:

Needed actions to take:

2. EMPLOYEE CONSIDERATIONS

Your employees are your business' most valuable asset. It is the employees that help keep business running as usual, and if there were an event or crisis that prevented employees from accessing the business site or if their neighborhood has been damaged, it is helpful to determine their safety and status during a crisis.

It is important to help your employees understand that their personal and family preparedness will also help with business preparedness and recovery. When employees and their families are prepared, the business can get back to business because of the planning and action before a crisis happens. The more prepared they are the faster they will be able to return to work and the faster the economy of the business and the community bounces back.

Considerations for employees include:
• Would you know how to reach your employees?
• What if phone and internet communication was down. How would you learn the status of your employees?
• If something were to happen to an employee while at work do you have current contact information for emergencies?
• What are the special needs that an employee may have?
• What skills or certifications do employees have that may be able to help in a time of crisis?
• What might keep an employee from coming back to work after a disaster, such as caring for an elderly parent or children that do not have day care?

Employee Name	Title/ Department	Emergency Contact	Out of state emergency contact	Skills helpful in a crisis

INDIVIDUAL EMPLOYEE DETAILS

Employee Name:	Home Address:	Home Phone Number
Special Skills and/or certifications		Cell Phone number
Special Needs: At work: At home:	Personal e-mail:	Other phone number or pager number
	Social Media:	Office phone number
	Other Contact	Office e-mail

Family Members & Contact numbers		
Name	Number	Relationship
	Primary: Secondary: E-mail:	
	Primary: Secondary: E-mail:	
	Primary: Secondary: E-mail:	
	Primary: Secondary: E-mail:	
	Primary: Secondary: E-mail:	
	Primary: Secondary: E-mail:	
	Primary: Secondary: E-mail:	

Out of State Contact		
Name:	Primary Number:	Secondary Number
Relationship	e-mail:	

Preparedness Measures: ( ) Workplace kit ( )Car Kit ( ) Personal Emergency Supplies kit ( )Family Disaster Supplies Plan and Kits

Notes:

3. COMMUNICATIONS CONSIDERATIONS

Two-way communication with employees, vendors, suppliers, and the public is important for business recovery. You will need to not only collect information about your business from suppliers, vendors, employees, and the public, but convey messages relating to the operation of your business before, during, and after an emergency or crisis. Precise, timely information is essential to keep the trust of all involved. It can help in decision making, workplace safety, and continuity of operations into recovery. Every business should have a communication plan to ensure that accurate information is conveyed and received, not just during a crisis, but long before one ever happens, and continues long after a crisis as well. The ability to resume operations relies on your capability to execute your communication plan effectively and efficiently.

A communication plan consists of 6 parts:
1. Knowing your suppliers, vendor, employee, and other contacts and how you will contact them.
2. Knowing their procedures and sharing your procedures if either have a crisis or emergency.
3. Having different ways to communicate with each recipient.
4. Knowing what your employees need to know and when.
5. Knowing what your customers and the public need to know, and when, and having multiple avenues of communication to deliver your message.
6. Knowing what your message will be and when you should communicate it.

Key contacts for suppliers, vendors, and others. Some suggestions are: Vendors; Suppliers; Accountant; Banks; Building Management; Insurance Agent/Broker/Company; Utilities, Internet, and Service Providers; Billing and Invoicing Service; Security Services; and Administration Services. There may be more services that your company uses, make sure you add them to the list.

It is also wise practice to be sure your suppliers and vendors are not all in the same graphic location as your business, should there be a widespread crisis. Request copies of your suppliers' continuity or communications plans. Develop a notifications list and procedures to communicate to the different contacts for business operations.

SERVICE AND SUPPLIER CONTACT INFORMATION

Contact type: Current Supplier, Current Vendor, Back-Up Supplier, Back-Up Vendor, Key Customer, Servicer, Other	Date: Next Review Date:
Company Name:	
Account Number:	
Street Address:	
Phone Number:	
Other Number:	
Primary Representative:	
Title:	
Office Phone:	
Mobile Phone:	
E-mail:	
Notes:	Who is the back up for this service?

4. INFORMATIONAL TECHNOLOGY CONSIDERATIONS

In the world we live in, informational technology is one of the main systems that keep businesses running. It is without question that consideration about the technology in your business should be one of your highest priorities in a business plan. Without access to your computer hardware, software, data, and communications processes your business can come to a halt. It is important to determine the data and records, equipment and software that are vital to the functions of the operation of the business. It is important to back up all files and store them in a place off site so they can still be accessed should a crisis happen. Also of importance is protecting the hardware from damage, and software and networks from outside cyber-attacks. It would be a wise practice to have as a back-up plan a place where you may be able to lease or purchase equipment immediately should a disaster damage your essential business equipment. Always keep back-up copies of your computer's operating system, boot files, critical software, and operations manuals. Know every piece of equipment in your business for work as well as for insurance purposes.

COMPUTER EQUIMENT/HARDWARE

Title and Version:	Model Number:
Serial Number:	Customer Number:
Purchase/Lease date:	Purchase/Lease Price: $
License Number:	Technical Support Number:
Alternate supplier:	Contact Name from Technical Support:
Contact number:	
Other information:	

COMPUTER SOFTWARE

Title and Version:	Model Number:
Serial Number:	Customer Number:
Purchase/Lease date:	Purchase/Lease Price: $
License Number:	Technical Support Number:
Alternate supplier:	Contact Name from Technical Support:
Contact number:	
Number of licenses:	Website:
Other information:	

VITAL RECORDS

Name of business function this vital record supports:	Type of media:	How often it is backed up: Where it is backed up to:
Secondary Storage site:	Contact information:	Can this record be recreated?
Notes and other information:		

Make arrangements beforehand to replace damaged hardware or software, and/or set it up at a recovery location. Review your business information technology status every six months.

5. FINANCIAL CONSIDERATIONS

After a crisis is not the time to wonder about your business financial funds, obligations, and expenses due to a disaster. Preparing your business now financially, will help you be ready to respond, recover, and continue to operate despite a disruption.

Ideas to consider:

• Have an emergency cash fund – you may need to purchase supplies whether a crisis is large or small, or relocate somewhere temporarily. If you don't have enough cash, make sure you have credit available in a credit line or credit card.

• Evaluate your insurance policies to understand your coverage, deductibles, limits, and how to file a claim. Most policies do not cover flood or earthquake damage. You may need to obtain separate insurance for those events.

• Identify financial obligations and expenses that must be paid. It should never be assumed that because your business has had a crisis your suppliers, vendor, and creditors will automatically grant you extensions. You will still have to make all payments unless other arrangements have been made.

• Consider creating a policy regarding payroll during and after a disaster. You should not assume that employees will continue to work without pay after a disaster. Establishing clear strategies and procedures as well as making employees aware of your payroll continuity plan will help them plan ahead of time for their own personal obligations.

• Budgeting for and tracking what is actually spent during a disaster or crisis will have a positive impact upon your business performance, recovery, and the bottom line. Consider a business interruption as an extra expense in your budget, as it may be able to support the business for a limited period of time should you have to temporarily close.

• It is important to develop a maintenance program to keep all of your plan's content current and relevant, especially when it comes to finances for the business to continue operating and be ahead in the long-term recovery after a disaster.

FINANCIAL NEEDS

How much cash would be needed to survive?			
3 days?	5 days?	10 days?	Longer?
How much cash is on hand: Who would have access to it?	Policy for using the cash on hand:		Personal responsible for decision to use cash on hand:
Services that need to be paid for and how much is needed for each			
Utilities	Security	Customers	Other Bills
Internet	Employee Wages		
Building lease	Suppliers		
Janitorial	Vendors		
Credit information			
Company:		Amount:	Limit
Who would have access to it?		Policy for using credit:	
Other information:			

6. POLICIES AND PROCEDURES

Having policies laid out before hand will direct your plan in help recovery run smoother. Developing procedures and having them written out will allow employees to know what is expected and what should be done. If lists are not made some steps may be left out due to the stress of the circumstance.

POLICIES AND PROCEDURES

Policy for employee's wages	
Policy for using sick or vacation time without restriction	
Policy for cash advances, check cashing, and employee loans	
Policy for overtime during a disaster	
Policy for accounts payable and bills	
Policy for paid time off to prepare for a major storm	
Policy for employees who are unable to come to work due to storm related crisis	
Policy for Emergency Child Care	
Policy for training before a disaster	
Work related preparedness equipment	
Policy for	
Policy for	

Notes:

PROCEDURES BEFORE A CRISIS

1. Notify all vendors, suppliers, etc. of your continuity and communications plans.
2. Learn of their plans and know what you would have to do if their services weren't available.
3. Decide when it will be appropriate to put plans into place during a crisis to notify employees, suppliers, creditors, utility servicers, business partners, insurance agents, neighboring businesses, key customers, and the public.
4. Make procedures for employee responsibilities during a emergency situation.
5. Know and understand special needs of employees and clients.
6. Develop back up plans to communicate with all who your business communicates with and within your business.
7. Develop key message templates to provide accurate and clear information to prevent inaccuracies and mis-information. All communication should be tailored to the recipient, considering what they may be experiencing as a result of your business crisis. It is important to be specific and stress the positive outcomes.
8. Plan safe shelter-in sites within the facility and evacuations routes to take.
9. Know how to notify municipal emergency services of a crisis.
10. Know how vital records and information will be protected.
11. Obtain other power alternatives should the power be interrupted.
12. Have a table top or functional exercise to practice putting into action the business continuity and communication plan. Discuss the positive aspects of the plans and make action plans to correct parts missing from the plan or are not feasible.
13. Develope a recovery plan.
14. _____
15. _____

PROCEDURE DURING A CRISIS

1. Depending on the crisis follow your plans and communicate with employees.
2. Meet in a pre-determined place to discuss the next steps to take according to your plan and the circumstances presented.
3. Discuss and carry out plans and communicate with needed contacts.
4. _____
5. _____
6. _____
7. _____
8. _____

PROCEDURE AFTER A CRISIS

1. Authorize personnel to carry out recovery responsibilities and assess conditions and notify key people.
2. Work with community leaders and other businesses to start on recovery for business.
3. Take inventory. Take photos of all damage and related business needs and convey information to your insurance company.
4. _____
5. _____
6. _____
7. _____
8. _____
9. Hold long term recovery meetings with employees and other key contacts to discuss improvements to be taken. Discuss mitigation plans to incorporate should another event happen.

MAKE A KIT

An important part of emergency preparedness and response is assembling needed supplies into a kit so that it can be readily accessed by employees and visitors to your business. Some disasters may require people to shelter-in-place; other times people may need to evacuate immediately. Having the right equipment for both situations will help employees respond appropriately and safely. Having essential items such as water, food, hygiene and sanitation supplies, first aid supplies and tools, as well as, communication tools will be critical to responding during a crisis.

It is important to encourage and stress the importance of personal and family preparedness as part of your business plan so that employees will feel more at ease about their families should they not be able to return home immediately. It also helps in getting employees to be able to come back to work sooner and getting business up and running as quickly as possible.

Depending on the crisis your business may need other supplies specific to your business. These are suggestions to help you have needed, basic supplies for your place of business for sheltering-in place and recovery clean up.

EQUIPMENT FOR SHELTERING-IN-PLACE

Completed	Equipment for Sheltering-in-place	Quantity Needed	Quantity have	Date Expired
	Battery Powered Radio			
	Batteries			
	Food for everyone for a day			
	Water for everyone for a day			
	Flashlights			
	Batteries			
	Solar Powered lights			
	Chargers for devices			
	Communication Devices such as two-way radios with batteries			
	Fire Extinguishers			
	N95 masks			
	Duct Tape			
	Basic Tool Set			
	Bedding and blankets			
	Can openers			
	Office First Aid Kit			
	Blood Bourne Pathogen Clean up kit			
	AED			
	Hand Sanitizer			
	Toiletries			
	Large Plastic Trash bags			

Completed	Equipment for Clean-up and Recovery	Quantity Needed	Quantity have	Date Checked
	Large Tarps			
	Generator with Fuel			
	Large extension cords			
	Shovels, rakes, and other clean up tools			
	Flashlights			
	Batteries			
	Shop Vac			
	Ropes or Paracord			
	Hoses			
	Brooms and mops			
	Buckets or pails			
	Bleach			
	Towels or rags			
	Ladders			
	Personal Protective Equipment (N95 masks, eye protection, helmets, heavy duty work gloves, nitrile or vinyl gloves)			
	Basic Tool Set			
	Various types of saws			
	Sledgehammers and carpenter hammers			
	Large plastic bags			
	First Aid Kit			
	Sand bags			
	Sump Pump			
	Lumber (plywood, 2x4s, etc)			
	Water for those working			
	Heavy Duty work gloves			
	N95 Masks			

Notes:

FAMILY DISASTER SUPPLY KIT

Every family member should have a disaster supply kit with essential food, water, tools and supplies for at least four days, and important documents. This kit should be kept in a convenient place, ready to "grab and go" in case you have to leave your home quickly because of a disaster, such as a flash flood or fire. Make sure all household members know where the kits are kept. Update kits regularly.

PET DISASTER SUPPLIES KIT

Every pet family member should also have a disaster supply kit with essential food, water and supplies for at least four days. This kit, along with a pet carrier and important documents should be kept in a convenient place, ready to "grab and go" in case you have to leave your home quickly because of a disaster, such as a flash flood or fire. Only service animals are allowed in American Red Cross Shelters. Animals will be sheltered in a different location.

OFFICE EVACUATION/DISASTER SUPPLIES KIT

Every employee should have a disaster supply kit with some food, snacks, water and supplies available at the workplace. This kit should be kept in a medium sized bag under the desk, ready to "grab and go" in case you have to leave your office quickly because of a disaster, such as a gas leak or fire.

ITEMS INCLUDE:

- Flashlight or Headlamp with extra sets of batteries
- Change of clothes, socks, and undergarments, and a good, sturdy pair of walking shoes (especially if you wear heels)
- Jacket
- Small First Aid kit with protective gloves
- Important medications
- Hygiene items such as: toothbrush, toothpaste, mall bar of soap, a hand towel, and deodorant
- Feminine hygiene supplies
- Bandana
- Small Pillow and Blanket in case you have to spend the night
- Entertainment such as: a book, cross word puzzles, or cards

GET THE TOOELE READY FAMILY PREPAREDNESS GUIDE FOR MORE PREPAREDNESS INFORMATION AT WWW.TOOELEREADY.ORG

TOOELEALERTS
Powered by AlertSense
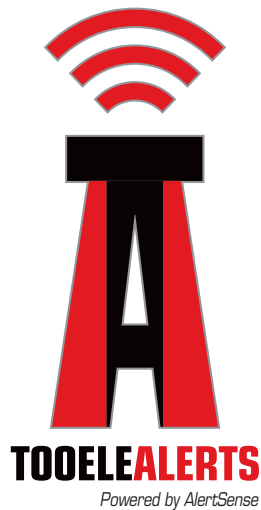
BE INFORMED

Every business wants to stay in business. One of the ways to help a business stay in business is knowing what could potentially happen relating to severe weather, natural and manmade events, and emergencies involving employees, the building, power, or operations. Being informed about different types of events and how to respond to them will enable your business to save time as you focus your energy on the imminent crisis and respond appropriately by following your business continuity plan and putting it into play.

Learning about the risks and frequencies of certain types of events will help you in your planning process. Also knowing where you are vulnerable relating to your building, equipment, surrounding premises, infrastructure, people, and organization will help you withstand even an event that happens without warning.

NATURAL DISASTERS

Earthquake
- Structural Failures

Hazardous Weather
- Winter Storms
- Windstorms & Tornados
- Thunderstorms & Lightning
- Flooding
- Extreme Heat/Drought

Fire
- Home Fire
- Wildland Fire

Landslides

Volcanoes

Hurricanes

Tsunamis

HUMAN CAUSED OR TECHNOLOGICAL DISASTERS

Utility Failures
- Power
- Gas Leaks
- Communications
- Water & Sewer

Hazardous Materials
- Household Chemical Emergencies
- Hazardous Materials Incidents
- Radiation Emergency

Terrorism
- Active Shooter
- Cyber Safety
- Chemical Attack
- Biological Attack

Transportation Failures

Public Health Threats
- Infectious Diseases

Infrastructure Failure

Also consider disruptions that might happen just to your business such as a water leak, or spilling of flammable liquids, or roof leaks, or gas leaks, or door obstruction. There are many possible threats that can cause your business to be down or a limited amount of time or an indefinite amount of time. Make a list of the most likely and the most hazardous and start making your plans according to those big crisis events, then all other smaller events will have already been planned for if you take an all-hazard approach.

As you consider all the risks and threats to your business, take into account the probability of the threats and the severity. For example, the probability of a Hurricane in Tooele County is not as high as say a Severe Wind Event. The severity depends on the potential impact, duration, magnitude, and reach. Flooding would cause more damage than say a Thunderstorm, yet a thunderstorm could be more wide spread. It is important to consider all of these factors, and make your plans an all-hazards approach, considering the different effects of each type of disaster. It may be wise to focus on the systems that might be affected rather than focus on the disaster that might happen. Consider how the failure of those systems would affect your business.

SYSTEM DISRUPTIONS TO OUR BUSINESS

System Failure	How it impacts our business	What we can do to mitigate and prepare for this system failure
Electricity		
Water		
Gas		
Internet		
Communications		
Roadways and Bridges		
Supply		
Sewer System		
Public Health		
Financial and Economic		
Cyber Security		

Learn about the ways local Emergency Management is working to mitigate threats to the community. Learn how you can become involved in the process to help make your community safer and stronger against the effects of disasters. Being informed means knowing resources where you may turn for more guidance and direction. Below is a list of websites that may help you prepare more thoroughly. Utilize the local and national resources for your business today.

WEBSITE RESOURCES

Local	
www.tcem.org	Tooele County Emergency Management website for local information on preparedness, notification, training, and other learning opportunities
www.bereadyutah.org/business	Utah state's premier preparedness site with information on continuity planning, Terrorism safeguards, and preparedness for families and communities
National	
https://www.ready.gov/business	Ready Business will assist businesses in developing a preparedness program by providing tools to create a plan that addresses the impact of many hazards. This website and its tools utilize an "all hazards approach"
https://www.fema.gov/protecting-your-businesses	FEMA's mitigation and insurance programs cover the whole community, people, organizations, government and even businesses. FEMA mitigation and insurance programs have tools every business owner can utilize to make their places of business safer for their employees and more resilient to disaster.
http://www.readyrating.org/	Ready Rating is a program that helps businesses, schools and organizations become prepared for disasters and other emergencies. All in one place, Ready Rating members have access to one-of-a-kind tools, resources and information for evaluating and improving their ability to withstand disaster, maintain operations, and protect lives and property.
http://www.preparemybusiness.org/	Disaster planning and preparedness can be your lifeline to staying in business. with proper education, planning, testing and disaster assistance, you will be able to stay in business through any interruption and beyond.
https://www.cdc.gov/niosh/topics/emres/business.html	Resources for: Management Planning Guides & Facility Protection Other Resources for Business Emergency Preparation
https://www.uschamberfoundation.org/topics/disaster-response	The U.S. Chamber of Commerce Foundation publishes content on disaster response and related issues. Find and access current and archived items in our database.
https://www.sba.gov/offices/headquarters/oda	The Office of Disaster Assistance's mission is to provide low interest disaster loans to businesses of all sizes, private non-profit organizations, homeowners, and renters to repair or replace real estate, personal property, machinery & equipment, inventory and business assets that have been damaged or destroyed in a declared disaster.
https://disastersafety.org/	Insurance Institute for Business and Home Safety provides a business continuity tool kit, free disaster preparedness and property protection guidelines, and offers post-disaster recommendations on repairing and rebuilding your building(s) stronger and safer next time a disaster strikes
https://www.irs.gov/businesses/small-businesses-self-employed/disaster-assistance-and-emergency-relief-for-individuals-and-businesses-1	Special tax law provisions may help taxpayers and businesses recover financially from the impact of a disaster, especially when the federal government declares their location to be a major disaster area. Depending on the circumstances, the IRS may grant

GET INVOLVED

TOOELERESPONDS

The best way to be involved is to exercise and practice your business continuity and communications plan. Another wise practice is to keep your supplies updated and make sure everyone knows what they need to do before, during, and after a disaster. The most important people to be involved with is your business, your employees, and all the people who have dealings with your business, your city, and your neighborhood.

There are many opportunities to learn more about preparedness and training and serving in the community. Training is a great way to learn how to better empower yourself and your employees to respond effectively after a disaster. There are many types of opportunities to become trained as citizen responders. Check the Tooele County Emergency Management website at www.TooeleReady.org for information about Tooele Responds and training opportunities and exercises.

You can also follow TCEM on Facebook and Twitter to learn about opportunities such as CERT (Community Emergency Response Team), American Red Cross Disaster Action Team and Shelter workers, Medical Reserve Corps (MRC), Volunteer Coordination Center (VCC) and others. Trained people are needed and are a valuable resource to the neighborhood and community. Getting involved will help our community recover faster and become more resilient in the process. Make a goal to learn more and become trained.

Recognizing that preparedness is a shared responsibility, it calls for the involvement of everyone—not just the government—in preparedness efforts. By working together, everyone can keep the nation safe from harm and be resilient when struck by hazards, such as natural disasters, acts of terrorism, and pandemics.

The Whole Community includes:
• Individuals and families, including those with access and functional needs
• Businesses
• Faith-based and community organizations
• Nonprofit groups
• Schools and academia
• Media outlets
• All levels of government, including state, local, tribal, territorial, and federal partners

The whole community can participate in programs and activities to make their families, homes and communities safer from risks and threats. Community leaders agree the formula for ensuring a safer homeland consists of volunteers, a trained and informed public and private sector, and increased support of emergency response agencies during disasters. Major disasters can overwhelm first responder agencies, empowering individuals to respond appropriately will lend support.

It is important to understand that to be a spontaneous volunteer or give donations spontaneously hinders the recovery process. It is a good idea to be affiliated with a reputable response group, or communicate with emergency management so your business and employees can help with the relief effort correctly. It is also a wise practice to be informed about what the needs actually are. Giving money to reputable organizations ensures that your dollars are being spent appropriately on needs, and is not sitting somewhere in a warehouse waiting to be sorted. Monetary donations don't need to know a size or a color, it can be used for much more than stuff. It can be used toward real recovery.

The best way to help the whole community and your business is to practice how you would respond to a disaster as a and making improvements on the lessons learned from the exercise. If plans aren't practiced, the gaps are never found and recovery will take longer. The other way to support the whole community is to encourage individual and family preparedness with your employees. Individual preparedness will not only help strengthen your business continuity, but will help foster a culture of preparedness within your workplace and the employee's neighborhoods.

Practicing and Maintaining Your Plan
• Review and revise your continuity and communication plan a least annually.
• Conduct fire and emergency evacuation drills.
• Practice the earthquake "Drop, Cover, and Hold On" protective action.
• Register and participate in the statewide Shake Out day in April every year.
• Participate in community exercises and drills.
• Replace stored water every year and stored food every six months.
• Test and recharge your fire extinguisher(s) per manufacturers' instructions.
• Test your smoke detectors monthly and change the batteries at least once a year.
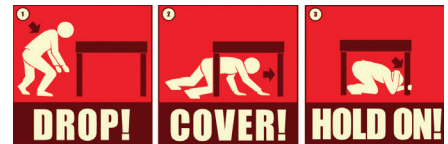
TYING IT ALL TOGETHER

After following the preparedness steps: Get Informed, Make a Plan, Make a Kit, and Get Involved, it is important to find out what you can improve upon and evaluate your efforts to make your personal recovery more successful.

Evaluation involves looking at performance to determine how it differs from expectations, and realizing strengths and opportunities for improvement. Improvement involves a little planning and implementing needed changes to align performance with your goals and objectives of your business preparedness. They should also be ongoing elements of your overall preparedness effort. Evaluation tells you whether your plans work. A plan may look good on paper, but until it is put into practice, you won't really know whether your procedures are effective and feasible, or when employees and others have been equipped with the capabilities they need to do the job of responding to an emergency correctly and efficiently. Objective evaluation lets you identify strengths and weaknesses of plans and actions and identifies potential problem areas that may have been overlooked.

THIS IS A GREAT TIME TO ASK YOURSELF QUESTIONS PERTAINING TO YOUR OVERALL READINESS.

READY NOW

• Can we implement our plan effectively if an actual disaster happened tomorrow?

• What are the lessons we have learned from exercising our plans and learning more about preparedness?

• How can we better close the gaps that make us not as prepared as we want to be?

• What actions can we take to make our preparedness and response capabilities more efficient and effective?

Write down your answers and make an action plan of what you will work on before the next time you practice your plan. When those questions are put to the test you will know how your business and your employees will fare.

PLAN FOR EXERCISING, UPDATING, AND IMPROVING THE BUSINESS PLAN

Task	Date scheduled	Date Completed
Develop a task force team to get plans in place		
Inform employees of plan		
Practice implementing plan		
Evaluate the exercise and the plan		
Make recommendations of improvements of plan to task force		
Update any information that is outdated		
Review process annually		

Preparedness is an ongoing process that should be continued to help instill a culture of preparedness within the business, families of your employees, and communities. There are so many resources that can be utilized to help with personal, family, workplace, worship, and community preparedness. Please take advantage of what is available to strengthen your business. The economy of our communities relies on you being able to be a business for years to come. Preparedness and having a continuity plan will help you stay that way.

RESOURCES AND FORMS

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ACTIVE SHOOTER IN THE WORKPLACE INFORMATION

Unfortunately, more and more incidences of workplace violence is on the rise. It is important to know what to do before an active shooter event happens at your workplace. Preparing your employees is critical to effective and safe response.

ACTIVE SHOOTER RESPONSE
LEARN HOW TO SURVIVE A SHOOTING EVENT

RUN → HIDE → FIGHT

CALL 911 ONLY WHEN IT'S SAFE TO DO SO

PREPARE

Know and understand your employees. Learn about their lives and what is normal behavior and what is abnormal behavior and see assistance for signs of abnormal behavior.

Some signs to look for are:
- social isolation
- swearing or emotional language
- crying
- temperament and mood swings
- high stress
- any change in behavior

Inform employees how to correctly respond to an active shooter by following these possible actions to take.

➢ **AVOID starts with your state of mind.**
- Pay attention to your surroundings.
- Have an exit plan.
- Move away from the source of the threat as quickly as possible.
- The more distance and barriers between you and the threat, the better.

➢ **DENY when getting away is difficult or maybe even impossible.**
- Keep distance between you and the source.
- Create barriers to prevent or slow down a threat from getting to you.
- Turn the lights off.
- Remain out of sight and quiet by hiding behind large objects and silence your phone.

➢ **DEFEND because you have the right to protect yourself.**
- If you cannot Avoid or Deny, be prepared to defend yourself.
- Be aggressive and committed to your actions.
- Do not fight fairly. THIS IS ABOUT SURVIVAL.

CALL 911 WHEN SAFE TO DO SO.

HOW TO RESPOND WHEN LAW ENFORCEMENT ARRIVES ON THE SCENE
- Remain calm, and follow officers' instructions
- Avoid pointing, screaming and/or yelling
- Immediately raise hands and spread fingers
- Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which officers are entering the premises
- Keep hands visible at all times
- Avoid making quick movements toward officers such as attempting to hold on to them for safety

INFORMATION YOU SHOULD PROVIDE TO LAW ENFORCEMENT OR 911 OPERATOR:
• Location of the active shooter
• Number and type of weapons held by the shooter/s
• Number of shooters, if more than one
• Number of potential victims at the location
• Physical description of shooter/s

As a business, it may be necessary to manage the consequences of an active shooter event.
• Pre-determine how to alert employees and also first responders
• Know what to say to the media. Ensure ther are no conflicktin messages and report only fact.
• Pre-determine when details will be reported
• Develop a strategy to prevent mass chaos and minimize damage and employee absenteeism.

WORKPLACE SICKNESS PREVENTION AND INFORMATION

Encourage Workers to Get Vaccinated
Encourage workers to get the seasonal flu vaccine when it is available. Consider hosting a flu vaccination clinic in your workplace. For additional information about seasonal flu vaccine priorities, see Key Facts About Seasonal Flu Vaccine.

Encourage Sick Workers to Stay Home

• Encourage sick workers to stay home. The CDC recommends that workers who have a fever and respiratory symptoms stay at home until 24 hours after their fever ends (100 degrees Fahrenheit [37.8 degrees Celsius] or lower), without the use of medication. Not everyone who has the flu will have a fever. Other symptoms could include a runny nose, body aches, headache, tiredness, diarrhea, or vomiting.
• Develop flexible leave policies that encourage workers to stay home, without penalty, if they are sick. Discuss other human resource policies with staff, including administrative leave transfer between employees, pay policy for sick leave, childcare options, and what to do when ill during travel.
• Develop a Policy for Workers and Clients Who Become Ill in the Workplace
• Develop a policy on how to deal with workers and clients who may be ill with the flu and communicate it to your workers. See CDC's Seasonal Flu Information for Businesses and Employees for information about how to develop this type of policy.
• Determine who will be responsible for assisting ill individuals in the workplace and make sure that at least one person can serve as the "go to" person if someone becomes sick in the workplace.
• Consider how to separate ill workers from others, or give them a surgical mask to wear, if possible and if they can tolerate it, until they can go home.
• Promote Hand Hygiene and Cough Etiquette
• Post signs that tell workers, visitors, and clients the steps for proper hand hygiene and cough etiquette.
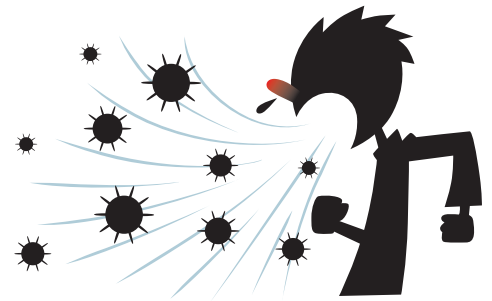
Workers, visitors, and clients should have easy access to supplies such as:
• "No touch" wastebaskets for used tissues;
• Soap and water;
• Alcohol-based hand rubs;
• Disposable towels;
• Cleaning and sanitation materials.

Lobbies, halls, and restrooms should have the above items and workers should know where they are.

HAND HYGIENE
• Wash hands after blowing your nose, coughing, sneezing, or coming into contact with mucus or contaminated objects and surfaces.
• Apply soap and water: rub soapy hands together for at least 20 seconds, rinse hands with water, and dry completely.
• Alcohol-based hand rubs: If soap and water are not available, use of an alcohol-based hand rub is a helpful interim measure until hand washing is possible. When using an alcohol-based hand rub, apply liquid to palm of hand, cover all surfaces of the hands with the liquid, and rub hands together until dry.

COUGH ETIQUETTE
• Cover coughs and sneezes with a tissue, or cough and sneeze into your upper sleeve(s).
• Dispose of used tissues in "no-touch" wastebaskets.

Wash Your Hands

1 Use soap

2 Rub palm to palm with fingers

3 Rub tips of fingers

4 Rub each wrist

5 Rince your hands

6 Dry your hands

KEEP THE WORKPLACE CLEAN

- Frequently clean all commonly touched work surfaces, work areas, and equipment (e.g., telephones, doorknobs, lunch areas, countertops, copiers, etc.).
- Use the cleaning agents that are usually used in these areas and follow the directions on the label. No additional disinfection beyond routine cleaning is recommended by CDC.
- Provide disinfectants and disposable towels for workers to use to clean their work spaces and surfaces and to keep work areas clean.

EDUCATE WORKERS ABOUT THE FLU AND CONDITIONS THAT PLACE THEM AT HIGHER RISK FOR FLU COMPLICATIONS

Train workers about how flu can be transmitted in the workplace and what precautions they can use to prevent transmission. Provide information about the following:
- signs, symptoms, and complications of the flu;
- policies and procedures for reporting flu symptoms, using sick leave, and returning to work;
- vaccination; and
- any required work practices.

CDC has identified groups that have a higher risk for complications from seasonal flu (e.g., elderly, pregnant women, small children, persons with asthma, etc.). Inform workers that some people are at higher risk of complications from flu and suggest that they talk to their doctor about their own risk and what to do if they become ill.

Address Travel and Sickness While on Travel
- Reconsider business travel to areas with high illness rates; see up-to-date travel advisories.
- CDC recommends the following measures for workers who becomes ill while on travel:
- Advise workers who become ill while traveling or on temporary assignment to notify their supervisors.
- Workers who become ill while traveling and are at increased risk of flu complications and others concerned about their illness should promptly call a healthcare provider.
- Advise workers to check themselves for fever and any other signs of flu-like illness before starting travel and to notify their supervisors and stay home if they feel ill.

For more information on workplace health visit www.cdc.gov

TIPS FOR EFFECTIVE WORKPLACE PREPAREDNESS AND RESPONSE

- Business continuity starts at home. Encourage Individual and Family Preparedness. Use an employee first model which shows that caring for the employee's needs and family are first priority of the organization and is the key to the ability of the employee to perform his or her work.

- Develop a planning team with management, facilities, and other employees to develop the preparedness, continuity, response, and communication plans. Involve them in the process of planning and educating families to develop family plans and to create a stockpile of supplies to minimize the necessity of going without.

- Offer training opportunities. Preparedness and training empowers employees with the know-how and protocol, and skills that will guide them in the chaos of an emergency, not only in the workplace, but within their own families and communities.

- Give employees opportunities to volunteer. Contact Emergency Management to find out ways employees can be involved to help the community before, during, and after a disaster.

- Offer preparedness items at a discount for workers and family members to encourage making a disaster supplies kit.

- Have simple employee and family events to encourage preparedness and help them know the process of what should happen during an emergency.

- Give employees simple step by step instructions so that they are simple and clear so that actions that are unfamiliar will be able to be carried out effectively. Be specific enough to for immediate action, but flexible to allow for changes.

- Staff responsibilities should be as close as possible to normal jobs so staff are familiar with responsibilities.

- Use checklists to ensure infrequently practiced emergency jobs are done correctly.

- Hold practice drills and exercises. Practice evacuating and sheltering-in-place. Practice the procedures if power goes out or water came in.

- Place infographics around workplace about safety and preparedness topics.

- Make sure everyone is familiar with the facilities and have access to any maps that would be needed for evacuation.

- On accessible maps show locations of pre-determined sheltering spots, evacuation routes and meeting places, and location of alarms, detectors, AED equipment, fire extinguishers, blood-bourne pathogens kit, and eye wash stations, as well as locations of first aid kits and any clean-up supplies that may be needed.

- Recognize employees for their efforts in preparedness. Help others see that business and personal preparedness supports the customers and helps in the recovery of the business as well as the community economy.

- Make preparedness a priority and develop a culture of preparedness that will spread though not only your business, but throughout the community.

TABLE TOP EXERCISE INFORMATION

A Table Top Exercise is a term used in Emergency Management where stakeholders exercise an emergency scenario by talking about the process of response according to the plans that are in place. Tabletop exercises are discussion-based sessions where team members meet in an informal, classroom setting to discuss their roles during an emergency and their responses to a particular emergency situation. A facilitator guides participants through a discussion of one or more scenarios. During the exercise, various injects or "possible problems" are included in the process to help all involved understand the scope of a situation and their capabilities, as well as the capabilities of others within the exercise.

Table Top exercises matter because it gives any organization an opportunity to work through and put their preparedness and response plan to the test without the stress of it being an actual emergency. When organizations and businesses hold a table top exercise, issues with various parts of the plan can be found, isolated, and hopefully fixed before an actual event occurs. When a plan is practiced and exercised recovery will happen much quicker because foreseen obstacles will have already been addressed, even when all obstacles are not foreseen.

The process to hold a table top exercise is quite simple, but some prior planning is involved and it can take some time. So, make a timeline of each of the steps to allow for proper buy-in, support, and effective execution for all workers.

STEPS FOR A TABLE TOP EXERCISE

1. Gather Key Stakeholders. Suggestions include:
   Internal – Leadership, Finance, Facilities, Admin Support, Public Information Officer, a few employees
   External – Emergency Management, Emergency Response Services, Other partners of business, Neighbors to your business, Schools near your business, Other partners
2. Understand the process of response and recovery by taking the Free FEMA Courses which introduce the ICS (Incident Command System). Take IS-100,200, and possibly 700.
   - https://training.fema.gov/is/courseoverview.aspx?code=IS-100.b
   - https://training.fema.gov/is/courseoverview.aspx?code=IS-200.b
   - https://training.fema.gov/is/courseoverview.aspx?code=IS-700.a
3. Discuss what objectives and goals you would like to accomplish. For the first Table Top Exercise choose only one or two as to not overwhelm the process of it. Discuss ways to know how you can measure your objectives and the success or improvement of your plan.
4. Develop a scenario based on your objective. Some scenario ideas include: Power outage, flooding, security, medical, active shooter, gas leak, rail derailment, phone system disruption, and others.

Write a scenario stating the:

• Date:

• Time of day:

• Weather:

• What has happened:

• When it happened:

• What people may experience:
   Be as detailed as you like. The more detail, the better people will be engaged in the exercise and also helps to consider all the facets of the event.

5. Assign roles and assignments. For a table top exercise, it is wise to hold it in a room where multiple people can coordinate and discuss. Make sure the room is large enough and comfortable for everyone to sit, see, and hear the facilitator of the exercise. The people who write the exercise should not be the participants, but can be evaluators, Emergency management is a good resource to help with the writing of the exercise There are certain roles that most table top exercises have to help the exercise be successful.

Listed below are the main assignments:

• Lead Facilitator- Leads the exercise and discussions keeps objectives on track

• Scribe – Documents discussion and activities of the exercise

• Evaluators – People who observe the exercise and offer suggestions for improvement in plans at the end. Emergency Management is a good resource for this.

• Time Keeper – Helps the facilitator by keeping track of the time and setting time frames with a stopwatch for different parts of the exercise.

• Participants- all workers should be involved as much as possible. Also inviting other partners to participate will help in your planning and recovery process.

6. Set a date for the exercise. Send invitations to everyone that needs to be involved. Make sure you give ample lead time to schedule it in or hold it during work hours. For the first exercise schedule it, but for other exercises you may have it be a surprise.

7. Write the exercise. Develop the scenarios and injects that will be a part of the exercise. Think of the key questions that you want to be discussed during your discussion time. Be realistic in the exercise. Give facts and details that are relevant. Make sure you don't say too little, when details are ambiguous the answers needed will be too and you want to get to the root of issues you may find. Discuss how you will be handling media during the exercise hypothetically or invite them to participate and you will learn about their side of the process.

8. Hold the Exercise. Help people be aware that it is a learning environment, in a no stress, no blame, no targeting environment. This exercise is meant to be successful in reaching your objectives, not to find the weak links in the plan. If you know there are weak parts try to fix them before the exercise. Also, it is wise to make sure everyone is trained and ready for their responsibilities. Make the exercise as successful and positive as possible. When it is then objectives are met and issues found will be fixed due to the positive success of the exercise.

9. Hold a briefing after the meeting and talk about the positive outcomes and also some of the issues that cam up. Write a plan to address the parts that were difficult and include in your plans ways to strengthen the positive events that happened. Remember the exercise is meant to be collaborative and discussion lead so focus on the objectives not the scenario.

10. After the exercise and briefing have planning committee and leadership come back together and talk about updates and improvements to the overall business continuity and communication plan. Seek to recognize the efforts of all the participants ask them for their feedback. Look for ways to incorporate the needed changes into everyday work. Plan to have another exercise that may address different objectives, yet test some of the issues found in the previous exercise as well. Making exercises part of your operational business will help increase your business and employee resilience and aid in recovery so much quicker because of the time spent to look for opportunities to improve.

11. Share your results with Emergency Management. Ask them for ideas or help. Emergency Management wants to help your business succeed because it will help the community economics continue on after a crisis, when the community will need the services your business provides to help them rebuild also. Become partners with Emergency Management and other business to help each other and strengthen each other toward whole community resilience.

www.tcem.org
www.tooeleready.org

OVERVIEW OF BUSINESS FUNCTIONS

Function	Person who performs function	Obligation	Priority

INDIVIDUAL FUNCTION DETAILS

Function:	Who are the recipients of this function?	Brief Description of how to complete this function:
Priority: Obligation: ( ) None ( )Legal ( )Contractual ( )Regulatory ( ) Financial	What would be the time frame for possible downtime of this function?	
Who performs this function? Who helps perform this function?	What are the consequences of this function not being performed?	Workaround methods:
What equipment/supplies are needed for this function:	Can this function be performed offsite? If so where and for how long?	

Notes:

Updated:	Next Review Date:

Needed actions to take:

EMPLOYEE CONSIDERATIONS

Employee Name	Title/ Department	Emergency Contact	Out of state emergency contact	Skills helpful in a crisis

INDIVIDUAL EMPLOYEE DETAILS

Employee Name:	Home Address:	Home Phone Number
Special Skills and/or certifications		Cell Phone number
Special Needs: At work: At home:	Personal e-mail:	Other phone number or pager number
	Social Media:	Office phone number
	Other Contact	Office e-mail

Family Members & Contact numbers		
Name	Number	Relationship
	Primary: Secondary: E-mail:	
	Primary: Secondary: E-mail:	
	Primary: Secondary: E-mail:	
	Primary: Secondary: E-mail:	
	Primary: Secondary: E-mail:	
	Primary: Secondary: E-mail:	
	Primary: Secondary: E-mail:	

Out of State Contact		
Name:	Primary Number:	Secondary Number
Relationship	e-mail:	

Preparedness Measures: ( ) Workplace kit ( )Car Kit ( ) Personal Emergency Supplies kit ( )Family Disaster Supplies Plan and Kits

Notes:

SERVICE AND SUPPLIER CONTACT INFORMATION

Contact type: Current Supplier, Current Vendor, Back-Up Supplier, Back-Up Vendor, Key Customer, Servicer, Other	Date: Next Review Date:
Company Name:	
Account Number:	
Street Address:	
Phone Number:	
Other Number:	
Primary Representative:	
Title:	
Office Phone:	
Mobile Phone:	
E-mail:	
Notes:	Who is the back up for this service?

FINANCIAL NEEDS

How much cash would be needed to survive?			
3 days?	5 days?	10 days?	Longer?
How much cash is on hand: Who would have access to it?	Policy for using the cash on hand:		Personal responsible for decision to use cash on hand:
Services that need to be paid for and how much is needed for each			
Utilities	Security	Customers	Other Bills
Internet	Employee Wages		
Building lease	Suppliers		
Janitorial	Vendors		
Credit information			
Company:		Amount:	Limit
Who would have access to it?		Policy for using credit:	
Other information:			

POLICIES AND PROCEDURES

Policy for employee's wages	
Policy for using sick or vacation time without restriction	
Policy for cash advances, check cashing, and employee loans	
Policy for overtime during a disaster	
Policy for accounts payable and bills	
Policy for paid time off to prepare for a major storm	
Policy for employees who are unable to come to work due to storm related crisis	
Policy for Emergency Child Care	
Policy for training before a disaster	
Work related preparedness equipment	
Policy for	
Policy for	

Notes:

EQUIPMENT FOR SHELTERING-IN-PLACE

Completed	Equipment for Sheltering-in-place	Quantity Needed	Quantity have	Date Expired
	Battery Powered Radio			
	Batteries			
	Food for everyone for a day			
	Water for everyone for a day			
	Flashlights			
	Batteries			
	Solar Powered lights			
	Chargers for devices			
	Communication Devices such as two-way radios with batteries			
	Fire Extinguishers			
	N95 masks			
	Duct Tape			
	Basic Tool Set			
	Bedding and blankets			
	Can openers			
	Office First Aid Kit			
	Blood Bourne Pathogen Clean up kit			
	AED			
	Hand Sanitizer			
	Toiletries			
	Large Plastic Trash bags			

SYSTEM DISRUPTIONS TO OUR BUSINESS

System Failure	How it impacts our business	What we can do to mitigate and prepare for this system failure
Electricity		
Water		
Gas		
Internet		
Communications		
Roadways and Bridges		
Supply		
Sewer System		
Public Health		
Financial and Economic		
Cyber Security		

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