

# BUSINESS PREPAREDNESS





# Every Business Should Have a Plan

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Be informed.

- Do you know what kind of emergencies might affect your company?
- Do you know what you will do in an emergency situation?

Develop a Business Continuity Plan.

- Do you know which staff, procedures and equipment are absolutely necessary to keep operating?
- Do you have back-up plans for those operations?
- Do you know what you will do if your building or plant is not accessible?
- Do you know what you will do if your suppliers are impacted by a disaster?
- Are you ready for utility disruptions?

Prepare your Emergency Plan.

- Do you have an evacuation and shelter-in-place plan?
- Do you have a plan to communicate with employees before, during and after an incident?
- Do you have copies of building and site maps with utilities and emergency routes marked?
- Are your employees trained for medical emergencies?

Practice the Emergency Plan.

- Have you practiced your plan recently?
- Do you practice and coordinate with other businesses in your building or industrial complex?
- Have you reviewed your plans in the last 12 months?

Review Insurance Coverage.

- Have you reviewed your insurance coverage recently to see if you're covered in a disaster?

Secure Your Facility and Equipment.

- Have you secured all the ways people, products and supplies get into your building?
- Have you conducted a room-by-room walk through to determine what can be strapped down?

Improve Cyber Security.

- Do you regularly install patches to your software?
- Have you installed a firewall on your computer?
- Do you regularly update your antivirus software?

Promote Family and Individual Preparedness.

- Do you encourage employees to have a personal emergency supply kit and a family communication plan?

***If you answered "No" to any of these questions, visit [www.ready.gov](http://www.ready.gov) and learn how to better prepare your business.***



## Preparedness Tips for Business

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- Listen to radio/TV for current information and instructions.
- Be alert to suspicious activity and report it to the proper authorities immediately.
- Work with local community leaders, emergency management, government agencies, community organizations, and utilities to meet immediate needs of the citizens.
- Be prepared to work with a dispersed or smaller work force.
- Ensure mental health counselors are available for employees.
- Review emergency plans to include continuity of operations and media materials.
- Determine need to restrict access to business or provide private security firm.
- Contact vendors/suppliers to confirm their emergency response plan procedures.
- Contact private security firm for security risk assessment and to determine availability of support/enforcement.
- Contact voluntary organizations you support to determine how you can provide assistance in case of emergency.
- If a need is announced, contact nearest blood collection agency and offer assistance.
- Communicate with community leaders, emergency management, government agencies, community organizations and utilities about disaster preparedness.
- Ensure emergency communication plan is updated to include purchase of needed equipment.
- Ask the local Red Cross chapter to provide a "Preparing for the Unexpected" presentation at your workplace for employees.
- Use "Red Cross Emergency Management Guide for Business and Industry" to develop written emergency plans to address all hazards. Include an emergency communication plan to notify employees of activities; designate an off-site "report to" location in case of evacuation.
- Develop continuity of operations plan to include designation of an alternate work facility/location for business.
- Obtain copies of "Terrorism: Preparing for the Unexpected and Preparing Your Business for the Unthinkable" brochures from your local Red Cross chapter for distribution to all employees /management as appropriate.

The following will give you an idea of what it may cost to develop a disaster protection and business continuity plan. Some of what is recommended can be done at little or no cost. Use this list to get started and then consider what else can be done to protect your people and prepare your business.

## No Cost

- Meet with your insurance provider to review current coverage.
- Create procedures to quickly evacuate and shelter-in-place. Practice the plans.
- Talk to your people about the company's disaster plans. Two-way communication is central before, during and after a disaster.
- Create an emergency contact list, include employee emergency contact information.
- Create a list of critical business contractors and others whom you will use in an emergency.
- Know what kinds of emergencies might affect your company both internally and externally.
- Decide in advance what you will do if your building is unusable.
- Create a list of inventory and equipment, including computer hardware, software and peripherals, for insurance purposes.
- Talk to utility service providers about potential alternatives and identify back-up options.
- Promote family and individual preparedness among your co-workers. Include emergency preparedness information during staff meetings, in newsletters, on company intranet, periodic employee emails and other internal communications tools.

## Under \$500

- Buy a fire extinguisher and smoke alarm.
- Decide which emergency supplies the company can feasibly provide, if any, and talk to your co-workers about what supplies individuals might want to consider keeping in a personal and portable supply kit.
- 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.
- Provide first aid and CPR training to key co-workers.
- Use and keep up-to-date computer anti-virus software and firewalls.
- Attach equipment and cabinets to walls or other stable equipment. Place heavy or breakable objects on low shelves.
- Elevate valuable inventory and electric machinery off the floor in case of flooding.
- If applicable, make sure your building's HVAC system is working properly and well-maintained.
- Back up your records and critical data. Keep a copy offsite.

## More than \$500

- Consider additional insurance such as business interruption, flood or earthquake.
- Purchase, install and pre-wire a generator to the building's essential electrical circuits. Provide for other utility alternatives and back-up options.
- Install automatic sprinkler systems, fire hoses and fire-resistant doors and walls.
- Make sure your building meets standards and codes. Consider a professional engineer to evaluate the wind, fire or seismic resistance of your building.
- Consider a security professional to evaluate and/or create your disaster preparedness and business continuity plan.
- Upgrade your building's HVAC system to secure outdoor air intakes and increase filter efficiency.
- Send safety and key emergency response employees to trainings or conferences.
- Provide a large group of employees with first aid and CPR training.

## Emergency Supplies

Talk to your co-workers about what emergency supplies the company can feasibly provide, if any, and which ones individuals should consider keeping on hand.

Recommended emergency supplies include the following:

	<b>Water</b> , amounts for portable kits will vary. Individuals should determine what amount they are able to both store comfortably and to transport to other locations. If it is feasible, store one gallon of water per person per day, for drinking and sanitation
	<b>Food</b> , at least a three-day supply of non-perishable food
	<b>Battery-powered radio</b> and <b>extra batteries</b>
	<b>Flashlight</b> and <b>extra batteries</b>
	<b>First Aid kit</b>
	<b>Whistle</b> to signal for help
	<b>Dust or filter masks</b> , readily available in hardware stores, which are rated based on how small a particle they filter
	<b>Moist towelettes</b> for sanitation
	<b>Wrench</b> or <b>pliers</b> to turn off utilities
	<b>Can opener</b> for food (if kit contains canned food)
	<b>Plastic sheeting</b> and <b>duct tape</b> to "seal the room"
	<b>Garbage bags</b> and <b>plastic ties</b> for personal sanitation

## Sample Business Continuity and Disaster Preparedness Plan

### **PLAN TO STAY IN BUSINESS**

If this location is not accessible we will operate from location below:

\_\_\_\_\_  
Business Name

\_\_\_\_\_  
Address

\_\_\_\_\_  
City, State

\_\_\_\_\_  
Telephone Number

\_\_\_\_\_  
Business Name

\_\_\_\_\_  
Address

\_\_\_\_\_  
City, State

\_\_\_\_\_  
Telephone Number

The following person is our primary crisis manager and will serve as the company spokesperson in an emergency.

\_\_\_\_\_  
Primary Emergency Contact

\_\_\_\_\_  
Telephone Number

\_\_\_\_\_  
Alternative Number

\_\_\_\_\_  
E-mail

If the person is unable to manage the crisis, the person below will succeed in management:

\_\_\_\_\_  
Secondary Emergency Contact

\_\_\_\_\_  
Telephone Number

\_\_\_\_\_  
Alternative Number

\_\_\_\_\_  
E-mail

### **EMERGENCY CONTACT INFORMATION**

Dial 9-1-1 in an Emergency

\_\_\_\_\_  
Non-Emergency Police/Fire

\_\_\_\_\_  
Insurance Provider

## Sample Business Continuity and Disaster Preparedness Plan (cont'd)

**BE INFORMED**

The following natural and man-made disasters could impact our business.

- o \_\_\_\_\_
- o \_\_\_\_\_
- o \_\_\_\_\_
- o \_\_\_\_\_

**EMERGENCY PLANNING TEAM**

The following people will participate in emergency planning and crisis management.

- o \_\_\_\_\_
- o \_\_\_\_\_
- o \_\_\_\_\_
- o \_\_\_\_\_
- o \_\_\_\_\_

**WE PLAN TO COORDINATE WITH OTHERS**

The following people from neighboring businesses and our building management will participate on our emergency planning team.

- o \_\_\_\_\_
- o \_\_\_\_\_
- o \_\_\_\_\_
- o \_\_\_\_\_
- o \_\_\_\_\_

**OUR CRITICAL OPERATIONS**

The following is a prioritized list of our critical operations, staff and procedures we need to recover from a disaster.

Operation	Staff in Charge	Action Plan
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

## Sample Business Continuity and Disaster Preparedness Plan (cont'd)

### SUPPLIERS AND CONTRACTORS

Company Name: \_\_\_\_\_

Street Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_ E-Mail: \_\_\_\_\_

Contact Name: \_\_\_\_\_ Account Number: \_\_\_\_\_

Materials/Service Provided: \_\_\_\_\_

If this company experiences a disaster, we will obtain supplies/materials from the following:

Company Name: \_\_\_\_\_

Street Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_ E-Mail: \_\_\_\_\_

Contact Name: \_\_\_\_\_ Account Number: \_\_\_\_\_

Materials/Service Provided: \_\_\_\_\_

If this company experiences a disaster, we will obtain supplies/materials from the following:

Company Name: \_\_\_\_\_

Street Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_ E-Mail: \_\_\_\_\_

Contact Name: \_\_\_\_\_ Account Number: \_\_\_\_\_

Materials/Service Provided: \_\_\_\_\_



## Sample Business Continuity and Disaster Preparedness Plan (cont'd)

**EVACUATION PLAN FOR \_\_\_\_\_ LOCATION**

(Insert address)

- o We have developed these plans in collaboration with neighboring businesses and building owners to avoid confusion or gridlock.
- o We have located, copied and posted building and site maps.
- o Exits are clearly marked.
- o We will practice evacuation procedures \_\_\_\_ times a year.

If we must leave the workplace quickly:

\_\_\_\_\_  
\_\_\_\_\_

1. Warning System: \_\_\_\_\_

We will test the warning system and record results \_\_\_\_ times a year.

2. Assembly Site: \_\_\_\_\_

3. Assembly Site Manager & Alternate: \_\_\_\_\_

a. Responsibilities Include:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

4. Shut Down Manager & Alternate: \_\_\_\_\_

a. Responsibilities Include:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

5. \_\_\_\_\_ is responsible for issuing all clear.

## Sample Business Continuity and Disaster Preparedness Plan (cont'd)

**SHELTER-IN-PLACE PLAN FOR \_\_\_\_\_ LOCATION**

(Insert address)

- o We have talked to co-workers about which emergency supplies, if any, the company will provide in the shelter location and which supplies individuals might consider keeping in a portable kit personalized for individual needs.
- o We will practice shelter procedures \_\_\_\_ times a year.

If we must take shelter quickly

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1. Warning System: \_\_\_\_\_

We will test the warning system and record results \_\_\_\_ times a year.

2. Storm Shelter Location: \_\_\_\_\_

3. "Seal the Room" Shelter Location: \_\_\_\_\_

4. Shelter Manager & Alternate:

a. Responsibilities Include:

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5. Shut Down Manager & Alternate:

a. Responsibilities Include:

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6. \_\_\_\_\_ is responsible for issuing all clear.

## Sample Business Continuity and Disaster Preparedness Plan (cont'd)

**COMMUNICATIONS**

We will communicate our emergency plans with co-workers in the following way:

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In the event of a disaster we will communicate with employees in the following way:

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**CYBER SECURITY**

To protect our computer hardware, we will:

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To protect our computer software, we will:

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If our computers are destroyed, we will use back-up computers at the following location:

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**RECORDS BACK-UP**

\_\_\_\_\_ is responsible for backing up our critical records including payroll and accounting systems.

Back-up records including a copy of this plan, site maps, insurance policies, bank account records and computer back ups are stored onsite \_\_\_\_\_.

Another set of back-up records is stored at the following off-site location:

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If our accounting and payroll records are destroyed, we will provide for continuity in the following ways:

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## Sample Business Continuity and Disaster Preparedness Plan (cont'd)

**EMPLOYEE EMERGENCY CONTACT INFORMATION**

The following is a list of our co-workers and their individual emergency contact information:

_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

**ANNUAL REVIEW**

We will review and update this business continuity and disaster plan in \_\_\_\_\_.

# MULTICULTURAL PREPAREDNESS





# Listo America

Al prepararse para una posible situación de emergencia, conviene pensar primero en los fundamentos de la supervivencia: **agua potable, comida, aire limpio y retención del calor.**

## **Suministros Recomendados Para Incluir en un Equipo Portátil:**

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- Agua, un galón de agua por persona al día, por lo menos para tres días, para tomar y para la higiene.
- Comida, provisiones por lo menos para tres días de alimentos no perecederos.
- Radio portátil de pilas o de manivela y un Radio Meteorológico NOAA con alerta de tonos y pilas extras para ambos.
- Linterna y pilas extras.
- Botiquín de primeros auxilios
- Silbato para alertar y pedir ayuda.
- Máscara contra polvo, para ayudar a filtrar el aire contaminado y láminas de plástico y cinta adhesiva para crear el "refugio en el lugar".
- Toallitas húmedas, bolsas de basura y tiritas plásticas de amarre para utilizar con fines de higiene personal.
- Llave inglesa o alicates para cerrar los servicios públicos.
- Abrelatas para la comida (si el equipo contiene alimentos enlatados)
- Mapas locales

## **Artículos adicionales que deben tomarse en consideración para agregarlos al equipo de suministros de emergencia:**

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- Medicamentos y anteojos.
- Fórmula para bebé y pañales.
- Alimento para mascotas y agua extra para la mascota.
- Documentos familiares importantes, como las pólizas de seguros, documentos de identificación y registros de cuentas bancarias, en un recipiente portátil a prueba de agua.
- Dinero en efectivo o cheques de viajero y cambio.
- Material de consulta para emergencias, como un manual de primeros auxilios o información de [www.listo.gov](http://www.listo.gov)
- Bolsa de dormir o manta abrigadora para cada persona. Piense en almacenar ropa de cama adicional si usted vive en clima frío.
- Muda de ropa completa, incluyendo camisa de manga larga, pantalón largo y zapatos resistentes. Piense en almacenar ropa adicional si usted vive en clima frío.
- Blanqueador de cloro de uso doméstico y gotero para medicamentos. Cuando se diluyen nueve partes de agua por una parte de blanqueador, éste puede usarse como desinfectante. O en caso de emergencia, puede usarlo para purificar el agua: utilice 16 gotas de blanqueador líquido, de uso doméstico normal, por galón de agua. No use blanqueadores perfumados ni del tipo que no destiñen los colores. Tampoco debe usar blanqueadores con agentes de limpieza adicionales.

- Extintor de incendios
- Fósforos en un recipiente a prueba de agua.
- Artículos femeninos y para la higiene personal.
- Juegos de utensilios desechables tipo campamento, vasos desechables, platos de cartón y cubiertos de plástico, toallas de papel.
- Papel y lápiz.
- Libros, juegos, rompecabezas u otras actividades para los niños.



# Plan de comunicaciones familiares

**Es probable que su familia no esté junta cuando ocurra un desastre, de modo que deben planificar cómo se van a comunicar y decidir de antemano lo que harán en diferentes situaciones.**

Nombre del contacto fuera estado: \_\_\_\_\_  
Correo electrónico: \_\_\_\_\_

Número de teléfono: \_\_\_\_\_  
Número de teléfono: \_\_\_\_\_

**Complete los siguientes datos sobre cada miembro de su familia y manténgalos actualizados.**

Nombre: \_\_\_\_\_  
Fecha de nacimiento: \_\_\_\_\_  
Nombre: \_\_\_\_\_  
Fecha de nacimiento: \_\_\_\_\_  
Nombre: \_\_\_\_\_  
Fecha de nacimiento: \_\_\_\_\_  
Nombre: \_\_\_\_\_  
Fecha de nacimiento: \_\_\_\_\_  
Nombre: \_\_\_\_\_  
Fecha de nacimiento: \_\_\_\_\_  
Nombre: \_\_\_\_\_  
Fecha de nacimiento: \_\_\_\_\_

Número de seguro social: \_\_\_\_\_  
Información médica importante: \_\_\_\_\_  
Número de seguro social: \_\_\_\_\_  
Información médica importante: \_\_\_\_\_  
Número de seguro social: \_\_\_\_\_  
Información médica importante: \_\_\_\_\_  
Número de seguro social: \_\_\_\_\_  
Información médica importante: \_\_\_\_\_  
Número de seguro social: \_\_\_\_\_  
Información médica importante: \_\_\_\_\_  
Número de seguro social: \_\_\_\_\_  
Información médica importante: \_\_\_\_\_

**Dónde dirigirse en caso de emergencia.** Anote los lugares donde su familia pasa la mayor parte del tiempo: el trabajo, la escuela y otros lugares donde suelen estar. Las escuelas, guarderías, lugares de trabajo y edificios de departamentos todos deberían tener planes de emergencia específicos.

**Vivienda**

Dirección: \_\_\_\_\_  
Número de teléfono: \_\_\_\_\_  
Lugar de reunión en el vecindario: \_\_\_\_\_  
Lugar de reunión regional: \_\_\_\_\_

**Trabajo**

Dirección: \_\_\_\_\_  
Número de teléfono: \_\_\_\_\_  
Lugar de evacuación: \_\_\_\_\_

**Escuela**

Dirección: \_\_\_\_\_  
Número de teléfono: \_\_\_\_\_  
Lugar de evacuación: \_\_\_\_\_

**Trabajo**

Dirección: \_\_\_\_\_  
Número de teléfono: \_\_\_\_\_  
Lugar de evacuación: \_\_\_\_\_

**Escuela**

Dirección: \_\_\_\_\_  
Número de teléfono: \_\_\_\_\_  
Lugar de evacuación: \_\_\_\_\_

**Otros lugares que frecuenta:**

Dirección: \_\_\_\_\_  
Número de teléfono: \_\_\_\_\_  
Lugar de evacuación: \_\_\_\_\_

**Escuela**

Dirección: \_\_\_\_\_  
Número de teléfono: \_\_\_\_\_  
Lugar de evacuación: \_\_\_\_\_

**Otros lugares que frecuenta:**

Dirección: \_\_\_\_\_  
Número de teléfono: \_\_\_\_\_  
Lugar de evacuación: \_\_\_\_\_

Información importante	Nombre	Número de teléfono	Número de póliza
Médico/s:			
Otros:			
Farmacéutico:			
Seguro médico:			
Seguro de propiedad/alquiler:			
Veterinario/residencia canina (para mascotas):			

**Otros números de teléfono útiles: 9-1-1 para emergencias.** Número de teléfono de la policía (no emergencias): \_\_\_\_\_



Cada miembro de la familia debe llevar consigo una copia de estos datos importantes

Blank lined area for notes.



Otros números de teléfono e información importante:



### Plan de comunicaciones familiares

Nombre del contacto:

Número de teléfono:

Nombre del contacto fuera del estado:

Número de teléfono:

Lugar de reunión en el vecindario:

Teléfono del lugar de reunión:

**¡Por emergencias llame al 9-1-1!**

< DOBLE  
AQUÍ >

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Otros números de teléfono e información importante:



### Plan de comunicaciones familiares

Nombre del contacto:

Número de teléfono:

Nombre del contacto fuera del estado:

Número de teléfono:

Lugar de reunión en el vecindario:

Teléfono del lugar de reunión:

**¡Por emergencias llame al 9-1-1!**



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Otros números de teléfono e información importante:



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Nombre del contacto:

Número de teléfono:

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Número de teléfono:

Lugar de reunión en el vecindario:

Teléfono del lugar de reunión:

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AQUÍ >

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Otros números de teléfono e información importante:



### Plan de comunicaciones familiares

Nombre del contacto:

Número de teléfono:

Nombre del contacto fuera del estado:

Número de teléfono:

Lugar de reunión en el vecindario:

Teléfono del lugar de reunión:

**¡Por emergencias llame al 9-1-1!**

