

Disaster Preparedness Guide

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QUICK LINKS:

- Small business resources - <https://mainstreet.org/resources/small-business-support>
- Helpful videos - <https://www.ready.gov/business-continuity-plan>
- Business Casualty, Disaster, and Theft Loss Workbook - <https://www.irs.gov/publications/p584b>



CREATE AN EQUIPMENT AND INVENTORY/SUPPLY LIST to make filing for disaster-related insurance claims or emergency funding simpler. The list should include equipment, furniture, inventory, as well as the receipts, serial numbers, makes, and models for these items.



DETERMINE AND WRITE DOWN HOW BUSINESS EQUIPMENT SHOULD BE MOVED OR PROTECTED when there's advanced warning of severe weather. (Think: unplugging all computers, moving portable equipment away from windows or to areas of higher elevation)



UPDATE AND STORE EMERGENCY SUPPLIES, including water, nonperishable food, batteries, cleaning supplies, and first aid supplies.



PROVIDE AN UP-TO-DATE LIST OF CHEMICALS OR OTHER TYPES OF POTENTIALLY DANGEROUS PRODUCTS used in the business to the local emergency manager, so first responders understand all potential hazards associated with the space.



CREATE A DISASTER PLAN ONE-SHEET FOR EMPLOYEES, with specific steps that employees should take in the event of a looming emergency (such as: initiate contact tree, contact all suppliers and vendors to postpone deliveries, update voicemail to notify customers store is evacuated).



RUN DRILLS WITH EMPLOYEES at least twice a year to remind and prepare them about the plan and make adjustments based on feedback around any areas of confusion.



REVIEW AND UPDATE CONTACT INFORMATION FOR EMPLOYEES, vendors, suppliers, and service providers annually. Refer to [Make a Disaster Communications Plan](#) in Part One for more on emergency communication strategies.



KEEP DIGITAL COPIES OF ESSENTIAL BUSINESS RECORDS, such as tax filings, insurance policies, payroll records, production records, and warranties. Remind business owners that inventory logs and paper tax returns won't help much if a natural disaster renders filing cabinets unreachable or computers waterlogged. They should also keep physical copies of these documents at home (where they're more likely to be during a disaster) in case the internet or power goes out. The need to access these resources post-disaster is critical—business owners will have to submit them to file insurance claims, apply for emergency funding, or make new billing arrangements with existing vendors.



DETERMINE WHAT TO DOCUMENT. Take photos and video (your smartphone or tablet is just fine) of the interiors and exteriors of buildings and workspaces, as well as inventory, equipment, and personal property. Be sure to capture damage to:

- > Interior, exterior windows and doors
- > Roofs
- > Electrical, plumbing, gas, water supply, sewer, and septic systems
- > Floors, ceilings, and walls (include cracks and signs of sagging)
- > Foundations
- > Nearby sidewalks
- > Landscaping (such as fallen trees)
- > Furniture, appliances, office equipment, vehicles, and other objects (take photos of the serial numbers of large appliances and equipment while documenting damage)



PHOTOGRAPH, VIDEO, AND ANNOTATE. Photograph and video both damaged structural elements *and* damaged or destroyed equipment or supplies. Use a room-by-room or block-by-block approach. Don't move on until you've finished an entire section. Take photos head-on and ensure you have enough light. To help show the height of flood water or the size of a crack, include another object or a ruler in the photo for scale. Write down the time, date, and location of the damage you are documenting.

Videos should be short and can be used to annotate the photos you're taking. For example, take a video of each room or section of a building or district, and narrate what you're seeing. Start with a test video to ensure that the picture and sound is clear. Back up photos and video to the cloud or to another external storage site.



CREATE A DAMAGE INVENTORY. Use a basic spreadsheet or table to keep track of damaged or lost items as you come across them. Include serial numbers of large appliances or officer equipment such as TVs, computers, and copiers to help with insurance claims.

Above graphics from Main Street America's Disaster and Resilience Toolkit

Make a Disaster Communications Plan

Every minute matters when your community is facing a natural disaster, which means you need a plan for sharing accurate, helpful information with speed. There are actually two parts to a robust communications strategy: an internal plan for communicating with team members and keeping your Main Street organization operational, and a plan for communicating with external stakeholders and community networks (which is also known as crisis communications).

For External Audiences

To craft a crisis communications plan, consider a few core questions:

- 1 What will be your sources of reliable information before and after the disaster?**
- 2 What methods will you use to get information to your constituency groups?**

You know you need to rely on trusted news sources so your network can make informed and safe decisions. Any debates about what's considered a "trusted news source" should happen now, well in advance of any disasters.

Keep in mind that cellphones or the internet may be impacted by the disaster, so you'll want to establish multiple modes for communication. Think about announcements on your local radio station, posting regularly on your organization's website or social media channels, and sending updates to a group email list.



MAIN STREET MOMENT

ALTERNATE
COMMUNICATION

After Hurricane Michael hit Chattahoochee, Florida, the town's cell phone infrastructure was down for more than six weeks. That made it difficult to share information in the Chattahoochee community and to notify state and national news stations about the town's damage. To help other downtown organizations avoid a similar situation, Chattahoochee Main Street encourages Main Street leaders to establish relationships with radio and TV stations—especially those that have backup capabilities—and to have alternative modes of communication handy, such as ham and CB radio. For Chattahoochee, Panama City radio stations served as lifelines for broadcasting important information, such as where to find donated food and water, ice, phone charging stations, and dialysis treatment.

For Grass Valley, California, where wildfire threats are common, the Grass Valley Downtown Association (GVDA) shares information from YubaNet, a hyperlocal site that tracks updates on specific fire incidents. GVDA also relies on local radio station KVMR and Connecting Point's 211, a 24-hour call center that connects county residents to local, state, and federal programs and services.

3 What information will you collect from businesses, resource providers, and the local government to re-share with your larger network?

People may be overwhelmed or desperate during a disaster, which makes your role of information hub even more essential. The goal is to simplify and streamline your guidance, so people have digestible information they can act on. That likely includes:

- > Notices about emergency or shared resources available to businesses and community members
- > Best practices for property owners to file insurance, FEMA, and related claims
- > Opportunities for community members to volunteer or donate to assist with recovery efforts
- > Local events that give residents the chance to come together and connect
- > Updates on the hours and operations of the businesses in your district

Community bike tour in Chicago, Illinois. PHOTO BY OSCAR SANCHEZ



For Internal Audiences

Here, too, a trio of questions can help ensure your plan is comprehensive and effective.

1 Whom do you need to reach?

Staff is an obvious start, along with board and committee members, key volunteers, and partner organization leaders. But less obvious to include are the many groups that may be essential to keeping your organization humming in times of crisis. Think: vendors, service providers, suppliers, landlords, utility providers, and donors. If the organization needs to relocate temporarily or request payment deferment, for instance, knowing whom to contact can save valuable time.

2 How will you reach them?

Your contact list should include multiple modes of communication (home or work phone number, cell phone number, email, social media accounts for direct messaging) in case phone or internet service is disrupted. Your organization must also determine a process for checking in with all the contacts on the list. A phone tree, text message group chat, and private social media group can all be effective options.

3 How will you ensure the plan is accessible?

Security and accessibility are both important considerations. Carefully determine who in your organization or on your board should be able to access the communication plan when necessary. And be sure to store your list in multiple places, such as on a shared drive in the cloud and on paper copies at the office and at home in case getting online isn't an option.



A Main Street damage assessment team discusses next steps in Waterford, Michigan. PHOTO BY JOHN BRY

Spur Small-Business Owners to Plan, Too



MAIN STREET MOMENT

STRENGTHENING SKILLS

Following the COVID-19 pandemic, Main Street Laurens in Laurens, South Carolina, recognized that its businesses needed to strengthen their online presence to survive in the short term and build resilience in the face of any future disruptive event. So, it began offering **small-business training sessions** and technology audits to assess business owners' current technology use and strategies to grow their online presence. (See also MSA's **Main Street Online Tool** that helps small businesses assess their unique digital commerce needs.)

Small businesses are the beating heart of our Main Streets and commercial districts. But day-to-day operations can be all-consuming for small business owners and entrepreneurs, leaving little time or energy for them to ponder a sprawling list of possible disasters that could put them out of business. One proven way to make disaster planning less challenging is to empower them with relevant tools and offer guidance in a variety of formats.

Spotlight tools and resources in newsletters, mailers, emails, and meetings that can help small-business owners assess their unique strengths and challenges, and stress the speed and impact of such tools. Many diagnostic tools take 30 minutes or less to complete and can help provide tailored, actionable recommendations for Main Street entrepreneurs to take.

Guide your business owners to build multiple channels of communication with their customers, including email lists, websites, and business social media accounts. When disasters strike, business owners need multiple ways to tell their customers about changes in operation and to suggest ways to support the business, especially in the case of

limited hours or offerings or full closures. Business marketing sits at the intersection of two of the Four Points of the Main Street Approach—Promotion and Economic Vitality—so use your committee members and related programming to support your local businesses in updating their Google profile or launching a social media campaign. Visit Main Street America's **Small Business Support** for additional tools and resources, including access to our **Small Biz Digital Trainers program**.

Host a disaster preparedness webinar or workshop with local and regional emergency response management personnel. Or incorporate the event into an ongoing series, such as monthly Chamber of Commerce gatherings or networking events, where there's already momentum around attendance.

Al Bye, co-owner of Theater Antiques in Denham Springs, Louisiana, after the 2016 flood. PHOTO BY CITY OF DENHAM SPRINGS



Distribute FEMA's Ready Business Toolkits for the disasters most likely to impact your commercial district (including specific guides for earthquakes, hurricanes, inland flooding, severe wind/tornadoes, and power outages). An individualized business assessment would be ideal, but any engagement by Main Street entrepreneurs on specific climate risks is a great start.

Encourage business owners to develop a business continuity plan to determine how they can keep their businesses running during an unexpected disruption. As an example, these plans can include what to do if a business's office, warehouse, or store becomes inaccessible. Ready.gov has a series of helpful videos on how to create a business continuity plan.

EASY DOES IT

FEMA offers concrete tips and tools to host a successful disaster preparation workshop—from fundamentals like choosing a centrally located venue to language you can adapt for the invitations and feedback forms. Download the Ready Business How-To Guide.

EASY DOES IT

The IRS offers a Business Casualty, Disaster, and Theft Loss Workbook that can help small-business owners compile a room-by-room list of business equipment, which can help with insurance claims. And both America's Small Business Development Centers (SBDCs) and FEMA offer emergency response plan templates to help guide small-business owners through creating an emergency response plan. Download the America's SBDC template or FEMA's template and distribute to entrepreneurs in your local commercial district.

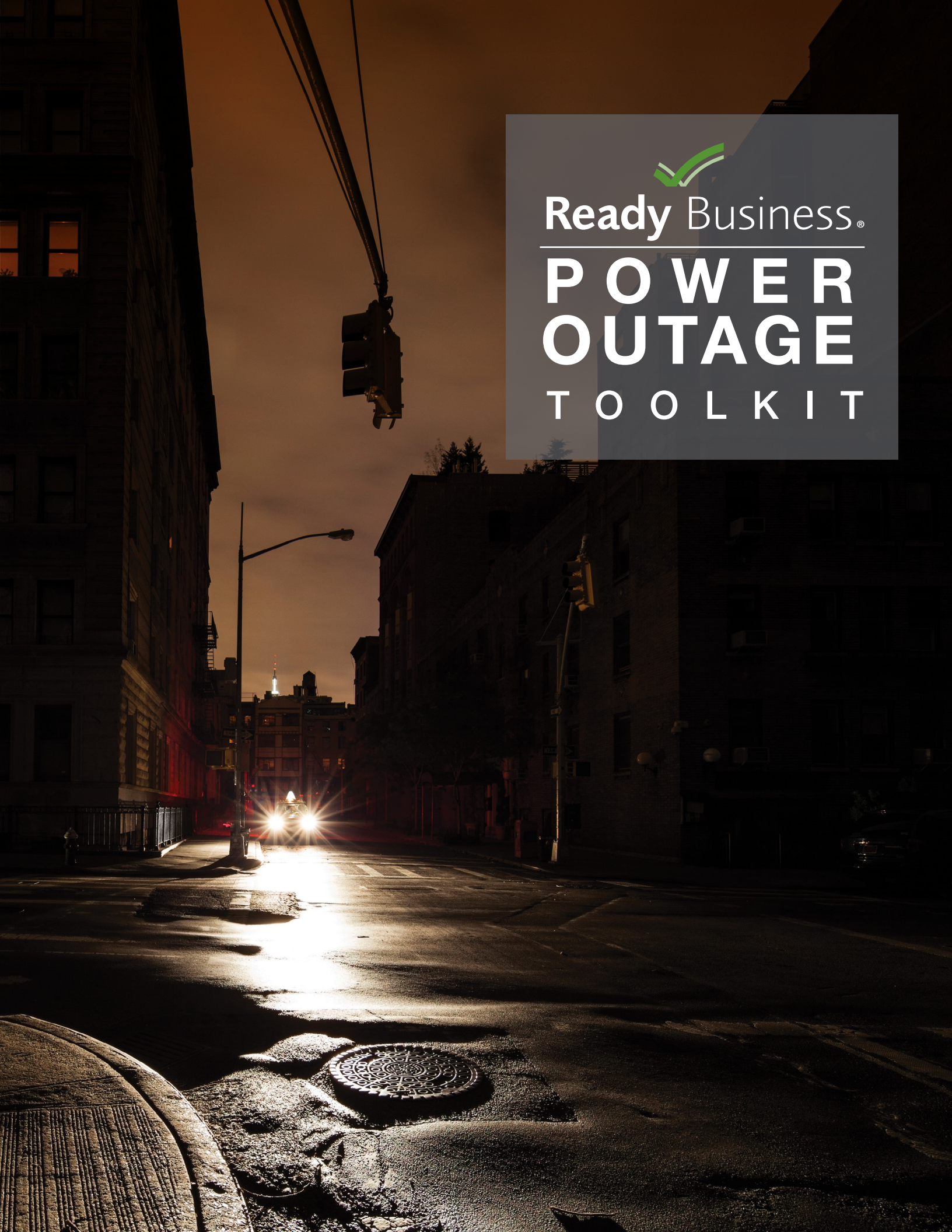
Three years after a disaster, **75%** of businesses without a continuity plan will *fail*.

Source: Ready.gov



Ready Business[®]

POWER OUTAGE TOOLKIT

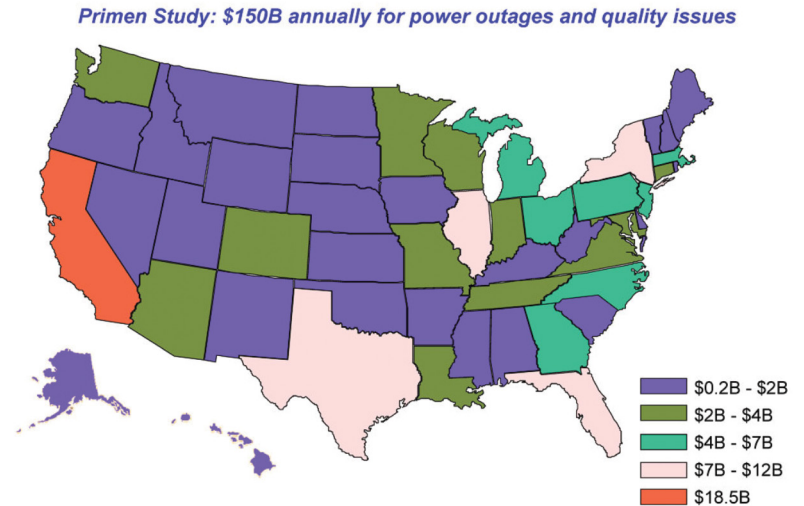


WHY SHOULD ORGANIZATIONS CARE ABOUT POWER OUTAGE RISK?

According to Agility Recovery, 70 percent of businesses or organizations will face a power outage within the next 12 months. Therefore, it is important they understand the potential impacts.

The *Ready Business Program* for Power Outage and the Preparedness and Mitigation Project Plan allow users to take action to protect employees, protect customers, and help ensure business continuity.

ANNUAL BUSINESS LOSSES FROM GRID PROBLEMS



Source: [Pentland, William. "Blackout Risk Tool Puts Price Tag on Power Reliability." *Forbes*, August 30, 2013.](#)

POWER OUTAGE FACTS

Power outages from storm-related events cost the U.S. economy between \$20 billion and \$55 billion annually

Weather-related outages have doubled since 2003

Approximately 44% of power outages are caused by storm-related events

Source: [Campbell, Richard J. *Weather-Related Power Outages and Electric System Resiliency*. \(CRS Report No. R42696\). Washington, DC: Congressional Research Service, 2012.](#)

Source: [Samenow, Jason. "Report: Power Outages Due to Weather Have Doubled since 2003." *The Washington Post*, April 11, 2014.](#)

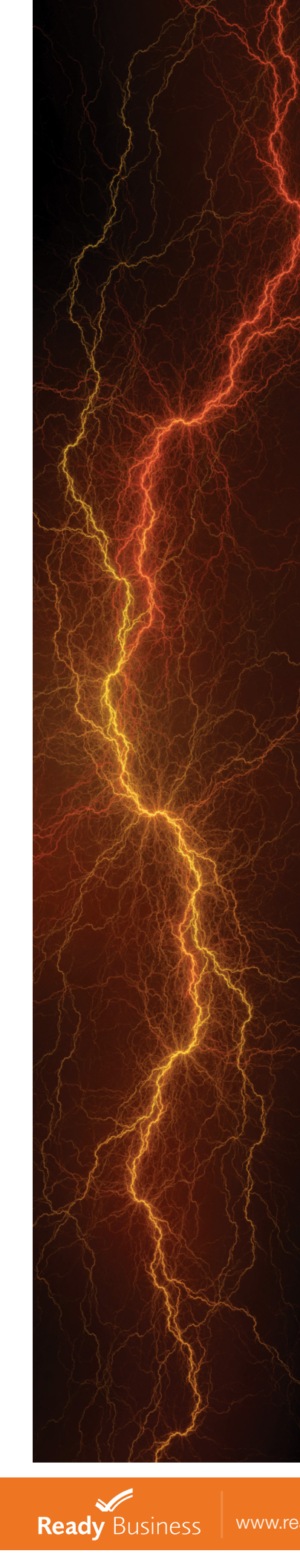
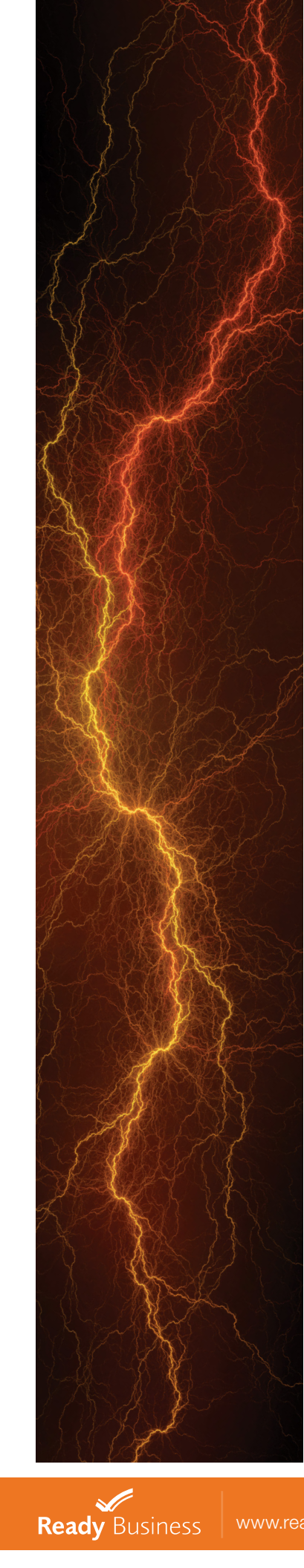


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Introduction

Should your organization be concerned about power outage? In all instances, yes. According to Agility Recovery, 70 percent of U.S. businesses will be affected by a power outage in the next 12 months, so it is important that you understand your risk, develop a preparedness and mitigation plan, and take action. Doing so will not only increase the safety of employees and customers, but it will help you remain in business after disasters such as a power outage strike. Maintaining business continuity is important. When you are able to continue operations after a disaster, you also improve your community's ability to recover.

THE READY BUSINESS PROGRAM MOVES ORGANIZATIONAL LEADERS THROUGH A STEP-BY-STEP PROCESS TO:

✓	Identify Your Risk
✓	Develop a Plan
✓	Take Action
✓	Be Recognized and Inspire Others

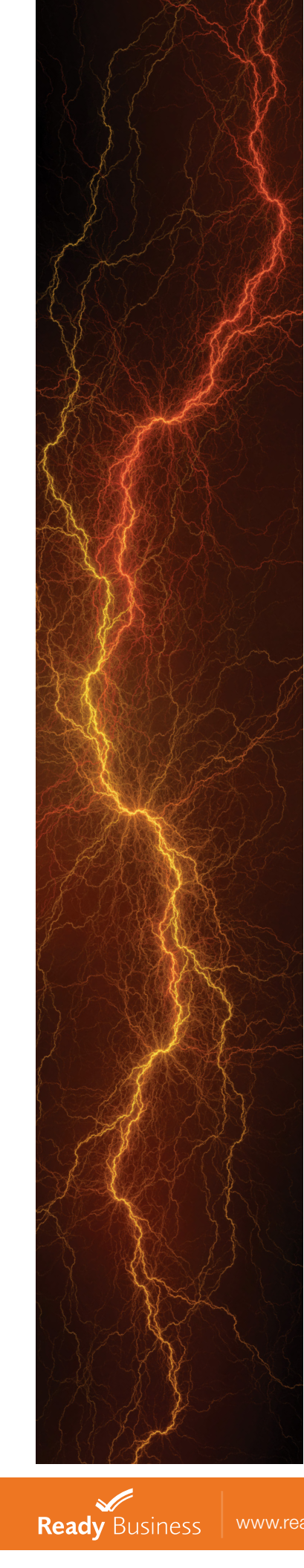
Following these steps in the *Ready Business Program* as a part of your overall business continuity planning will help protect assets (people, property, operations); sustain the capability to provide goods and services to customers and/or supply chain; maintain cash flow; preserve competitive advantage and reputation; and provide the ability to meet legal, regulatory, financial, and contractual obligations.

Nonprofit organizations can also benefit from the *Ready Business Program* as business continuity will protect staff, clients, and property while allowing operations to continue.

Experts estimate that 75 percent of businesses without continuity planning will fail within three years of a disaster. The *Ready Business Program* offers information to complete continuity planning, including resources from the Federal Emergency Management Agency (FEMA) [Business Continuity Plan](https://www.fema.gov/business-continuity-plan) website.

The *Ready Business Program* will provide you with the tools to plan, take action, and become a Ready Business by addressing preparedness and mitigation for your STAFF, SPACE, SYSTEMS, and SERVICE. You will also have the opportunity to apply for recognition as a member of the Ready Business Community.





Introduction: Program Overview

Organizations can achieve four levels for recognition through the *Ready Business Program*. The levels include **STAFF, SPACE, SYSTEMS**, and **SERVICE**. The first three levels can be achieved either independently or as a group. The **SERVICE** level is achieved by completing requirements for **STAFF, SPACE**, and **SYSTEMS** in addition to the **SERVICE** requirements.

STAFF includes planning and preparedness activities for the protection of your staff.

SPACE includes the offices, hallways, stairwells, or any area in the building that could be affected by a power outage.

SYSTEMS includes any system that requires electricity to operate.

SERVICE includes the opportunities for your organization to engage and serve the community following an event. You may only qualify for SERVICE to others after you have prepared your own organization first.

It is important to remember that injury, damage, concurrent damage, cascading disasters such as fire following the event, business interruption, or even increased repair or recovery costs can come from failure to prepare or mitigate. As a result, the first step in the *Ready Business Program* is to complete a *Back-to-Business Self-Assessment* to identify vulnerabilities from any source.

The *Ready Business Program* is intended to recognize and acknowledge businesses and organizations who complete preparedness and mitigation actions to protect employees, customers, and continuity. You can get started today by following the steps provided.

For more information or assistance, contact ReadyBusiness@flash.org or (877) 221-7233.



Benefits

Peace of mind that your organization is prepared not only for power outage, but for other business interruptions and natural disasters.

Ready Business **window cling** to announce to your customers or clients and employees that you have taken steps to prepare your STAFF, SPACE, and SYSTEMS, and are prepared to be of SERVICE after an event.

Ready Business **recognition certificate**.

Ready Business **web badge** to display on your organization's website.

Organization listing on Ready Business website.

Sample **news release** to recognize and acknowledge your organization's participation in the *Ready Business Program*.

Gain tips for **media placement**.

Inspire others to take steps to improve community resiliency.

Introduction: *Ready Business Program*

1

IDENTIFY YOUR RISK

Complete the *Back-to-Business Self-Assessment* to determine the specific areas your organization needs to address to prepare, mitigate risk, and return to operation following a disaster.

2

DEVELOP A PLAN

1. Based on the information in the *Back-to-Business Self-Assessment*, complete the Preparedness and Mitigation Project Plan for **STAFF**, **SPACE**, **SYSTEMS**, and **SERVICE** to identify preparedness and mitigation actions needed to ensure safety and business continuity. (Note: *Completing this plan is a critical first step toward recognition as a Ready Business.*)
2. Review the *Quick Reference Guide* to determine which preparedness and mitigation actions to take based on the potential impacts to your organization.

3

TAKE ACTION

1. Now that you've created your Preparedness and Mitigation Project Plan, make sure the building owner approves it if you are leasing or renting your building. (Note: *Be sure to check with your local building department to secure required permits prior to performing any retrofitting or other mitigation activity.*)
2. Perform preparedness and mitigation activities as prioritized in the Preparedness and Mitigation Project Plan. Document your actions as instructed in the checklists for **STAFF**, **SPACE**, **SYSTEMS**, and **SERVICE** with signatures, photographs, receipts, or letters from an organization manager, engineer, or design professional, where applicable.

4

BE RECOGNIZED AND INSPIRE OTHERS

1. Complete and submit the application for recognition as a Ready Business.

After you have completed these steps, you will be eligible to become a member of the Ready Business Community, and will enjoy the peace of mind of knowing you have done your part to promote safety, mitigate potential loss, and protect your organization.

1

Identify Your Risk:

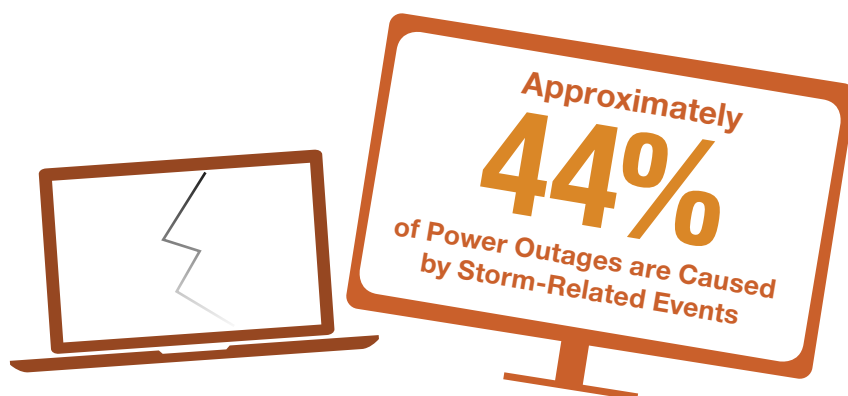
Back-to-Business Self-Assessment

PLANNING SCENARIO

On May 1 of this year, a severe weather event strikes your community and the utility provider that supplies power to your organization. A quick assessment by the utility provider indicates that power will not be restored within the next few hours. A further assessment will be needed to determine exactly when power will be restored.

Due to the size of the power utility grid in your community, it has been determined it will be three days before electricity is fully restored. You should assume you will not be able to access anything in your facilities that requires power for at least three days.

Based on this scenario, complete the eight questions on the following page to identify your risk.



1 | Identify Your Risk: *Back-to-Business Self-Assessment*

ASSESS YOUR READINESS

Based on the planning scenario, complete the eight questions below to highlight areas that your Business Continuity and Preparedness and Mitigation Plan should address.

IMPACTS ON YOUR ORGANIZATION		RESOURCES THAT CAN HELP MINIMIZE DAMAGE, DISRUPTIONS, AND INJURIES
SYSTEMS		
1. If the power outage affects the phone, internet, or cable, can your organization operate without any of them?	☐ Yes ☐ No	<i>Ready Business Program</i> - COMMUNICATION SYSTEMS
2. Can you deliver your product during the power outage?	☐ Yes ☐ No	<i>Ready Business Program</i> - PRODUCT DELIVERY SYSTEMS
3. Can your employees work in the business without the following electrically supported systems: heating, venting, and air conditioning (HVAC), water heating/distribution, elevators, or lighting?	☐ Yes ☐ No	<i>Ready Business Program</i> - BUILDING SUPPORT SYSTEMS
4. Is your inventory and facility safe from water or temperature damage if environment control systems fail without electricity?	☐ Yes ☐ No	<i>Ready Business Program</i> - BUILDING SUPPORT SYSTEMS
5. Can you access your facility without electricity and will safety alarm systems operate?	☐ Yes ☐ No	<i>Ready Business Program</i> - SECURITY and SAFETY SYSTEMS
6. Can your employees get to work without an operating mass transit system?	☐ Yes ☐ No	<i>Ready Business Program</i> - TRANSIT SYSTEMS
7. Are you able to pay your employees, vendors, or receive payments without electricity?	☐ Yes ☐ No	<i>Ready Business Program</i> - FINANCIAL SYSTEMS
8. Can your organization operate without production systems: (e.g., assembly line machines, restaurant equipment, office computers)?	☐ Yes ☐ No	<i>Ready Business Program</i> - PRODUCTION SYSTEMS

For each question, 1-8, that you answered 'No', address the specific issue in the Ready Business Preparedness and Mitigation Project Plan or in your Business Continuity Plan.

Use the *Ready Business Program* resources to help determine the preparedness and mitigation activities associated with protecting your equipment and continuing operations during a power outage. Resources are incorporated throughout this toolkit and a comprehensive list can be found on pages 48-51.



2

Develop A Plan

1. Based on the information in the completed *Back-to-Business Self-Assessment*, create a Preparedness and Mitigation Project Plan for **STAFF**, **SPACE**, **SYSTEMS**, and **SERVICE** to identify critical preparedness and mitigation actions needed to ensure safety and business continuity. Completing this plan will bring you one step closer to recognition as a Ready Business.
2. Review the *Quick Reference Guide* to determine which preparedness and mitigation actions to take based on the potential impacts to your organization.



2 | Develop A Plan

STAFF, SPACE, SYSTEMS, AND SERVICE

After you have identified the potential power outage risks and determined the possible impacts on your organization, create a Preparedness and Mitigation Project Plan and decide which solutions you will use to reduce risks. The Preparedness and Mitigation Project Plan will support the business continuity planning and readiness process, and bring you one step closer to recognition as a Ready Business.

READY BUSINESS PREPAREDNESS AND MITIGATION PROJECT PLAN

Organization:

Project Lead:

Name:

Title/Department:

Address:

Phone Number:

Email:

Executive Summary:

Background: *(Provide a summary description of risk to include priorities)*

Goals and Objectives:

2 | Develop A Plan

Prior to developing a plan for mitigating power outages, it is important to meet with your utility provider and other community entities and understand their role in preparedness and mitigation before, during, and after a power outage. Use the table below to guide your discussion with these organizations and record the information in your Crisis Communications Plan.

POWER OUTAGE COMMUNITY PLANNING TABLE		
RECORD UTILITY PROVIDER NAME/ PHONE NUMBER/ WEBSITE/SOCIAL MEDIA CHANNELS	QUESTIONS TO DISCUSS BEFOREHAND	RECORD ADDITIONAL NOTES OR ANSWERS TO QUESTIONS SPECIFIC TO YOUR UTILITY PROVIDER
	Should I report a power outage to the utility provider?	While a severe storm or event with widespread power interruption should be recognized on the utility provider's monitoring system, it is always advisable to report outages.
	Who is responsible at your company for disseminating information during a power outage?	Some utility providers will provide organizations with a designated point of contact or communication during power outage. Record this information in your Crisis Communications Plan. Be sure to also include information on the point of contact at the utility provider.
	By what method will information be disseminated during a power outage?	Most utility providers have established contact channels including telephone numbers, websites, and social media accounts to update the community on the status of power outages. Contact your utility provider to determine what types of automated information dissemination are available.
	What are your procedures for restoring power after an outage?	Safety is the number one priority. Repair crews will not make repairs when weather conditions remain hazardous. Restoration starts at the power plant with the large transmission lines going out from the plant across the state. Returning operation to vital community services (e.g., hospitals, water, and sewage stations) is the next step. Then repairs will be focused on returning power to the greatest number of customers in the least amount of time. Lastly, the crew will repair individual lines in neighborhoods. Watch this video, from FirstEnergy , to understand the process.

POWER OUTAGE COMMUNITY PLANNING TABLE		
RECORD UTILITY PROVIDER NAME/ PHONE NUMBER/ WEBSITE/SOCIAL MEDIA CHANNELS	QUESTIONS TO DISCUSS BEFOREHAND	RECORD ADDITIONAL NOTES OR ANSWERS TO QUESTIONS SPECIFIC TO YOUR UTILITY PROVIDER
	Where is my organization located on the grid?	Understanding where you are located on the power grid allows you to better prepare for when power will be restored to your organization.
	Where does my organization fit in the process?	Monitor the outage and report any changes immediately. However, never try to make your own electrical repairs, or pull tree limbs off power lines, and stay clear of areas where repairs are being done. It is important to remember that lines can be energized even if they are on the ground.
	What are your recommendations for my organization to prepare for a power outage?	Each organization will have specific power usage needs; however, all organizations can do the following: • Protect data with backup files • Consider backup power for any critical systems • Make plans for supplies and services for employees • Provide employees with power outage safety information and protocols • Contact customers and suppliers • Review insurance coverage These items are covered in depth in the <i>Quick Reference Guide</i> in this toolkit.
	What other organizations within the community play a role during a power outage?	Depending upon the systems that support the operation of your organization, you should consider contacting the following organizations to discuss their communication and backup plans during a power outage. • Communications Company • Emergency Management Office • School System • Transit Authority • Vendors • Water Authority

2 | Develop A Plan: STAFF

Below is a list of key preparedness measures your organization can complete to help your staff get prepared for a power outage event; however, the list is not all-inclusive. For additional guidance on preparedness measures, please see the *Quick Reference Guide: STAFF* in this program.

By performing Steps 1 through 6, organizations will be eligible for recognition as a Ready Business – STAFF. The Suggested Actions are recommended, but not required, for recognition.

POTENTIAL PREPAREDNESS ACTION	ASSIGNED TO	BUDGET	COMPLETION DATE
1 Develop Business Continuity and Crisis Communications Plans			
2 Conduct an Employee Awareness Campaign			
3 Develop an Employee Training Program			
4 Conduct an Employee Training Session			
5 Conduct a Power Outage Drill			
6 Review Insurance Coverage/Create Inventory			
SUGGESTED ACTION: Download the FEMA Preparedness App			
SUGGESTED ACTION: Develop an Emergency Supply Kit			
SUGGESTED ACTION: Purchase a NOAA Weather Radio for Monitoring During an Event/Download a Mobile Alerting App			

2 | Develop A Plan: SPACE

Below is a list of nonstructural mitigation activities that can be completed by someone with common tools and readily available materials; however, the list is not all-inclusive. For additional guidance on mitigating these nonstructural risks, please see the *Quick Reference Guide: SPACE* in this program.

By performing all mitigation activities, organizations will be eligible for recognition as a Ready Business – **SPACE**.

SPACE RISKS	MITIGATION SOLUTION	ASSIGNED TO	BUDGET	COMPLETION DATE
Offices	Install surge protectors to all important equipment.			
Hallways/Stairwells	Install emergency lighting, directional signage, and exit signs. Ensure proper maintenance is performed on all existing signage.			
Conference Rooms	Install surge protectors to all important equipment.			
Break Areas/Kitchens	Develop a plan for turning off and disconnecting appliances during an outage.			
Escalators/Elevators	Ensure occupants understand emergency evacuation plans, and establish alternative methods to move people and inventory.			

2 | Develop A Plan: SYSTEMS

Below is a list of systems that will be affected by power outage; however, the list is not all-inclusive. Consult the *Quick Reference Guide: SYSTEMS* in this program for mitigation solutions or develop your own after meeting with your Local Emergency Management Office or utility provider.

By preparing for power outages, organizations will be eligible for recognition as a Ready Business – **SYSTEMS**.

COMMUNICATION SYSTEMS RISKS	MITIGATION SOLUTION	ASSIGNED TO	BUDGET	COMPLETION DATE
Phone	Install at least one landline telephone.			
Internet/Servers	Develop a plan for server or internet access with backup power outside of the affected area.			
Cable and Other Television Services	Develop a secondary means of information gathering.			
Conferencing and Audiovisual Equipment	Install surge protectors to all important equipment.			

PRODUCT DELIVERY SYSTEMS RISKS	MITIGATION SOLUTION	ASSIGNED TO	BUDGET	COMPLETION DATE
Transport Vehicles	Ensure you have backup power for fuel pumps and keep fuel tanks full for all vehicles.			
Central GPS and Routing Systems	Ensure you have backup power for the system.			
Scanners and Shipping Tools	Ensure extra batteries or external power supply is present.			

2 | Develop A Plan: **SYSTEMS** (continued)

BUILDING SUPPORT SYSTEMS RISKS	MITIGATION SOLUTION	ASSIGNED TO	BUDGET	COMPLETION DATE
HVAC	Develop alternative work procedures as required.			
Water Heating/Distribution	Store drinking water as needed. Protect plumbing lines during freezing temperatures.			
Equipment Elevators/Lifts	Develop a plan for using an alternative elevator with backup power for product or material transportation only.			
Generators and Fuel	Develop a generator maintenance, operation, and fueling plan.			
Lighting	Ensure emergency lighting works. Use portable lighting as needed for evacuation.			
Sump Pumps	Ensure the pump has a battery, generator, or other backup power source installed.			

SECURITY/SAFETY SYSTEMS RISKS	MITIGATION SOLUTION	ASSIGNED TO	BUDGET	COMPLETION DATE
Badging/Access	Ensure personnel are aware of entering and exiting requirements during a power outage.			
Smoke and Other Alarms	Ensure alarms have backup power.			
Video Surveillance Systems	Ensure alternative plan is in place for surveillance.			
Interactive PA Systems	Develop an alternative plan for making announcements during an emergency.			

2 | Develop A Plan: **SYSTEMS** (continued)

TRANSIT SYSTEMS RISKS	MITIGATION SOLUTION	ASSIGNED TO	BUDGET	COMPLETION DATE
Mass Transit	Develop alternative work plans for employees or shelter-in-place procedures.			
General Transit	Develop a plan to adapt transportation needs for employees, customers, and vendors and suppliers as necessary to avoid business interruption.			

FINANCIAL SYSTEMS RISKS	MITIGATION SOLUTION	ASSIGNED TO	BUDGET	COMPLETION DATE
General	• Ensure paperless recordkeeping for financial and tax records • Document valuables and business equipment			
Payroll – Processed On-Site	• Develop an emergency plan for processing payroll off-site (consider a contingency agreement with a payroll processing company).			
Payroll – Processed by Payroll Vendor	• Request disclosure of your payroll company's disaster plan			

2 | Develop A Plan: **SYSTEMS** (continued)

FINANCIAL SYSTEMS RISKS	MITIGATION SOLUTION	ASSIGNED TO	BUDGET	COMPLETION DATE
Invoice, Payments, and Receipts	• Ensure a backup plan is in place for receiving and paying invoices through an off-site facility or vendor and issuing receipts. • Identify a web-based, mobile application, or other method for handling orders, making and receiving payments, and issuing receipts.			

PRODUCTION SYSTEMS RISKS (List the systems that are part of your production environment, see examples on next page.)	MITIGATION SOLUTION	ASSIGNED TO	BUDGET	COMPLETION DATE
1.				
2.				
3.				
4.				
5.				

2 | Develop A Plan: **SYSTEMS** (continued)

The most important things to remember during a power outage to prevent losses is to maintain revenue-generating activities and protect the building, equipment, and inventory from damage.

 RESTAURANT	 OFFICE ENVIRONMENT	 FACTORY
Examples of high-priority production systems in a restaurant environment may include: • Refrigerators and Freezers • Ovens, Grills, and Deep Fryers • Ice-makers and Drink Dispensers	Examples of high-priority production systems in an office environment may include: • Computers, Printers, and Copiers • Network or Server Access • Lighting	Examples of high-priority production systems in a factory environment may include: • Machinery and Conveyor Belts • Safety Systems • Order Processing and Receiving

2 | Develop A Plan: SERVICE

Can your organization provide community service to others following a power outage? Identify and build local relationships to create a **SERVICE** component in your Business Continuity Plan. For additional guidance on the **SERVICE** component, please see the *Quick Reference Guide: SERVICE* in this program.

By performing all applicable preparedness activities in **STAFF**, **SPACE**, and **SYSTEMS**, organizations will be eligible for recognition as a Ready Business – **SERVICE**.

SERVICE ACTION	ASSIGNED TO	BUDGET	COMPLETION DATE
Contact your Local Emergency Management Office			
Identify Ways to Engage and Participate in your Community			

 RELIEF KITS	 CHARGING STATION	 FOOD PREPARATION	 VOLUNTEER
If your organization is open after the disaster, you could become a distributor or storage warehouse for Disaster Relief Kits. Providing a place for the supplies to be stored locally allows volunteer organizations to readily distribute them throughout affected areas.	Does your organization have electricity after the disaster? If so, you may want to become a volunteer charging station. Provide a safe, secure place for emergency responders, volunteers, and community members to charge their cell phones, power wheelchairs, and battery-powered tools.	Does your organization have the capability to prepare or serve meals? Providing a sanitary kitchen for emergency responders, volunteers, or community members to prepare or receive meals following a disaster is essential for rebuilding the community.	Not sure how your organization can directly contribute after the disaster? Volunteer. Contact your Local Emergency Manager and determine where volunteer opportunities exist in the community. You could prepare meals, sort debris, or even work at a local office of a volunteer organization. For additional ideas, visit National Voluntary Organizations Active in Disaster .

PREPAREDNESS ACTION	PREPAREDNESS SOLUTIONS	PREPAREDNESS RESOURCES
STEP 1: Develop Business Continuity and Crisis Communications Plans	Create a Business Continuity Plan that includes strategies for storing critical business documents and data.	 Business Continuity Plan
	Consult the Disaster Resistant Business Toolkit.	 Disaster Resistant Business (DRB) Toolkit
	Assign a Business Continuity Team Leader responsible for implementing the Business Continuity Plan to bring your organization back to business after an event.	 Business Continuity Plan
	Create a Crisis Communications Plan that includes internal and external communication protocols for before, during, and after a disaster. Include the social media channels of your power company in the Crisis Communications Plan to ensure timely updates of power outages.	 Crisis Communications Utilities Tap Power of Social Media The Wall Street Journal

Quick Reference Guide: STAFF (continued)

PREPAREDNESS ACTION	PREPAREDNESS SOLUTIONS	PREPAREDNESS RESOURCES
STEP 2: Conduct an Employee Awareness Campaign	Conduct an employee awareness campaign to educate staff on the safest response before, during, and after an event. The awareness campaign should include educating staff on the safest response before, during, and after a power outage. Include emergency communication plans and policies, and when to evacuate. The campaign should also provide guidance on critical actions after a power outage event. Be sure to include the following in the campaign: • Procedures for disconnecting and powering down equipment; • Procedures for entering or exiting the facility; • Requirements for data backup and retrieval; • Work from home requirements; and • An emergency plan for employees who rely on medical equipment. This may include a backup power supply or transportation to another facility.	PREPARE MY BUSINESS.org <i>Recover From the Most Likely Disaster: Power Outage</i> Download the Presentation Download the Transcript

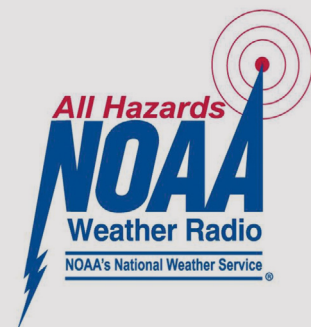
Quick Reference Guide: STAFF (continued)

PREPAREDNESS ACTION	PREPAREDNESS SOLUTIONS	PREPAREDNESS RESOURCES
STEP 3: Develop an Employee Training Program	Develop a training program that provides activities for employee engagement before, during, and after a power outage. Your training can be incorporated into established campaigns such as National Preparedness Month and should focus on disaster preparedness and safety. Drills or exercises should be incorporated into the program. Be sure to include the following in the training: • How to obtain information before, during, and after a power outage; • Evacuation routes and shelter plans; • How to disconnect or power-down equipment; and • Individual and family preparedness information.	PREPARE MY BUSINESS.org <i>Recover From the Most Likely Disaster: Power Outage</i> Download the Presentation Download the Transcript  Ready Business. Power Outages
STEP 4: Conduct an Employee Training Session	Hold a preparedness discussion with your staff. Discuss what you have done to prepare for disasters, review your Business Continuity Plan, review your Crisis Communications Plan, and share awareness campaign key messages. The discussion should: • Educate the employees about your Business Continuity and Crisis Communications Plans; and • Include basic first aid and CPR training.	PREPARE MY BUSINESS.org <i>Recover From the Most Likely Disaster: Power Outage</i> Download the Presentation Download the Transcript

Quick Reference Guide: STAFF (continued)

PREPAREDNESS ACTION	PREPAREDNESS SOLUTIONS	PREPAREDNESS RESOURCES
STEP 5: Conduct a Power Outage Drill	Conduct your disaster drill, but before you begin, contact your local emergency manager for additional ideas and to offer them a way to participate.	 Prepareathon How Organizations Can Participate
STEP 6: Review Insurance Coverage/ Create Inventory	Meet with your insurance agent annually to review your insurance, especially property coverage limits, deductibles, and coinsurance requirements. Maintain a current photo or video inventory of your premises, equipment, inventory, supplies, etc. If you don't have service interruption (utility service) insurance, purchase a policy.	 Ready Business. Insurance Coverage Discussion Form
SUGGESTED ACTION: Download the FEMA Preparedness App	Download the FEMA App for National Weather Service Alerts, Safety Tips, Preparation Checklists, and Maps of Disaster Resources.	 FEMA FEMA Preparedness App
SUGGESTED ACTION: Develop an Emergency Supply Kit	Develop an emergency kit with supplies you may need before, during, and/or after the disaster.	 Ready Business. Emergency Supply List

Quick Reference Guide: STAFF (continued)

PREPAREDNESS ACTION	PREPAREDNESS SOLUTIONS	PREPAREDNESS RESOURCES
SUGGESTED ACTION: Purchase a NOAA Weather Radio for Monitoring During an Event/ Download a Mobile Alerting App	Purchase a NOAA Weather Radio with single area message encoding (SAME) and download a severe weather alerts app for your mobile device. You may also sign up to receive emergency notifications from your local emergency services. Download <i>Be Smart. Take Part. Know Your Alerts and Warnings</i> for a summary of available notifications. Designate a Team Leader and assign them to monitor your NOAA Weather Radio during an event. Listen and heed instructions given by local emergency management officials. Have backup batteries and chargers.	 <i>NOAA Weather Radio All Hazards</i>  <i>Be Smart. Take Part. Know Your Alerts and Warnings</i>

Quick Reference Guide: SPACE

SPACE RISKS	MITIGATION SOLUTION	REFERENCES
Offices	Disconnect computers and other equipment in case of a momentary power surge. Add surge protectors to all important equipment.	 Ready Business. Power Outages
Hallways/Stairwells	Ensure emergency lighting, signage, and exit signs are operable and clearly visible. Ensure proper maintenance is performed on all existing signage.	PREPARE MY BUSINESS.org <i>Recover From the Most Likely Disaster: Power Outage</i> Download the Presentation Download the Transcript
Conference Rooms	Disconnect projectors, monitors, and other equipment in case of a momentary power surge. Add surge protectors to all important equipment.	 Ready Business. Power Outages
Break Areas/Kitchens	Develop a plan for turning off and disconnecting appliances during an outage.	 Ready Business. Power Outages

Quick Reference Guide: SPACE (continued)

SPACE RISKS	MITIGATION SOLUTION	REFERENCES
Escalators/Elevators	If your business is located in a facility that requires escalators or elevators, establish alternative work plans or work from home procedures until the power outage has been resolved. At least one elevator should be powered by an emergency generator if the building is over four floors. If people are trapped in the elevator, make sure they know to follow posted instructions.	 Department of General Services STATE OF CALIFORNIA <i>Safety Tips During Outages and Blackouts</i>

Quick Reference Guide: SYSTEMS

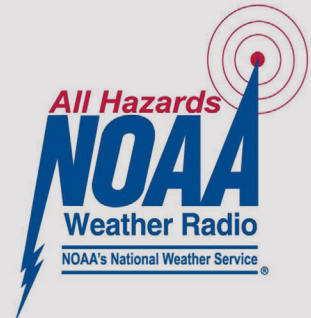
The following systems are affected by power outages. The best defense against a power outage is having a backup generator installed or providing a portable generator as the circumstances allow. By prioritizing the following business systems, organizations can begin the process of planning for backup power. It is important to note that providing backup power for all systems may not be practical, but providing backup for critical systems in the short-term can be achieved.

Regardless of whether your organization decides to install a permanent backup generator or secure a portable generator, it is important to seek the advice of a professional. Your utility provider may offer on-site evaluation services, or you can have an inspection by a professional to determine how to optimize use of a generator during an outage.

The [Power & Generator Checklist](#) provided by [Agility Recovery](#) will provide you with the key steps to prepare. Additional generator and fuel-specific tips are provided in the tables below.

COMMUNICATION SYSTEMS RISKS	MITIGATION SOLUTION	REFERENCES
Phone	Install at least one landline telephone. If you currently have a fax machine, it can be used as a touch-tone phone. Develop a 1-800 phone number for employees to call to receive regular updates.	PREPARE MY BUSINESS.org <i>Recover From the Most Likely Disaster: Power Outage</i> Download the Presentation Download the Transcript
Internet/Servers	If you host your website on servers in your facility, a power outage can take your business completely offline. Install an uninterrupted power supply (UPS) to back up your servers. Identify a partner business in another location to manage your website orders and inquiries. In case of extended power outage, have a plan in place for backup servers at another location.	PREPARE MY BUSINESS.org <i>Recover From the Most Likely Disaster: Power Outage</i> Download the Presentation Download the Transcript  Ready Business. Power Outages

Quick Reference Guide: **SYSTEMS** (continued)

COMMUNICATION SYSTEMS RISKS	MITIGATION SOLUTION	REFERENCES
Cable and Other Television Services	If you rely on your television for disaster information and updates, purchase a NOAA Weather Radio with single area message encoding (SAME) and download a severe weather alerts app for your mobile device.	 NOAA Weather Radio All Hazards
Conferencing and Audiovisual Equipment	Install surge protectors to all important equipment. As an additional precaution, disconnect the equipment during a power outage, only if safe to do so.	 Power Outages

PRODUCT DELIVERY SYSTEMS RISKS	MITIGATION SOLUTION	REFERENCES
Transport Vehicles	Keep your vehicle's fuel tank full. If you pump your own fuel, ensure you have a backup power source for your fuel pumps.	 Power Outages
Central GPS and Routing Systems	Install an uninterrupted power supply (UPS) to back up your servers. In case of extended power outage, have a plan in place for wireless or a manual system for GPS and routing.	 Power Outages
Scanners and Shipping Tools	Provide extra batteries or external backup batteries for these devices.	 Recover From the Most Likely Disaster: Power Outage Download the Presentation Download the Transcript

Quick Reference Guide: **SYSTEMS** (continued)

BUILDING SUPPORT SYSTEMS RISKS	MITIGATION SOLUTION	REFERENCES
HVAC	There are two issues with HVAC, depending on when the power outage occurs. If the outage occurs in the summer months, extreme heat can become a problem. Conversely, if the power outage occurs in the winter months, extreme cold can present problems as well. Depending on your organization's location, consider the following options. Establish a work from home policy until the power outage is resolved, or provide a temporary dress code to accommodate the indoor climate.	 Ready Business. Power Outages  DGS Department of General Services STATE OF CALIFORNIA Safety Tips During Outages and Blackouts
Water/Heating Distribution	If your business requires electric heating and distribution of water to operate successfully, consider alternate power sources to accomplish that. Store drinking water as needed. Additionally, if the power outage occurs during the cold season, take steps to protect against frozen pipes. Insulate exposed pipes, drip faucets, and consider turning off the water supply.	 GEORGIA POWER Prepare Your Business
Equipment Elevators/ Lifts	If movement of material such as generator fuel or supplies must occur, develop a plan to use the employee elevator with emergency power or alternate means of movement prior to the power outage.	 DGS Department of General Services STATE OF CALIFORNIA Safety Tips During Outages and Blackouts

Quick Reference Guide: **SYSTEMS** (continued)

BUILDING SUPPORT SYSTEMS RISKS	MITIGATION SOLUTION	REFERENCES
Generators and Fuel	Determine if your organization will purchase a generator or lease one when necessary. If your facility has a permanently-installed generator, consider the following: • Protect it from flood; • Develop a service and maintenance plan; • Arrange service and fuel vendors; and • Test it regularly. If you require fuel for the generator, consider the following: • Anticipate fuel supply shortages; • Establish multiple fuel supply vendor sources; and • Store fuel in a weather-proof location.	PREPARE MY BUSINESS.org <i>Recover From the Most Likely Disaster: Power Outage</i> Download the Presentation Download the Transcript  Using Backup Generators
Lighting	Ensure the emergency lighting system in the building works properly. Identify individuals responsible for having flashlights available as needed. <u>Do not use candles.</u> As a backup, all employees could keep a battery-powered flashlight in their workspace.	 DGS Department of General Services STATE OF CALIFORNIA Safety Tips During Outages and Blackouts

Quick Reference Guide: **SYSTEMS** (continued)

BUILDING SUPPORT SYSTEMS RISKS	MITIGATION SOLUTION	REFERENCES
Sump Pumps	Ensure the pump has a battery, generator, or other backup power source installed. In areas where basements are prevalent, failure of the sump pump could become a primary source of losses during the storm.	 Power Outages

SECURITY/SAFETY SYSTEMS RISKS	MITIGATION SOLUTION	REFERENCES
Badging/Access	If your facility requires RFID cards to gain access, these will not operate during a power outage. Consider the following options for ensuring only authorized personnel are granted access during a power outage: • Install a battery backup for short-term power outages; • Ensure keyed access to at least one door for longer power outages; and • Ensure someone always has the key on his or her person or in a safe location off-site. Ensure personnel are trained on policies regarding badging and contacting management for entry authorization.	 <i>Recover From the Most Likely Disaster: Power Outage</i> Download the Presentation Download the Transcript
Smoke and Other Alarms	Ensure smoke alarms and security systems have an emergency backup power system.	 <i>Recover From the Most Likely Disaster: Power Outage</i> Download the Presentation Download the Transcript

Quick Reference Guide: **SYSTEMS** (continued)

SECURITY/SAFETY SYSTEMS RISKS	MITIGATION SOLUTION	REFERENCES
Video Surveillance Systems	Ensure a backup plan is in place for providing physical surveillance as needed during the power outage or that battery backup exists for surveillance equipment.	 Ready Business. Power Outages
Interactive PA Systems	If your plan calls for announcements to be made via a public address system during a disaster, develop a backup plan for disseminating information during these times. Include this in your Crisis Communications Plan.	 PREPARE MY BUSINESS.org Crisis Communications

TRANSIT SYSTEMS RISKS	MITIGATION SOLUTION	REFERENCES
Mass Transit	Depending on the extent of the power outage, public transportation may be interrupted. If your employees rely on public transportation to commute to the workplace, consider establishing work from home procedures until the power outage is resolved.	 Ready Business. Shelter
General Transit	Additionally, develop a plan to adapt transportation needs for employees, customers, and vendors and suppliers as necessary to avoid business interruption.	

Quick Reference Guide: **SYSTEMS** (continued)

FINANCIAL SYSTEMS RISKS	MITIGATION SOLUTION	REFERENCES
General	• Ensure paperless recordkeeping for financial and tax records. • Document valuables and business equipment.	 <i>Preparing for a Disaster (Taxpayers and Businesses)</i> <i>Preparing for Disasters (Video)</i>
Payroll – Processed On-Site	• Develop an emergency plan for processing payroll off-site (consider a contingency agreement with a payroll processing company).	
Payroll – Processed by Vendor Payroll	• Request disclosure of your payroll company's disaster plan.	
Invoice, Payment, and Receipt	• Ensure a backup plan is in place for receiving and paying invoices through an off-site facility or vendor and issuing receipts. • Identify a web-based, mobile application, or other method for handling orders, making and receiving payments, and issuing receipts.	 <i>Don't Let the Next Natural Disaster Put You Out of Business</i>

Quick Reference Guide: SERVICE

SERVICE ACTION	MITIGATION SOLUTION	REFERENCES
Contact your Local Emergency Management Office	Contact your local emergency management office to identify emergency management personnel and resources in your area.	 FEMA Emergency Management Agencies
	Contact your local emergency management office during your disaster planning to learn how you may provide service(s) before and after a disaster strikes. Include this information in your Business Continuity Plan.	
Identify Ways to Engage and Participate in your Community	In addition to preparing your organization, it is important to understand your local and tribal community emergency operations plans and to work with other organizations in your community or tribe. Opportunities to participate in whole community planning include the following: • Learn about public-private partnerships. • Participate in local or tribal organizations that make your community a safer and more prepared place to live and do business, such as your local Citizen Corps Council, hazard mitigation planning team, or local and tribal Community Emergency Response Team (CERT). • Citizen Corps Councils include representatives from all sectors of the community. This whole community membership helps to ensure the community perspective is reflected in local emergency management practices.	 Prepareathon How Organizations Can Participate 

3

Take Action

1. Make sure that your Preparedness and Mitigation Project Plan is approved by the building owner if you are leasing or renting your building. Always check with your local building department to secure required permits prior to performing any retrofitting or other mitigation activity.
2. Perform preparedness and mitigation activities as prioritized in the Preparedness and Mitigation Project Plan. Document your preparedness and mitigation as instructed in the checklists for **STAFF**, **SPACE**, **SYSTEMS**, and **SERVICE** with signatures, photographs, receipts, or letters from an organization manager, engineer, or design professional.



3 | Take Action: Ready Business - STAFF Checklist

Use the following checklists to document actions taken to prepare your staff and organization for power outage events. Submit these checklists with your application for recognition under *Step Four: Be Recognized and Inspire Others*.

The Suggested Actions are recommended, but not required, for recognition.

PREPAREDNESS ACTIONS	ACCOMPLISHED	INITIAL/DATE OF RESPONSIBLE PERSON
1 Developed Business Continuity and Crisis Communications Plans	Must be completed to receive recognition	
2 Conducted an Employee Awareness Campaign	Must be completed to receive recognition	
3 Developed an Employee Training Program	Must be completed to receive recognition	
4 Conducted an Employee Training Session	Must be completed to receive recognition	
5 Conducted a Power Outage Drill	Must be completed to receive recognition	
6 Reviewed Insurance Coverage/Created Inventory	Must be completed to receive recognition	
SUGGESTED ACTION: Downloaded the FEMA Preparedness App	☐ Yes ☐ No ☐ Not Applicable	
SUGGESTED ACTION: Developed an Emergency Supply Kit	☐ Yes ☐ No ☐ Not Applicable	
SUGGESTED ACTION: Purchased a NOAA Weather Radio for Monitoring During an Event/Downloaded a Mobile Alerting App	☐ Yes ☐ No ☐ Not Applicable	

3 | Take Action: Ready Business - SPACE Checklist

SPACE RISKS	MITIGATION SOLUTION	ACCOMPLISHED	INITIAL/DATE OF PERSON RESPONSIBLE
Offices	Installed surge protectors to all important equipment.	☐ Yes ☐ No ☐ Not Applicable	
Hallways/Stairwells	Installed emergency lighting, directional signage, and exit signs. Ensured proper maintenance is performed on all existing signage.	☐ Yes ☐ No ☐ Not Applicable	
Conference Rooms	Installed surge protectors to all important equipment.	☐ Yes ☐ No ☐ Not Applicable	
Break Areas/Kitchens	Developed a plan for turning off and disconnecting appliances during an outage.	☐ Yes ☐ No ☐ Not Applicable	
Escalators/Elevators	Ensured occupants understand emergency evacuation plans, and established alternative methods to move people and inventory.	☐ Yes ☐ No ☐ Not Applicable	

3 | Take Action: Ready Business - SYSTEMS Checklist

SYSTEMS RISKS	MITIGATION SOLUTION	ACCOMPLISHED	INITIAL/DATE OF PERSON RESPONSIBLE
Phone	Installed at least one landline telephone.	☐ Yes ☐ No ☐ Not Applicable	
Internet/Servers	Developed a plan for server or internet access with backup power outside of the affected area.	☐ Yes ☐ No ☐ Not Applicable	
Cable and Other Television Services	Developed a secondary means of information gathering.	☐ Yes ☐ No ☐ Not Applicable	
Conferencing and Audiovisual Equipment	Installed surge protectors to all important equipment.	☐ Yes ☐ No ☐ Not Applicable	

PRODUCT DELIVERY SYSTEMS RISKS	MITIGATION SOLUTION	ACCOMPLISHED	INITIAL/DATE OF PERSON RESPONSIBLE
Transport Vehicles	Ensured backup power for fuel pumps, and fuel tanks for all vehicles remain full.	☐ Yes ☐ No ☐ Not Applicable	
Central GPS and Routing Systems	Installed backup power for the system.	☐ Yes ☐ No ☐ Not Applicable	
Scanners and Shipping Tools	Ensured extra batteries or external power supply is present.	☐ Yes ☐ No ☐ Not Applicable	

3 | Take Action: Ready Business - SYSTEMS Checklist (continued)

BUILDING SUPPORT SYSTEMS RISKS	MITIGATION SOLUTION	ACCOMPLISHED	INITIAL/DATE OF PERSON RESPONSIBLE
HVAC	Developed alternative work procedures as required.	☐ Yes ☐ No ☐ Not Applicable	
Water Heating/Distribution	Stored drinking water as needed. Developed a plan for protecting pipes during freezing temperatures.	☐ Yes ☐ No ☐ Not Applicable	
Equipment Elevators/Lifts	Developed a plan for using alternative elevator with backup power for product or material transportation only.	☐ Yes ☐ No ☐ Not Applicable	
Generators and Fuel	Developed a generator maintenance, operation, and fueling plan.	☐ Yes ☐ No ☐ Not Applicable	
Lighting	Ensured emergency lighting works, and portable lighting will be used as needed for evacuation.	☐ Yes ☐ No ☐ Not Applicable	
Sump Pump	Ensured the pump has a battery, generator, or other backup power source installed.	☐ Yes ☐ No ☐ Not Applicable	

SECURITY/SAFETY SYSTEMS RISKS	MITIGATION SOLUTION	ACCOMPLISHED	INITIAL/DATE OF PERSON RESPONSIBLE
Badging/Access	Ensured personnel are aware of access and exiting requirements during a power outage.	☐ Yes ☐ No ☐ Not Applicable	
Smoke and Other Alarms	Ensured alarms have power backup.	☐ Yes ☐ No ☐ Not Applicable	
Video Surveillance Systems	Ensured alternative plan is in place for surveillance.	☐ Yes ☐ No ☐ Not Applicable	
Interactive PA Systems	Developed an alternate plan for making announcements during an emergency.	☐ Yes ☐ No ☐ Not Applicable	

TRANSIT SYSTEMS RISKS	MITIGATION SOLUTION	ACCOMPLISHED	INITIAL/DATE OF PERSON RESPONSIBLE
Mass Transit	Developed alternative work plans for employees or shelter-in-place procedures.	☐ Yes ☐ No ☐ Not Applicable	
General Transit	Developed a plan to adapt transportation needs for employees, customers, and vendors and suppliers as necessary to avoid business interruption.	☐ Yes ☐ No ☐ Not Applicable	

FINANCIAL SYSTEMS RISKS	MITIGATION SOLUTION	ACCOMPLISHED	INITIAL/DATE OF PERSON RESPONSIBLE
General	Ensured paperless recordkeeping for financial and tax records and documented valuables and business equipment.	☐ Yes ☐ No ☐ Not Applicable	
Payroll – Processed On-Site	Developed an emergency plan for processing payroll off-site (consider a contingency agreement with a payroll processing company).	☐ Yes ☐ No ☐ Not Applicable	
Payroll – Processed by Payroll Vendor	Requested disclosure of your payroll vendor's disaster plan.	☐ Yes ☐ No ☐ Not Applicable	
Invoice, Payment, and Receipt	Developed backup plan for receiving and paying invoices and issuing receipts.	☐ Yes ☐ No ☐ Not Applicable	

PRODUCTION SYSTEMS RISKS (List the systems that are part of your production environment)	MITIGATION SOLUTION	ACCOMPLISHED	INITIAL/DATE OF PERSON RESPONSIBLE
1.			
2.			
3.			
4.			
5.			

3 | Take Action: Ready Business - SERVICE Checklist

SERVICE ACTION	SERVICE SOLUTION	INITIAL/DATE OF RESPONSIBLE PERSON
Contacted your Local Emergency Management Office	These activities are written into your Business Continuity Plan.	
Identified Ways to Engage and Participate in your Community	These activities are written into your Business Continuity Plan.	

4

Be Recognized and Inspire Others



Now that you have taken the steps to prepare and mitigate your organization to protect customers and employees, you can gain recognition for your accomplishment by completing the application and submit with the checklists completed from *Take Action* to be recognized as a Ready Business Community Member.

You will receive a Ready Business Community Member recognition certificate, window cling, and web badge to let your customers and staff know that your are a Ready Business and your organization will be added to the list of program participants on the Ready Business website. You will also receive a sample news release that you may use to let your community know that you have taken action to prepare.

PLEASE COMPLETE:

Organization Name:

Owner/Manager:

Address:

Phone Number:

Fax:

Email:

Organization Website URL:

READY BUSINESS DESIGNATION LEVEL (Please indicate each level you are applying for):

☐ Ready Business - STAFF	Must complete steps 1 through 6 for STAFF recognition
☐ Ready Business - SPACE	Must complete all applicable SPACE activities for recognition
☐ Ready Business - SYSTEMS	Must complete all applicable SYSTEMS activities for recognition
☐ Ready Business - SERVICE	Must complete all applicable SERVICE preparedness activities and STAFF , SPACE and SYSTEMS

Please include with your application the preparedness actions and mitigation checklists completed from *Step Three: Take Action*.

Feedback

Tell us about yourself and your organization



1. TYPE OF ORGANIZATION?

- ☐ Retail
- ☐ Professional Office
- ☐ Restaurant
- ☐ Service Provider
- ☐ Nonprofit
- ☐ Industrial
- ☐ Daycare Center/School
- ☐ Other, please list

2. HOW MANY PEOPLE DO YOU EMPLOY?

- ☐ 1 - 9
- ☐ 10 - 24
- ☐ 25 - 49
- ☐ 50 - 99
- ☐ 100 - 249
- ☐ 250 - 499
- ☐ 500 or more

3. HOW DID YOU HEAR ABOUT THE READY BUSINESS PROGRAM?

- ☐ FEMA
- ☐ FLASH
- ☐ State or local emergency management office
- ☐ Other, please list

4. PLEASE PROVIDE ANY SUGGESTIONS FOR THE READY BUSINESS PROGRAM:

Thank you for your participation in the *Ready Business Program*. You will receive a response to your application within two to four weeks. For more information or if you have questions about the program or application, contact FLASH at (877) 221-7233 or email ReadyBusiness@flash.org. Once you have completed the application(s), please scan and email to ReadyBusiness@flash.org.

For business continuity and preparedness questions, please contact FEMA at FEMA-Private-Sector@fema.dhs.gov.

Signature

Print Name

Date



Valuable Websites

Prepareathon

<https://www.ready.gov/prepare>

Department of Energy

[http://energy.gov/oe/services/energy-assurance/emergency-preparedness/
community-guidelines-energy-emergencies](http://energy.gov/oe/services/energy-assurance/emergency-preparedness/community-guidelines-energy-emergencies)

Federal Alliance for Safe Homes (FLASH)

<http://www.flash.org>

Ready Power Outage

<https://www.ready.gov/power-outages>

Ready Business

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

The following is a list of websites and content referenced in this document.

Page #	Title of Document	Link
Inside Front Cover	Pentland, William. "Blackout Risk Tool Puts Price Tag On Power Reliability." <i>Forbes</i> , August 30, 2013.	http://www.forbes.com/sites/williampentland/2013/08/30/blackout-risk-tool-puts-price-tag-on-power-reliability/#5334a50c4689
Inside Front Cover	Campbell, Richard J. <i>Weather-Related Power Outages and Electric System Resiliency</i> . (CRS Report No. R42696). Washington, DC: Congressional Research Service, 2012.	http://fas.org/sgp/crs/misc/R42696.pdf
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3	FEMA. <i>Business Continuity Plan</i> . Ready Business	www.fema.gov/media-library/assets/documents/89510
4	Ready Business email	ReadyBusiness@flash.org
12	FirstEnergy	https://youtu.be/QBE6oLa_0wA
21	National Voluntary Organizations Active in Disaster	www.nvoad.org/how-to-help/volunteering
22	FEMA. <i>Business Continuity Plan</i> . Ready Business	www.fema.gov/media-library/assets/documents/89510
22	<i>DRB Toolkit</i>	www.drbs toolkit.org
22	FEMA. <i>Business Continuity Plan</i> . Ready Business	www.fema.gov/media-library/assets/documents/89510
22	Small Business Administration. <i>Crisis Communication</i> .	www.agilityrecovery.com/assets/SBA/crisiscomms.pdf
22	Blackman, Andrew. "Utilities Tap Power of Social Media", <i>The Wall Street Journal</i> , September 22, 2013	www.wsj.com/articles/SB10001424127887324823804579012721588956480
23	Prepare My Business. <i>Recover From the Most Likely Disaster: Power Outage</i> . Presentation	www.agilityrecovery.com/assets/slides/SBA-Agility-NPM_Webinar_2-Power_Recovery.pdf
23	Prepare My Business. <i>Recover From the Most Likely Disaster: Power Outage</i> . Transcript	http://www.agilityrecovery.com/assets/NPM/2015/slides&transcripts/2015npm2/2015NPM2_Transcripts.pdf
24	Prepare My Business. <i>Recover From the Most Likely Disaster: Power Outage</i> . Presentation	http://www.agilityrecovery.com/assets/slides/SBA-Agility-NPM_Webinar_2-Power_Recovery.pdf
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24	FEMA. <i>Power Outages</i> . Ready Business	www.ready.gov/power-outages

The following is a list of websites and content referenced in this document (continued).

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24	Prepare My Business. <i>Recover From the Most Likely Disaster: Power Outage</i> . Presentation	www.agilityrecovery.com/assets/slides/SBA-Agility-NPM_Webinar_2-Power_Recovery.pdf
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25	FEMA. <i>How Organizations Can Participate</i> . Prepareathon	www.fema.gov/media-library/assets/documents/94719
25	FEMA. <i>Insurance Coverage Discussion Form</i>	www.fema.gov/media-library/assets/documents/89528
25	FEMA. Preparedness Mobile App	www.fema.gov/mobile-app
25	FEMA. <i>Emergency Supply List</i>	www.fema.gov/media-library/assets/documents/90354
26	NOAA. <i>Weather Radio All Hazards</i>	www.nws.noaa.gov/nwr/
26	FEMA. <i>Be Smart. Take Part. Know Your Alerts and Warnings</i> . Prepareathon	www.community.fema.gov/action/access-alerts-and-warnings
27	FEMA. <i>Power Outages</i> . Ready Business	www.ready.gov/power-outages
27	Prepare My Business. <i>Recover From the Most Likely Disaster: Power Outage</i> . Presentation	www.agilityrecovery.com/assets/slides/SBA-Agility-NPM_Webinar_2-Power_Recovery.pdf
27	Prepare My Business. <i>Recover From the Most Likely Disaster: Power Outage</i> . Transcript	http://www.agilityrecovery.com/assets/NPM/2015/slides&transcripts/2015npm2/2015NPM2_Transcripts.pdf
27	FEMA. <i>Power Outages</i> . Ready Business	www.ready.gov/power-outages
27	FEMA. <i>Power Outages</i> . Ready Business	www.ready.gov/power-outages
28	California Department of General Services. <i>Safety Tips During Outages and Blackouts</i>	https://www.documents.dgs.ca.gov/OSP/SAM/memos/MM05_14SAFETY%20TIPS%20DURING%20OUTAGES%20AND%20BLACKOUTS.pdf
29	Agility Recovery. <i>Power & Generator Checklist</i>	www.agilityrecovery.com/assets/PowerandGeneratorChecklist2013.pdf
29	Agility Recovery	www.agilityrecovery.com/
29	Prepare My Business. <i>Recover From the Most Likely Disaster: Power Outage</i> . Presentation	www.agilityrecovery.com/assets/slides/SBA-Agility-NPM_Webinar_2-Power_Recovery.pdf

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29	FEMA. <i>Power Outages</i> . Ready Business	www.ready.gov/power-outages
30	NOAA. <i>Weather Radio All Hazards</i>	www.nws.noaa.gov/nwr/
30	FEMA. <i>Power Outages</i> . Ready Business	www.ready.gov/power-outages
30	FEMA. <i>Power Outages</i> . Ready Business	www.ready.gov/power-outages
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31	FEMA. <i>Power Outages</i> . Ready Business	www.ready.gov/power-outages
31	California Department of General Services. <i>Safety Tips During Outages and Blackouts</i>	https://www.documents.dgs.ca.gov/OSP/SAM/memos/MM05_14SAFETY%20TIPS%20DURING%20OUTAGES%20AND%20BLACKOUTS.pdf
31	Georgia Power. <i>Prepare Your Business</i>	https://georgiapower.com/in-your-community/storm-center/before/prepare-business.cshtml
31	California Department of General Services. <i>Safety Tips During Outages and Blackouts</i>	https://www.documents.dgs.ca.gov/OSP/SAM/memos/MM05_14SAFETY%20TIPS%20DURING%20OUTAGES%20AND%20BLACKOUTS.pdf
32	Prepare My Business. <i>Recover From the Most Likely Disaster: Power Outage</i> . Presentation	www.agilityrecovery.com/assets/slides/SBA-Agility-NPM_Webinar_2-Power_Recovery.pdf
32	Prepare My Business. <i>Recover From the Most Likely Disaster: Power Outage</i> . Transcript	http://www.agilityrecovery.com/assets/NPM/2015/slides&transcripts/2015npm2/2015NPM2_Transcripts.pdf

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32	Department of Energy. <i>Using Backup Generators</i>	www.energy.gov/oe/community-guidelines-energy-emergencies/using-backup-generators
32	California Department of General Services. <i>Safety Tips During Outages and Blackouts</i>	https://www.documents.dgs.ca.gov/OSP/SAM/memos/MM05_14SAFETY%20TIPS%20DURING%20OUTAGES%20AND%20BLACKOUTS.pdf
33	FEMA. <i>Power Outages</i> . Ready Business	www.ready.gov/power-outages
33	Prepare My Business. <i>Recover From the Most Likely Disaster: Power Outage</i> . Presentation	www.agilityrecovery.com/assets/slides/SBA-Agility-NPM_Webinar_2-Power_Recovery.pdf
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34	FEMA. <i>Power Outages</i> . Ready Business	www.ready.gov/power-outages
34	Small Business Administration. <i>Crisis Communication</i> .	www.agilityrecovery.com/assets/SBA/crisiscomms.pdf
34	FEMA. <i>Shelter</i> . Ready Business	www.ready.gov/shelter
35	Internal Revenue Service. <i>Preparing for Disaster (Taxpayers and Businesses)</i>	www.irs.gov/businesses/small-businesses-self-employed/preparing-for-a-disaster-taxpayers-and-businesses
35	Internal Revenue Service. <i>Preparing for Disasters</i> (Video)	www.youtube.com/watch?v=qTzxoAebHTM
35	Intuit QuickBooks. <i>Don't Let the Next Natural Disaster Put You Out of Business</i>	http://quickbooks.intuit.com/r/money/dont-let-the-next-natural-disaster-put-you-out-of-business/
36	FEMA. <i>Emergency Management Agencies</i>	www.fema.gov/emergency-management-agencies
36	FEMA. <i>How Organizations Can Participate</i> . Prepareathon	www.fema.gov/media-library/assets/documents/94719
46	Ready Business email	ReadyBusiness@flash.org
46	FEMA Private Sector Division email	FEMA-Private-Sector@fema.dhs.gov



The Federal Alliance for Safe Homes, Inc. (FLASH)[®] has prepared the *Ready Business Toolkit* for informational and educational purposes only. Although the information and recommendations are presented in good faith and believed to be correct, the author makes no representations or warranties, express or implied, regarding the information.

Users are advised to seek the assistance of a licensed professional engineer or design professional with any questions about this material as it may apply to their circumstances. If the User is dissatisfied with any information in this toolkit or with any of these Terms and Conditions of Use, the User's sole and exclusive remedy is to discontinue using the *Ready Business Toolkit*.



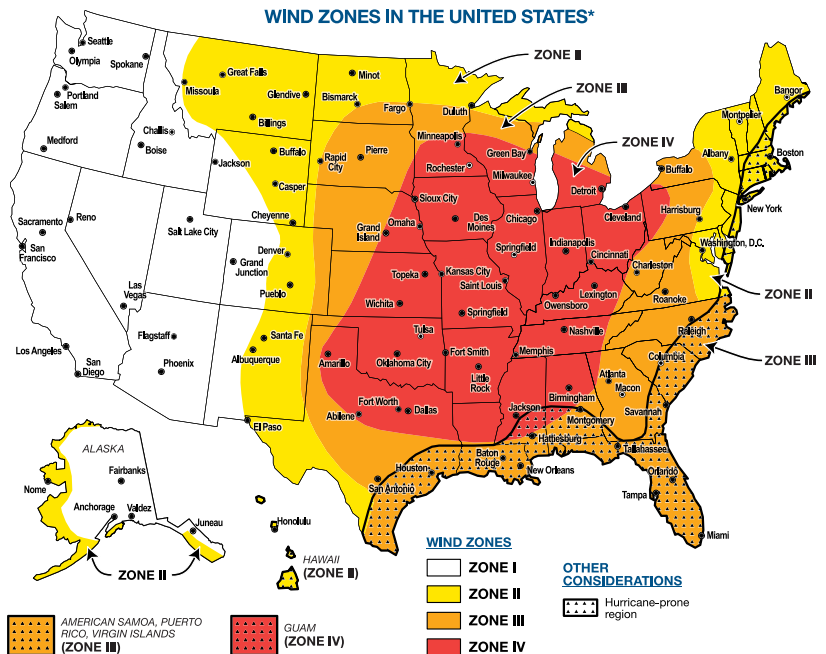
Ready Business®

**SEVERE WIND
TORNADO
T O O L K I T**

WHY SHOULD ORGANIZATIONS CARE ABOUT SEVERE WIND AND TORNADO RISK?

Most of the United States is at some risk for severe wind and tornadoes, and it is important that organizations, including associations, businesses, and community groups, understand the potential impacts.

The *Ready Business Program—Severe Wind/Tornado* and the Preparedness and Mitigation Project Plan allow users to take action to protect employees, protect customers, and help ensure business continuity as well.



Source: FEMA P-320, [Taking Shelter from the Storm: Building a Safe Room for Your Home or Small Business](#)

NATURAL DISASTER IMPACT

IMMEDIATE

40%

OF SMALL BUSINESSES WON'T REOPEN

ONE YEAR LATER

25%

MORE SMALL BUSINESSES WILL CLOSE

THREE YEARS LATER

75%

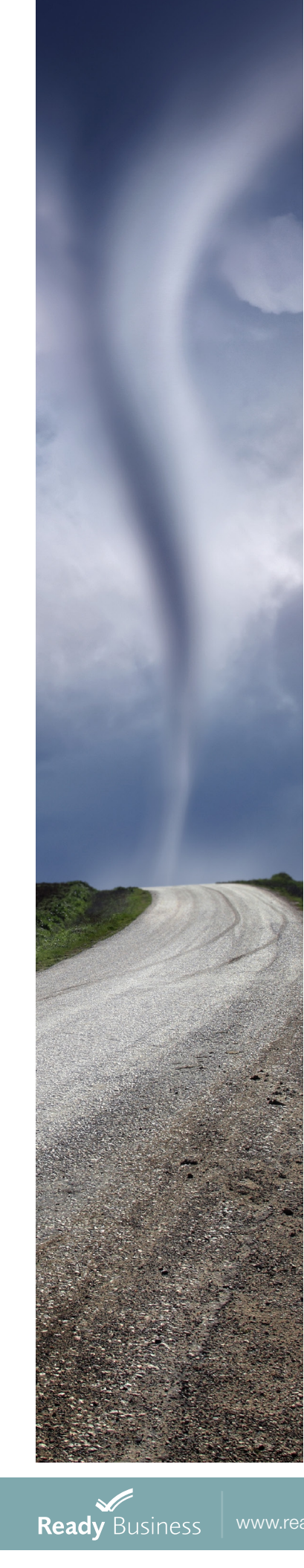
OF BUSINESSES WITHOUT A CONTINUITY PLAN WILL FAIL

Source: 2014 data from the Federal Emergency Management Agency (FEMA) and US Department of Labor



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Introduction

Should your organization be concerned about severe wind and tornado risk? In most instances, yes. Most of the United States is at some risk for severe wind and tornadoes, not just in Tornado Alley, so it is important that you understand your risk, develop preparedness and mitigation plans, and take action. Doing so will not only increase the safety of employees and customers, but it will help you remain in business after disasters such as tornadoes strike. Maintaining business continuity is important for you, and when you are able to continue operations after a disaster, you will improve your community's ability to recover as well.

THE *READY BUSINESS PROGRAM* MOVES ORGANIZATIONAL LEADERS THROUGH A STEP-BY-STEP PROCESS TO:

✓	Identify Your Risk
✓	Develop a Plan
✓	Take Action
✓	Be Recognized and Inspire Others

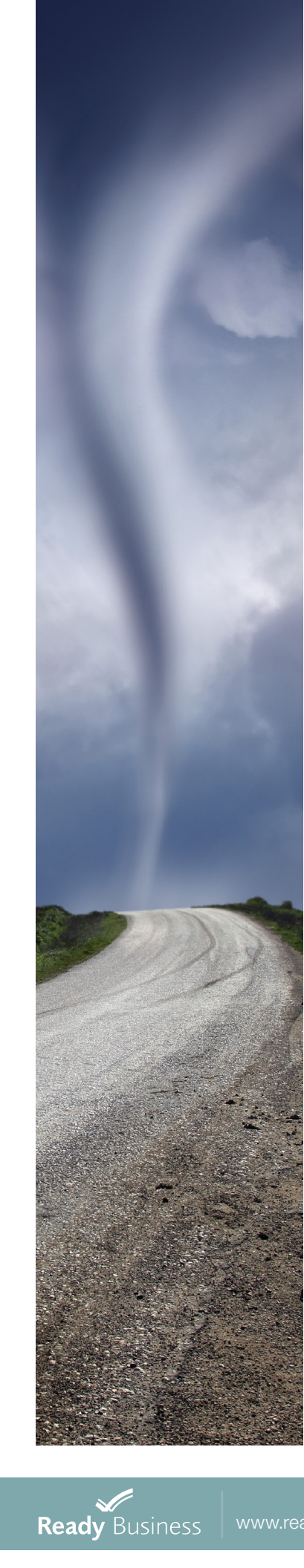
Following these steps in the *Ready Business Program* as a part of your overall business continuity planning will help protect assets (people, property, operations); sustain the capability to provide goods and services to customers and/or supply chain; maintain cash flow; preserve competitive advantage and reputation; and provide the ability to meet legal, regulatory, financial, and contractual obligations.

Nonprofit organizations can also benefit from the *Ready Business Program* as business continuity will protect staff, clients, and property while allowing operations to continue.

Experts estimate that 75 percent of businesses without continuity planning will fail within three years of a disaster. The *Ready Business Program* offers information to complete continuity planning, including resources from the Federal Emergency Management Agency (FEMA) [*Business Continuity Plan*](#).

The *Ready Business Program* will provide you with the tools to plan, take action, and become a Ready Business by addressing preparedness and mitigation for your STAFF, SURROUNDINGS, SYSTEMS, STRUCTURE, and SERVICE. You will also have the opportunity to apply for recognition as a member of the Ready Business Community.





Introduction: Program Overview

Organizations have five options for recognition through the *Ready Business Program*. The levels include **STAFF, SURROUNDINGS, SYSTEMS, STRUCTURE,** and **SERVICE**. The **SERVICE** level is achieved by completing requirements for **STAFF, SURROUNDINGS, SYSTEMS,** and **STRUCTURE** levels in addition to the **SERVICE** requirements.

STAFF includes planning and preparedness activities for the protection of your staff.

SURROUNDINGS includes those elements that potentially pose a threat during an event, such as fences, flagpoles, and trees.

SYSTEMS includes utility systems that support the operation of the building and are generally located on the roof.

STRUCTURE includes architectural and structural elements of the building, especially construction types that may be vulnerable to damage or failure during an event.

SERVICE includes the opportunities for your organization to engage and serve the community following an event. You may only qualify for SERVICE to others after you have prepared your own organization first.

It is important to remember that injury, damage, concurrent damage, cascading disasters such as fire following the event, business interruption, or even increased repair or recovery costs can come from failure to prepare or mitigate. As a result, the first step in the *Ready Business Program* is to complete a *Back-to-Business Self-Assessment* to identify vulnerabilities from any source.

The *Ready Business Program* is intended to recognize and acknowledge businesses and organizations who complete preparedness and mitigation actions to protect employees, customers, and continuity. You can get started today by following the steps provided.

For more information or assistance, contact ReadyBusiness@flash.org or (877) 221-7233.



Benefits

Peace of mind that your organization is prepared not only for severe wind and tornadoes, but for other business interruptions and natural disasters.

Ready Business **window cling** to announce to your customers or clients and employees that you have taken steps to prepare your STAFF, SURROUNDINGS, SYSTEMS, STRUCTURE, and are prepared to be of SERVICE after an event.

Ready Business **recognition certificate**.

Ready Business **web badge** to display on your organization's website.

Organization listing on Ready Business website.

Sample news release to recognize and acknowledge your organization's participation in the *Ready Business Program* and tips for media placement.

Gain tips for **media placement**.

Inspire others to take steps to improve community resiliency.

Introduction: *Ready Business Program*

1

IDENTIFY YOUR RISK

Complete the *Back-to-Business Self-Assessment* to determine the specific areas your organization needs to address to prepare, mitigate risk, and return to operation following a disaster.

2

DEVELOP A PLAN

1. Based on the information in the *Back-to-Business Self-Assessment*, complete the Ready Business Preparedness and Mitigation Project Plan for **STAFF**, **SURROUNDINGS**, **SYSTEMS**, **STRUCTURE**, and **SERVICE** to identify preparedness and mitigation actions needed to ensure safety and business continuity. (Note: *Completing this plan is a critical first step toward recognition as a Ready Business.*)
2. Review the *Quick Reference Guide* to determine which preparedness and mitigation actions you want to take based on the potential impacts to your organization.

3

TAKE ACTION

1. Now that you have created your Preparedness and Mitigation Project Plan, make sure it is approved by the building owner if you are leasing or renting your building. (Note: *Be sure to check with your local building department to secure required permits prior to performing any retrofitting or other mitigation activity.*)
2. Perform preparedness and mitigation activities as prioritized in the Preparedness and Mitigation Project Plan. Document your actions as instructed in the checklists for **STAFF**, **SURROUNDINGS**, **SYSTEMS**, **STRUCTURE**, and **SERVICE** with signatures, photographs, receipts, or letters from a company or organization manager, engineer, or design professional, where applicable.

4

BE RECOGNIZED AND INSPIRE OTHERS

1. Complete and submit the application for recognition as a Ready Business.

After you have completed these steps, you will be eligible to become a member of the Ready Business Community, and will enjoy the peace of mind of knowing you have done your part to promote safety, mitigate potential loss, and protect your business or organization.

1

Identify Your Risk:

Back-to-Business Self-Assessment

PLANNING SCENARIO

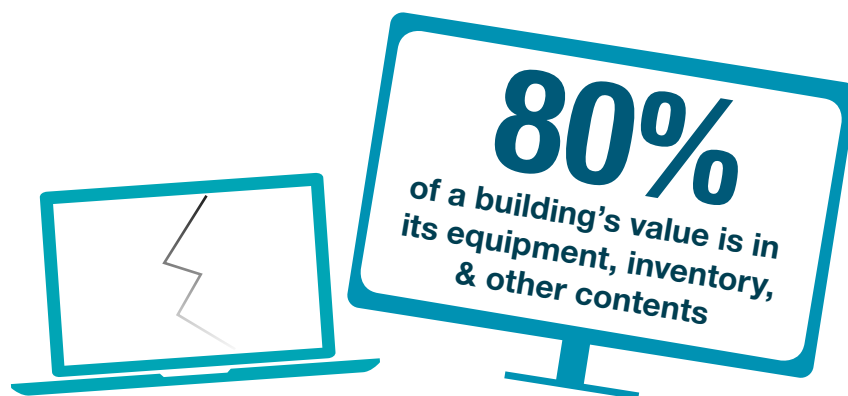
On May 1 of this year, a severe wind event/tornado strikes your community and damages both the structure and the contents in the building where your organization operates. Due to damage, your building has been 'yellow tagged' during a rapid assessment by the building department and is closed. A more thorough assessment of your building damage is needed to determine if your structure is safe, or can be made safe, prior to reopening.

Due to the number of buildings damaged in your community, your building's detailed damage assessment will take place three days after the event. You should assume you will not be able to access your facilities for at least three days.

Depending on your type of organization, expect that either 50 percent of your inventory (product) is unsellable, or that 50 percent of your computers or other equipment was damaged during the event (choose whichever creates the greater impact on your organization). Assume that all utilities are interrupted.

Further, you should project that the disruptions will continue for one additional day. The assessment will show that the damage is repairable to the structure, so now you will need to address staff, contents, cleanup, repairs, and replacement.

Based on this scenario, complete the 13 questions on the following pages to identify your risk.



Source: FEMA E-74, *Reducing the Risks of Nonstructural Earthquake Damage - A Practical Guide*

1 | Identify Your Risk: *Back-to-Business Self-Assessment*

ASSESS YOUR READINESS

Based on the planning scenario, complete the 13 questions below to highlight areas that your Preparedness and Mitigation Plan and Business Continuity Plan should address.

IMPACTS ON YOUR ORGANIZATION		RESOURCES THAT CAN HELP MINIMIZE DAMAGE, DISRUPTIONS, AND INJURIES
SYSTEMS/STRUCTURE		
1. Can your organization operate without any of the following: computers, copier, fax machine, files, inventory, or special equipment (e.g., x-ray equipment, cash register, credit card readers)?	☐ Yes ☐ No	Ready Business Program - SYSTEMS
2. Can your organization operate without any of the following: gas, power, water, internet, or telecommunications?	☐ Yes ☐ No	Ready Business Program - SYSTEMS
3. Can you still operate your organization without access to the damaged building(s)?	☐ Yes ☐ No	Ready Business Program - STRUCTURE
STAFF/CUSTOMERS/VENDORS/SUPPLIERS (PEOPLE)		
4. Can you meet payroll if your business income is interrupted? If yes, estimate how long.	☐ Yes ☐ No	Business Continuity Plan - PEOPLE
5. Are your employees able to commute to work?	☐ Yes ☐ No	Business Continuity Plan - PEOPLE
IMPACT ON YOUR ORGANIZATION		
6. Is your organization easily accessible to the public, your customers, and employees (e.g., parking)?	☐ Yes ☐ No	Business Continuity Plan - PEOPLE
7. Are you communicating status with employees, key customers, vendors, and suppliers throughout your recovery?	☐ Yes ☐ No	Business Continuity Plan - PEOPLE

1 | Identify Your Risk: *Back-to-Business Self-Assessment*

OPERATIONS		
8. Can your organization operate without access to the damaged building?	☐ Yes ☐ No	Business Continuity Plan - OPERATIONS
9. Have you set priorities on what operations your organization needs to recover 1 st , 2 nd , 3 rd , etc.?	☐ Yes ☐ No	Business Continuity Plan - OPERATIONS
10. Are your suppliers up and running or do you have sufficient parts/supplies on hand to continue without resupply?	☐ Yes ☐ No	Business Continuity Plan - OPERATIONS
11. Are you able to ship your product or provide services to your customers based on your current impacts, understanding that the demand for these products or services may drastically change?	☐ Yes ☐ No	Business Continuity Plan - OPERATIONS
12. Do you still have all your customers/clients after the disaster?	☐ Yes ☐ No	Business Continuity Plan - OPERATIONS
OVERALL OPERATIONS		
13. Can your organization survive losses if it is closed and/or inaccessible for 3 to 7 days?	☐ Yes ☐ No	<i>Ready Business Program</i> & Business Continuity Plan

For each question, 1 - 13, that you answered 'No', address the specific issue in the Ready Business Preparedness and Mitigation Project Plan, or in your Business Continuity Plan.

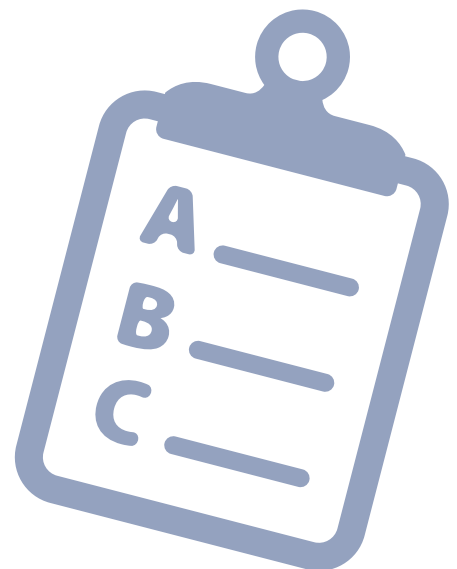
Use the *Ready Business Program* resources to help determine the potential for damage to buildings and contents as well as how you will reduce the damage to buildings and contents if it occurs. Resources are incorporated throughout the Toolkit and a comprehensive list can be found on pages 43-45.



2

Develop A Plan

1. Based on the information in the completed *Back-to-Business Self-Assessment*, create a Ready Business Preparedness and Mitigation Project Plan for your **STAFF, SURROUNDINGS, SYSTEMS, STRUCTURE, and SERVICE** to identify critical preparedness and mitigation actions needed to ensure safety and business continuity. Completing this plan will bring you one step closer to recognition as a Ready Business.
2. Review the *Quick Reference Guide* to determine which preparedness and mitigation actions you want to take based on the potential impacts to your organization.



2 | Develop A Plan

STAFF, SURROUNDINGS, SYSTEMS, STRUCTURE, AND SERVICE

After you have identified the potential severe wind and tornado risks, and determined the possible impacts on your business or organization, create a Preparedness and Mitigation Project Plan and decide which solutions you will use to reduce risks. The Preparedness and Mitigation Project Plan will support the business continuity planning and readiness process, and bring you one step closer to recognition as a Ready Business.

READY BUSINESS PREPAREDNESS AND MITIGATION PROJECT PLAN

Organization:

Project Lead:

Name:

Title/Department:

Address:

Phone Number:

Email:

Executive Summary:

Background: *(Provide a summary description of risk to include priorities)*

Goals and Objectives:

2 | Develop A Plan: STAFF

Below is a list of key preparedness measures your organization can complete to help your staff get prepared for a severe wind and tornado event; however, the list is not all-inclusive. For additional guidance on preparedness measures, please see the *Quick Reference Guide: STAFF* in this program.

By performing Steps 1 through 6, businesses and organizations will be eligible for recognition as a Ready Business–STAFF. The Suggested Actions are recommended, but not required, for recognition.

POTENTIAL PREPAREDNESS ACTION	ASSIGNED TO	BUDGET	COMPLETION DATE
1 Develop a Sheltering Plan			
2 Develop Business Continuity and Crisis Communications Plans			
3 Conduct an Employee Awareness Campaign			
4 Develop an Employee Training Program			
5 Conduct an Employee Training Session			
6 Conduct a Severe Wind/ Tornado Drill			
SUGGESTED ACTION: Build an Emergency Supply Kit			
SUGGESTED ACTION: Purchase a NOAA Weather Radio for Monitoring During an Event/Download a Mobile Alerting App			
SUGGESTED ACTION: Review Insurance Coverage/Create Inventory			

2 | Develop A Plan: [SURROUNDINGS](#)

Below is a list of nonstructural severe wind/tornado mitigation activities that can be completed by a professional landscaper/tradesman or professional engineer; however, the list below is not all-inclusive. For additional guidance on nonstructural risks, please see the *Quick Reference Guide: [SURROUNDINGS](#)* in this program.

By performing all applicable activities, businesses and organizations will be eligible for recognition as a Ready Business – [SURROUNDINGS](#).

SURROUNDINGS RISKS	MITIGATION SOLUTION	ASSIGNED TO	BUDGET	COMPLETION DATE
Signs	Consult a professional engineer to develop a plan that mitigates against damage from severe wind and tornadoes.			
Flagpoles				
Landscaping/Trees	Consult a professional landscaper, and develop a plan for your surroundings that mitigates against damage from severe wind and tornadoes.			
Fences				

2 | Develop A Plan: **SYSTEMS**

Below is a list of nonstructural mitigation activities that may require an engineer to identify and evaluate appropriate mitigation steps; however, the list below is not all-inclusive. For additional guidance on nonstructural risks, please see the *Quick Reference Guide: **SYSTEMS*** in this program.

By performing all retrofit items, businesses and organizations will be eligible for recognition as a Ready Business–**SYSTEMS**.

NONSTRUCTURAL RISKS	MITIGATION SOLUTION	ASSIGNED TO	BUDGET	COMPLETION DATE
Mechanical Systems	Consult a professional engineer to ensure all systems connections are designed to resist the expected wind load and uplift.			
Fuel Tanks				
Electrical Systems				
Communications Equipment				
Lightning Protection Systems				
Utility Connections				
Antennas				
Other Rooftop Structures				

2 | Develop A Plan: **STRUCTURE**

Assessing structural and complex nonstructural risk requires the services of a structural engineer or other design professional to accurately evaluate and design reasonable mitigation measures. Below is a list of potential mitigation solutions; however the list is not all-inclusive. For additional guidance on structural risks, please see the *Quick Reference Guide: **STRUCTURE*** in this program.

By performing a minimum of one retrofit item on this list, businesses and organizations will be eligible for recognition as a Ready Business – **STRUCTURE**.

STRUCTURAL RISKS	MITIGATION SOLUTION	ASSIGNED TO	BUDGET	COMPLETION DATE
Tornado Safe Room or Shelter	Install a tornado safe room or shelter that meets FEMA Guidelines or ICC/NSSA 500 Standards.			
Best Available Refuge Area	Consult a professional engineer to determine your Best Available Refuge Area (BARA) if a tornado safe room or shelter is not installed.			
Roof Systems	Consult a professional engineer and design the roof to withstand the expected wind loads, uplift, and water intrusion. Create a continuous load path, consider the integrity of roof coverings and decking, and install flashing to minimize water intrusion through vents or other openings.			
Skylights	Upgrade to pressure-rated, impact-resistant skylights.			
Gable-End Bracing	Consult a professional to properly brace the gable-end walls.			
Soffits	Consult a professional and ensure that soffits are properly supported.			

2 | Develop A Plan: STRUCTURE (continued)

STRUCTURAL RISKS	MITIGATION SOLUTION	ASSIGNED TO	BUDGET	COMPLETION DATE
Gutters, Downspouts	Install systems that are noncombustible and designed for wind speed and uplift resistance.			
Wall Systems	Consult a professional engineer and design the wall system to withstand the expected wind loads, pressure, and water intrusion. Create a continuous load path, ensure the integrity of wall coverings and sheathing, and install adequate flashing to minimize water intrusion.			
Openings	Install pressure rated, impact-resistant exterior doors, windows, and garage/rolling doors.			
Canopies, Awnings, and Carports	Add supports to increase resistance to wind loads and uplift.			

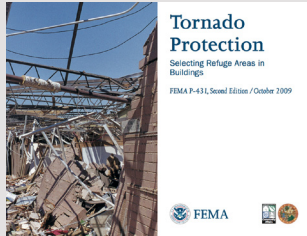
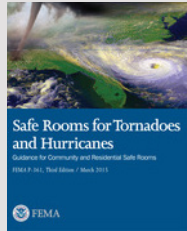
2 | Develop A Plan: SERVICE

Can your organization provide community service to others following a disaster? Identify and build local relationships to create a **SERVICE** component in your Business Continuity Plan. For additional guidance on the **SERVICE** component, please see the *Quick Reference Guide: SERVICE* in this program.

By performing all applicable preparedness activities in **STAFF** and mitigation actions in **SURROUNDINGS**, **SYSTEMS**, and **STRUCTURE**, businesses and organizations will be eligible for recognition as a Ready Business – **SERVICE**.

SERVICE ACTION	ASSIGNED TO	BUDGET	COMPLETION DATE
Contact your Local Emergency Management Office			
Identify Ways to Engage and Participate in Your Community			

 RELIEF KITS	 CHARGING STATION	 FOOD PREPARATION	 VOLUNTEER
If your organization is open after the disaster, you could become a distributor or storage warehouse for Disaster Relief Kits. Providing a place for the supplies to be stored locally allows volunteer organizations to readily distribute them throughout affected areas.	Does your organization have electricity after the disaster? If so, you may want to become a volunteer charging station. Provide a safe, secure place for emergency responders, volunteers, and community members to charge their cell phones, power wheelchairs, and battery-powered tools.	Does your organization have the capability to prepare or serve meals? Providing a sanitary kitchen for emergency responders, volunteers, or community members to prepare or receive meals following a disaster is essential for rebuilding the community.	Not sure how your organization can directly contribute after the disaster? Volunteer. Contact your Local Emergency Manager and determine where the volunteer opportunities exist in the community. You could prepare meals, sort debris, or even work at a local office of a volunteer organization. For additional ideas, visit National Voluntary Organizations Active in Disaster.

PREPAREDNESS ACTION	PREPAREDNESS SOLUTIONS	PREPAREDNESS RESOURCES
STEP 1: Develop a Sheltering Plan	Develop a shelter plan for the occupants of your business based on the safest place of refuge. No one should remain outdoors or in a temporary or manufactured building. Review FEMA P-431 in detail.	 FEMA P-431, Tornado Protection: Selecting Refuge Areas in Buildings.
	Know your safest place of refuge. When there is a warning, take refuge immediately in a tested and approved ICC/NSSA 500 storm shelter, FEMA safe room, or a community shelter labeled as an official tornado shelter. This is the safest location during a tornado. If no shelter meeting the above requirements is available, have a qualified building engineer or architect review your buildings to identify the Best Available Refuge Area for employees and customers. Consider retrofitting your building to strengthen the refuge.	 Tornadoes
	Only consider other places of refuge identified in the references if no storm shelter, safe room, or pre-identified Best Available Refuge Area is available.	 Tornado Safety. FLASH Card
		 How to Prepare for A Tornado. Prepareathon
		 FEMA P-361, Safe Rooms for Tornadoes and Hurricanes: Guidance for Community and Residential Safe Rooms.

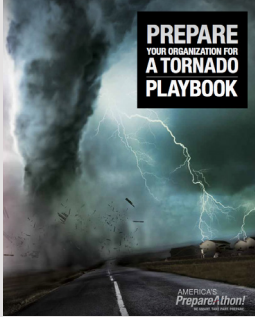
Quick Reference Guide: STAFF (continued)

PREPAREDNESS ACTION	PREPAREDNESS SOLUTIONS	PREPAREDNESS RESOURCES
STEP 2: Develop Business Continuity and Crisis Communications Plans	Create a Business Continuity Plan that includes strategies for storing critical business documents and data.	 Business Continuity Plan
	Assign a Business Continuity Team Leader responsible for implementing the Business Continuity Plan to bring your organization back to business after an event.	 Business Continuity Plan
	Create a Crisis Communications Plan that includes internal and external communication protocols for before, during, and after a disaster.	 Crisis Communications
STEP 3: Conduct an Employee Awareness Program	Conduct an employee awareness campaign to educate staff on the safest response before, during, and after an event. Include definitions of National Weather Service (NWS) terms, e.g., tornado watch vs. tornado warning. Address shelter locations, emergency communication plans, and policies. Reference <i>How to Prepare for a Tornado</i> for additional content.	 How to Prepare for A Tornado. Prepareathon

Quick Reference Guide: STAFF (continued)

PREPAREDNESS ACTION	PREPAREDNESS SOLUTIONS	PREPAREDNESS RESOURCES
STEP 4: Develop an Employee Training Program	Develop a training program that provides activities for employee engagement before, during, and after a tornado. Your training can be incorporated into established campaigns such as <i>National Preparedness Month</i> , and should focus on disaster preparedness and safety. Drills or exercises should be incorporated into the program.	 Prepare Your Organization for A Tornado Playbook . Prepareathon
STEP 5: Conduct an Employee Training Session	Hold a preparedness discussion with your staff. Discuss what you have done to prepare for disasters, review your Business Continuity Plan, review your Crisis Communication Plan, and share awareness campaign key messages. Use the <i>Prepare Your Organization for a Tornado Playbook</i> to facilitate this discussion and engage your employees. The discussion should: • Educate the employees about your business' continuity and crisis communication plans; • Include basic first aid and CPR training; and, • Describe sheltering plan.	 Prepare Your Organization for A Tornado Playbook . Prepareathon

Quick Reference Guide: STAFF (continued)

PREPAREDNESS ACTION	PREPAREDNESS SOLUTIONS	PREPAREDNESS RESOURCES
STEP 6: Conduct a Severe Wind/Tornado Drill	Conduct your disaster drill, but before you begin, contact your local emergency manager for additional ideas, and to offer them a way to participate.	 Prepare Your Organization for A Tornado Playbook. Prepareathon
SUGGESTED ACTION: Build an Emergency Supply Kit	Build an emergency kit with supplies you may need before, during, or after the disaster.	 Ready Business. Emergency Supply List
SUGGESTED ACTION: Purchase a NOAA Weather Radio for Monitoring During an Event/Download Mobile Alerting App	Purchase a NOAA Weather Radio with single area message encoding (SAME) and download a severe weather alerts app for your mobile device. You may also sign up to receive emergency notifications from your local emergency services. Download <i>Be Smart. Take Part. Know Your Alerts and Warnings</i> for a summary of available notifications. Designate a Team Leader and assign them to monitor your NOAA Weather Radio during an event. Listen and heed instructions given by local emergency management officials. Have backup batteries and chargers.	 NOAA Weather Radio All Hazards  Prepareathon Be Smart. Take Part. Know Your Alerts and Warnings

Quick Reference Guide: STAFF (continued)

PREPAREDNESS ACTION	PREPAREDNESS SOLUTIONS	PREPAREDNESS RESOURCES
SUGGESTED ACTION: Review Insurance Coverage/ Create Inventory	Meet with your insurance agent annually to review your insurance, especially property coverage limits, deductibles, and coinsurance requirements. Maintain a current photo or video inventory of your premises, equipment, inventory, supplies, etc.	 Ready Business. Insurance Coverage Discussion Form

RESOURCES:

FEMA. [Prepare Your Organization for A Tornado Playbook](#). Prepareathon

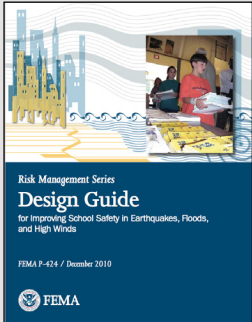
FEMA. [How to Prepare for A Tornado](#). Prepareathon



Quick Reference Guide: SURROUNDINGS

SURROUNDINGS RISKS	POTENTIAL MITIGATION SOLUTION	REFERENCES
Signs	Consult a professional engineer to develop a plan that mitigates against damage from severe wind and tornadoes.	 FEMA <i>Remove Trees and Potential Windborne Missiles: Protecting Your Property from High Winds</i>
Flagpoles		
Trees/Landscaping	Consult a professional landscaper, and develop a plan for your surroundings that mitigates against damage from severe wind and tornadoes.	
Fences		

Quick Reference Guide: SYSTEMS

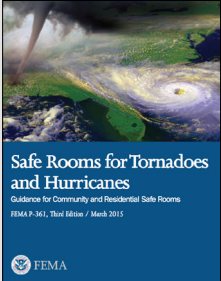
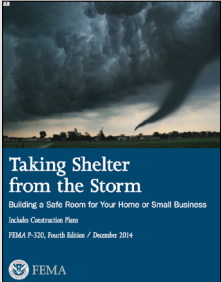
NONSTRUCTURAL RISKS	POTENTIAL MITIGATION SOLUTION	REFERENCES
Mechanical Systems	Consult a professional engineer to evaluate and design structural connections to resist the expected wind loads and provide uplift resistance.	 Risk Management Series Design Guide for Improving School Safety in Earthquakes, Floods, and High Winds FEMA P-424 / December 2010 FEMA
Fuel Tanks		
Electrical Systems		
Communications Equipment		
Lightning Protection Systems		
Utility Connections		
Antenna		
Other Rooftop Structures		

FEMA P-424, [*Design Guide for Improving School Safety in Earthquakes, Floods, and High Winds.*](#)

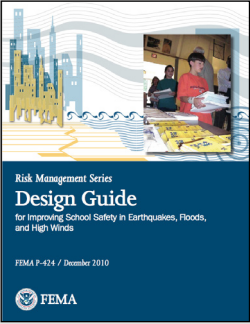
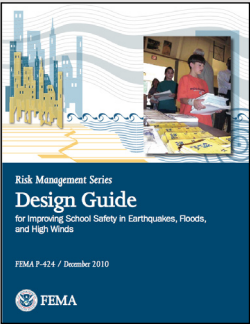
Quick Reference Guide: STRUCTURE

The International Code Council's *International Building Code (IBC)* addresses construction methods for most commercial structures as well as residential structures that are not covered by the *International Residential Code*. The IBC contains both prescriptive and engineered provisions, and applies to the many different types of commercial structures.

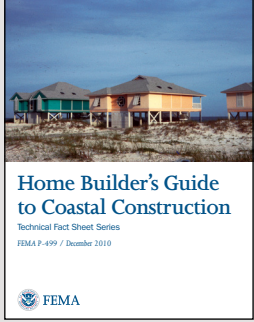
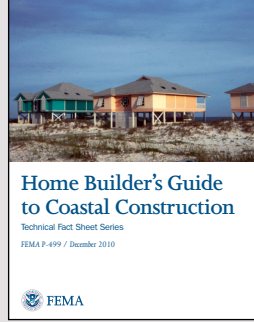
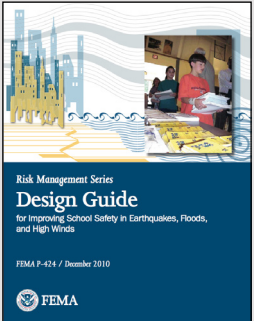
It is important to note that the recommendations in this document are general, and are intended to highlight areas of a structure that could be strengthened against severe winds and tornadoes. However, the recommendations cannot account for all of the different building types and variables in the *IBC*. As a result, a licensed professional is necessary to identify and perform building mitigation activity appropriate for your business or organization.

STRUCTURAL RISKS	POTENTIAL MITIGATION SOLUTION	REFERENCES
Tornado Safe Room or Shelter	Install a tornado safe room or shelter that is constructed using FEMA guidance or that meets ICC/NSSA 500 standards. A tornado safe room or shelter meeting FEMA guidance or ICC/NSSA 500 standards is the only mitigation action that will provide near-absolute life-safety in the event of a tornado.	 FEMA P-361, <i>Safe Rooms for Tornadoes and Hurricanes: Guidance for Community and Residential Safe Rooms</i>. FEMA P-361, Third Edition / March 2015  FEMA P-320, <i>Taking Shelter from the Storm: Building a Safe Room for Your Home or Small Business</i>. FEMA P-320, Fourth Edition / December 2014 ICC/NSSA 500-2014: <i>Standard and Commentary: ICC/NSSA Standard for the Design and Construction of Storm Shelters</i>.
Best Available Refuge Area (BARA)	Consult a professional engineer to determine your BARA if a tornado safe room or shelter is not installed.	

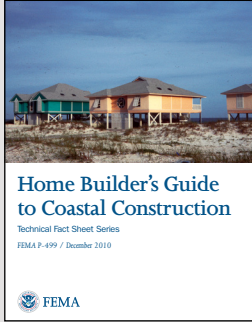
Quick Reference Guide: STRUCTURE (continued)

STRUCTURAL RISKS	POTENTIAL MITIGATION SOLUTION	REFERENCES
Roof Systems	Consult a professional engineer to design the roof to withstand the expected wind loads, provide uplift resistance, and prevent water intrusion. Consider the many features that define a roof, including slope, structure, covering, and attachments, and address the roof as a system. Ensure that the following design/mitigation measures are included: • Roof-to-Wall Connections • Roof Structure • Roof Decking/Sealant • Roof Covering • Roof Flashing • Vents	 FEMA P-424, Design Guide for Improving School Safety in Earthquakes, Floods, and High Winds.  Secure Built-Up and Single-Ply Roofs: Protecting Your Property from High Winds
Skylights	Upgrade to pressure-rated, impact-resistant skylights.	 FEMA P-424, Design Guide for Improving School Safety in Earthquakes, Floods, and High Winds.

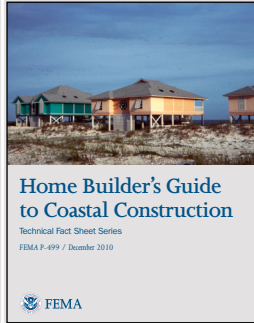
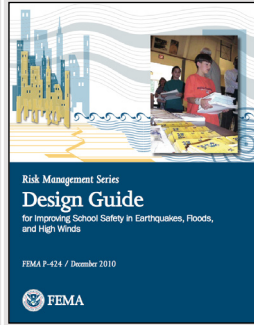
Quick Reference Guide: STRUCTURE (continued)

STRUCTURAL RISKS	POTENTIAL MITIGATION SOLUTION	REFERENCES
Gable-End Bracing	Hire a professional to brace any gable-end walls taller than 4 feet, so that loads on the gable-end walls are distributed over multiple roof trusses or rafters.	 FEMA P-499, <i>Home Builder's Guide to Coastal Construction</i>.
Soffits	Proper attachment is the most common cause of soffit failures. This can be addressed by installing wood backing or supports as an attachment point for soffits. If it is not possible to install wood supports, the soffit should be secured at 12-inch intervals on each side to limit flexing during high-wind events.	 FEMA P-499, <i>Home Builder's Guide to Coastal Construction</i>.
Gutters, Downspouts	Install noncombustible systems designed for high wind speeds, and that provide uplift resistance.	 FEMA P-424, <i>Design Guide for Improving School Safety in Earthquakes, Floods, and High Winds</i>.

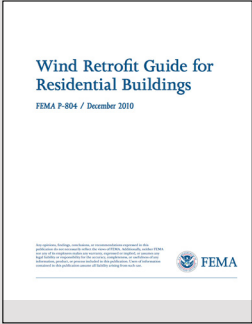
Quick Reference Guide: STRUCTURE (continued)

STRUCTURAL RISKS	POTENTIAL MITIGATION SOLUTION	REFERENCES
Wall Systems	Consult a professional engineer to design walls to withstand high wind loads, provide uplift resistance, and prevent water intrusion. Consider the many features that define a wall, including structure, covering, and openings. Address the wall as a system, ensuring the following design/mitigation measures are included: • Wall Structure • Wall Sheathing • House Wrap • Wall Coverings • Flashing Around Openings	 FEMA P-499, Home Builder's Guide to Coastal Construction.  FEMA Secure Metal Siding and Metal Roofs: Protecting Your Property from High Winds  FEMA Maintain EIFS Walls: Protecting Your Property from High Winds

Quick Reference Guide: STRUCTURE (continued)

STRUCTURAL RISKS	POTENTIAL MITIGATION SOLUTION	REFERENCES
Openings • Garage/Rolling Doors • Windows • Exterior Doors	• Install pressure-rated, impact-resistant garage doors or brace existing doors with assemblies designed to increase pressure ratings. • Install pressure-rated, impact-resistant windows, and install shutters that comply with ASTM E1996. • Install pressure-rated, impact-resistant exterior doors. • Ensure flashing and weather stripping around the windows and doors is designed/installed to protect against water intrusion from wind-driven rain.	 FEMA <i>Reinforce or Replace Garage Doors: Protecting Your Property from High Winds</i>  FEMA <i>Protect Windows and Doors with Covers: Protecting Your Property from High Winds</i>  Home Builder's Guide to Coastal Construction Technical Fact Sheet Series FEMA P-499 / December 2010 FEMA FEMA P-499, <i>Home Builder's Guide to Coastal Construction</i>.  Risk Management Series Design Guide for Improving School Safety in Earthquakes, Floods, and High Winds FEMA P-424 / December 2010 FEMA FEMA P-424, <i>Design Guide for Improving School Safety in Earthquakes, Floods, and High Winds</i>.

Quick Reference Guide: **STRUCTURE** (continued)

STRUCTURAL RISKS	POTENTIAL MITIGATION SOLUTION	REFERENCES
Canopies, Awnings, and Carports	Add metal connectors to meet or exceed expected wind loads. For the carport, consider placing connectors: 1. Between supporting roof members and horizontal beams 2. At each beam-to-column connection 3. At each column-to-foundation connection	 Wind Retrofit Guide for Residential Buildings FEMA P-804 / December 2010 FEMA P-804, Wind Retrofit Guide for Residential Buildings.

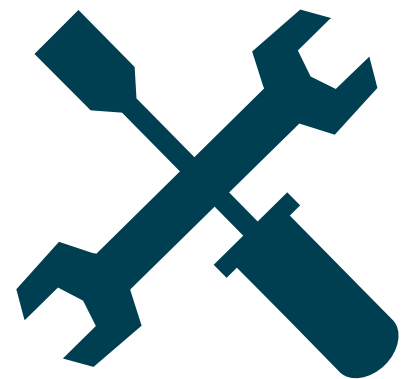
Quick Reference Guide: SERVICE

SERVICE ACTION	POTENTIAL SERVICE SOLUTION	SERVICE RESOURCES
Contact your Local Emergency Management Office	Contact your local emergency management office to identify emergency management personnel and resources in your area.	 FEMA Emergency Management Agencies
	Contact your local emergency management office during your disaster planning to learn how you may provide service(s) before and after a disaster strikes. Include this information in your Business Continuity Plan.	
Identify Ways to Engage and Participate in your Community	In addition to preparing your organization, it is important to understand your local and tribal community emergency operations plans and to work with other organizations in your community or tribe. Opportunities to participate in whole community planning include the following: • Learn about public-private partnerships. • Participate in local or tribal organizations that make your community a safer and more prepared place to live and do business, such as your local Citizen Corps Council, hazard mitigation planning team, or local and tribal Community Emergency Response Team (CERT). • Citizen Corps Councils include representatives from all sectors of the community. This whole community membership helps to ensure the community perspective is reflected in local emergency management practices.	 Prepare Your Organization for A Tornado Playbook . Prepareathon 

3

Take Action

1. Make sure that your Preparedness and Mitigation Project Plan is approved by the building owner if you are leasing or renting your building. Always check with your local building department to secure required permits prior to performing any retrofitting or other mitigation activity.
2. Perform preparedness and mitigation activities as prioritized in the Preparedness and Mitigation Project Plan. Document your preparedness and mitigation as instructed in the checklists for [STAFF](#), [SURROUNDINGS](#), [SYSTEMS](#), [STRUCTURE](#), and [SERVICE](#) with signatures, photographs, receipts, or letters from a manager, engineer, or design professional, where applicable.



3 | Take Action: Ready Business - STAFF Checklist

The following checklists assist in documenting actions taken to prepare your staff and organization for severe wind/tornado events. Submit these checklists with your application for recognition under *Step Four: Be Recognized and Inspire Others*. The Suggested Actions are recommended, but not required, for recognition.

PREPAREDNESS ACTIONS	ACCOMPLISHED	INITIAL/DATE OF RESPONSIBLE PERSON
1 Developed a Shelter Plan	Must be completed to receive recognition	
2 Developed Business Continuity and Crisis Communications Plans	Must be completed to receive recognition	
3 Conducted an Employee Awareness Campaign	Must be completed to receive recognition	
4 Developed an Employee Training Program	Must be completed to receive recognition	
5 Conducted an Employee Training Session	Must be completed to receive recognition	
6 Conducted a Severe Wind/Tornado Drill	Must be completed to receive recognition	
SUGGESTED ACTION: Built an Emergency Supply Kit	☐ Yes ☐ No ☐ Not Applicable	
SUGGESTED ACTION: Purchased a NOAA Weather Radio and Downloaded a Mobile Alerting App to monitor the event	☐ Yes ☐ No ☐ Not Applicable	
SUGGESTED ACTION: Reviewed Insurance Coverage/Created Inventory	☐ Yes ☐ No ☐ Not Applicable	

3 | Take Action: Ready Business - SURROUNDINGS Checklist

SURROUNDINGS RISKS	MITIGATION SOLUTION	ACCOMPLISHED	INSERT PHOTO OR RECEIPT
Signs	Consulted a professional engineer to develop a plan that mitigates against damage from severe wind and tornadoes.	☐ Yes ☐ No ☐ Not Applicable	
Flagpoles		☐ Yes ☐ No ☐ Not Applicable	
Landscaping/Trees	Consulted a professional landscaper, and developed a plan for your surroundings that mitigates against damage from severe wind and tornadoes.	☐ Yes ☐ No ☐ Not Applicable	
Fences		☐ Yes ☐ No ☐ Not Applicable	

3 | Take Action: Ready Business - SYSTEMS Checklist

NONSTRUCTURAL RISKS	MITIGATION SOLUTION	ACCOMPLISHED	INSERT PHOTO OR RECEIPT
Mechanical Systems	Consulted a professional engineer and modified all relevant connections to resist expected wind loads and to provide uplift resistance.	☐ Yes ☐ No ☐ Not Applicable	
Fuel Tanks		☐ Yes ☐ No ☐ Not Applicable	
Electrical Systems		☐ Yes ☐ No ☐ Not Applicable	
Communications Equipment		☐ Yes ☐ No ☐ Not Applicable	
Lightning Protection Systems		☐ Yes ☐ No ☐ Not Applicable	
Utility Connections		☐ Yes ☐ No ☐ Not Applicable	
Antennas		☐ Yes ☐ No ☐ Not Applicable	
Other Rooftop Structures		☐ Yes ☐ No ☐ Not Applicable	

3 | Take Action: Ready Business - STRUCTURE Checklist

STRUCTURAL RISKS	MITIGATION SOLUTION	ACCOMPLISHED	INSERT PHOTO OR RECEIPT
Tornado Safe Room or Shelter	Installed a tornado safe room or shelter that meets FEMA Guidelines or ICC/NSSA 500 Standards.	☐ Yes ☐ No ☐ Not Applicable	
Best Available Refuge Area	Consult a professional engineer to determine your BARA if a tornado safe room or shelter is not installed.	☐ Yes ☐ No ☐ Not Applicable	
Roof Systems	Consulted a professional engineer to design the roof to withstand the expected wind loads, provide uplift resistance, and prevent water intrusion.	☐ Yes ☐ No ☐ Not Applicable	
Skylights	Upgraded to pressure-rated, impact-resistant skylights.	☐ Yes ☐ No ☐ Not Applicable	
Gable-End Bracing	Consulted a professional to properly brace the gable-end walls.	☐ Yes ☐ No ☐ Not Applicable	
Soffits	Consulted a professional to ensure soffits are adequately supported.	☐ Yes ☐ No ☐ Not Applicable	
Gutters, Downspouts	Installed noncombustible systems designed for wind speed and uplift resistance.	☐ Yes ☐ No ☐ Not Applicable	
Wall Systems	Consulted a professional engineer to ensure the wall can withstand expected wind loads and resist water intrusion.	☐ Yes ☐ No ☐ Not Applicable	
Openings	Installed pressure-rated, impact-resistant exterior doors, windows, and garage/rolling doors.	☐ Yes ☐ No ☐ Not Applicable	
Canopies, Awnings, and Carports	Added support to withstand wind loads and provide uplift resistance.	☐ Yes ☐ No ☐ Not Applicable	

3 | Take Action: Ready Business - SERVICE Checklist

SERVICE ACTION	SERVICE SOLUTION	INITIAL/DATE OF RESPONSIBLE PERSON
Contacted your Local Emergency Management Office	These activities are written into your Business Continuity Plan.	
Identified Ways to Engage and Participate in your Community	These activities are written into your Business Continuity Plan.	

4

Be Recognized and Inspire Others



Now that you have taken the steps to prepare and mitigate your organization to protect customers and employees, you can gain recognition for your accomplishment by completing the application and submitting with the checklists completed from *Take Action* to be recognized as a Ready Business Community Member.

You will receive a Ready Business Community Member recognition certificate, window cling, and web badge to let your customers and staff know that you are a Ready Business and your organization will be added to the list of program participants on the Ready Business website. You will also receive a sample news release that you may use to let your community know that you have taken action to prepare.

PLEASE COMPLETE:

Organization Name:

Owner/Manager:

Address:

Phone Number:

Fax:

Email:

Organization Website URL:

Ready Business Designation Level (Please indicate each level you are applying for):

☐ Ready Business - STAFF	Must complete steps one through six for STAFF recognition
☐ Ready Business - SURROUNDINGS	Must complete all applicable SURROUNDINGS mitigation activities for recognition
☐ Ready Business - SYSTEMS	Must complete all applicable SYSTEMS activities for recognition
☐ Ready Business - STRUCTURE	Must complete one of the applicable STRUCTURE activities for recognition
☐ Ready Business - SERVICE	Must complete all applicable SERVICE activities and STAFF , SURROUNDINGS , SYSTEMS , and STRUCTURE for recognition

Please include with your application the preparedness actions and mitigation checklists completed from *Step Three: Take Action*.

Feedback

Tell us about yourself and your organization



1. TYPE OF ORGANIZATION?

- ☐ Retail
 - ☐ Professional Office
 - ☐ Restaurant
 - ☐ Service Provider
 - ☐ Nonprofit
 - ☐ Industrial
 - ☐ Daycare Center/School
 - ☐ Other, please list
-
-

2. HOW MANY PEOPLE DO YOU EMPLOY?

- ☐ 1 - 9
- ☐ 10 - 24
- ☐ 25 - 49
- ☐ 50 - 99
- ☐ 100 - 249
- ☐ 250 - 499
- ☐ 500 or more

3. HOW DID YOU HEAR ABOUT THE *READY BUSINESS PROGRAM*?

- ☐ Local Fire Department
 - ☐ From another organization
 - ☐ Online
 - ☐ FEMA
 - ☐ State or local emergency management office
 - ☐ Other, please list
-
-

4. PLEASE PROVIDE ANY SUGGESTIONS FOR THE *READY BUSINESS PROGRAM*:

Thank you for your participation in the *Ready Business Program*. You will receive a response to your application within two to four weeks. For more information or if you have questions about the program or application, contact FLASH at (877) 221-7233 or email ReadyBusiness@flash.org. Once you have completed the application(s), please scan and email to ReadyBusiness@flash.org.

For business continuity and preparedness questions, please contact FEMA at FEMA-Private-Sector@fema.dhs.gov.

Signature

Print Name

Date



Valuable Websites

Prepareathon

www.ready.gov/prepare

FEDERAL ALLIANCE FOR SAFE HOMES (FLASH)

www.flash.org

Ready Severe Weather

www.ready.gov/severe-weather

Ready Business

www.ready.gov/business

The following is a list of websites and content referenced in this document.

Page #	Title of Document	Link
IFC	FEMA P-320, <i>Taking Shelter from the Storm: Building a Safe Room for Your Home or Small Business.</i>	www.fema.gov/media-library/assets/documents/2009
3	FEMA. <i>Business Continuity Plan</i>	www.fema.gov/media-library/assets/documents/89510
4	Ready Business email	ReadyBusiness@flash.org
18	National Voluntary Organizations Active in Disasters	www.nvoad.org/how-to-help/volunteering/
19	FEMA P-431, <i>Tornado Protection: Selecting Refuge Areas in Buildings.</i>	www.fema.gov/media-library/assets/documents/2246
19	<i>Tornadoes.</i> Ready Business	www.ready.gov/tornadoes
19	FLASH. <i>Tornado Safety.</i> FLASH Card	www.flash.org/pdf/flashcards/Tornado%20Safety%20Print.pdf
19	FEMA. <i>How to Prepare for A Tornado. Prepareathon</i>	www.fema.gov/media-library/assets/documents/98108
19	FEMA P-361, <i>Safe Rooms for Tornadoes and Hurricanes: Guidance for Community and Residential Safe Rooms</i> , Third Edition.	www.fema.gov/media-library/assets/documents/3140
20	<i>Business Continuity Plan.</i> Ready Business	www.fema.gov/media-library/assets/documents/89510
20	<i>Business Continuity Plan.</i> Ready Business	www.fema.gov/media-library/assets/documents/89510
20	Small Business Administration. <i>Crisis Communications.</i>	www.agilityrecovery.com/assets/SBA/crisiscomms.pdf
20	FEMA. <i>How to Prepare for A Tornado.</i> Prepareathon	www.fema.gov/media-library/assets/documents/98108
21	FEMA. <i>Prepare Your Organization for A Tornado Playbook.</i> Prepareathon	www.fema.gov/media-library/assets/documents/98412
21	FEMA. <i>Prepare Your Organization for A Tornado Playbook.</i> Prepareathon	www.fema.gov/media-library/assets/documents/98412
22	FEMA. <i>Prepare Your Organization for A Tornado Playbook.</i> Prepareathon	www.fema.gov/media-library/assets/documents/98412
22	Ready Business. <i>Emergency Supply Kit</i>	www.fema.gov/media-library/assets/documents/90354
22	NOAA Weather Radio All Hazards	www.nws.noaa.gov/nwr
22	<i>Be Smart. Take Part. Know Your Alerts and Warnings</i>	www.community.fema.gov/
23	Ready Business. <i>Insurance Coverage Discussion Form</i>	www.fema.gov/media-library/assets/documents/90354
23	FEMA. <i>Prepare Your Organization for A Tornado Playbook.</i> Prepareathon	www.fema.gov/media-library/assets/documents/98412
23	FEMA. <i>How to Prepare for A Tornado.</i> Prepareathon	www.fema.gov/media-library/assets/documents/98108
24	FEMA. <i>Remove Trees and Potential Windborne Missiles: Protecting Your Property from High-Winds.</i>	www.fema.gov/media-library/assets/documents/13270

The following is a list of websites and content referenced in this document (continued).

Page #	Title of Document	Link
25	FEMA P-424, <i>Design Guide for Improving School Safety in Earthquakes, Floods, and High-Winds</i> .	www.fema.gov/media-library/assets/documents/5264
26	FEMA P-361, <i>Safe Rooms for Tornadoes and Hurricanes: Guidance for Community and Residential Safe Rooms</i> , Third Edition.	www.fema.gov/media-library/assets/documents/3140
26	FEMA P-320, <i>Taking Shelter From the Storm: Building a Safe Room for Your Home or Small Business</i> .	www.fema.gov/media-library/assets/documents/2009
26	ICC/NSSA 500-2014: Standard and Commentary: <i>Standard for the Design and Construction of Storm Shelters</i>	www.fema.gov/media-library/assets/documents/110209
27	FEMA P-424, <i>Design Guide for Improving School Safety in Earthquakes, Floods, and High-Winds</i> .	www.fema.gov/media-library/assets/documents/5264
27	FEMA. <i>Secure Built-Up and Single-Ply Roofs: Protecting Your Property from High Winds</i> .	www.fema.gov/media-library/assets/documents/13270
27	FEMA P-424, <i>Design Guide for Improving School Safety in Earthquakes, Floods, and High-Winds</i> .	www.fema.gov/media-library/assets/documents/5264
28	FEMA P-499, <i>Home Builder's Guide to Coastal Construction</i> .	www.fema.gov/media-library/assets/documents/6131
28	FEMA P-499, <i>Home Builder's Guide to Coastal Construction</i> .	www.fema.gov/media-library/assets/documents/6131
28	FEMA P-424, <i>Design Guide for Improving School Safety in Earthquakes, Floods, and High-Winds</i> .	www.fema.gov/media-library/assets/documents/5264
29	FEMA P-499, <i>Home Builder's Guide to Coastal Construction</i> .	www.fema.gov/media-library/assets/documents/6131
29	FEMA. <i>Secure Metal Siding and Metal Roof: Protecting Your Property from High-Winds</i>	www.fema.gov/media-library/assets/documents/13270
29	FEMA. <i>Maintain EIFS Walls: Protecting Your Property from High Winds</i>	www.fema.gov/media-library/assets/documents/13270
30	FEMA. <i>Reinforce or Replace Garage Doors: Protecting Your Property from High Winds</i>	www.fema.gov/media-library/assets/documents/13270
30	FEMA. <i>Protect Windows and Doors with Covers: Protecting Your Property from High Winds</i>	www.fema.gov/media-library/assets/documents/13270
30	FEMA P-499, <i>Home Builder's Guide to Coastal Construction</i> .	www.fema.gov/media-library/assets/documents/6131
30	FEMA P-424, <i>Design Guide for Improving School Safety in Earthquakes, Floods, and High Winds</i> .	www.fema.gov/media-library/assets/documents/5264
31	FEMA P-804, <i>Wind Retrofit Guide for Residential Buildings</i> .	www.fema.gov/media-library/assets/documents/21082

The following is a list of websites and content referenced in this document (continued).

Page #	Title of Document	Link
32	FEMA. <i>Emergency Management Agencies</i>	www.fema.gov/emergency-management-agencies
32	FEMA. <i>Prepare Your Organization for A Tornado Playbook</i> . Prepareathon	www.fema.gov/media-library/assets/documents/98412
40	Ready Business email	ReadyBusiness@flash.org
40	FEMA Private Sector Division Email	FEMA-Private-Sector@fema.dhs.gov



FEMA



FLASH
Strengthening Homes &
Safeguarding Families

The Federal Alliance for Safe Homes, Inc. (FLASH)® has prepared the *Ready Business Toolkit* for informational and educational purposes only. Although the information and recommendations are presented in good faith and believed to be correct, the author makes no representations or warranties, express or implied, regarding the information.

Users are advised to seek the assistance of a licensed professional engineer or design professional with any questions about this material as it may apply to their circumstances. If the User is dissatisfied with any information in this toolkit or with any of these Terms and Conditions of Use, the User's sole and exclusive remedy is to discontinue using the *Ready Business Toolkit*.

Company Name

Address

Telephone

Contact Name

Title

Last Revision Date

Policy and Organizational Statements

Identify the goals and objectives for the emergency response plan.

Define what your emergency response team is expected to do during an emergency (e.g., evacuate employees and visitors, provide first aid, etc.)

Identify any regulations covered by your plan (e.g., OSHA, fire code, etc.)

Evacuation Plan

Evacuation may be required if there is a fire in the building or other hazard. The evacuation team will direct the evacuation of the building and account for all employees outside at a safe location.

Employees will be warned to evacuate the building using the following system:	
Employees should assemble at the following location for accounting by the evacuation team:	

(Post a map showing the location(s) in a conspicuous location for all employees to see.)

Person who will bring the employee roster and visitor log to the evacuation assembly area to account for all evacuees. The evacuation team leader will be informed if anyone is missing or injured.	
---	--

Evacuation Team	Name / Location
Evacuation Team Leader	
Floor Wardens (one for each floor)	
Searchers (one per floor)	
Stairwell and Elevator Monitors	
Aides for Persons with Disabilities	
Assembly Area Monitors (account for evacuees at the assembly area and inform incident commander if anyone is missing or injured)	

Severe Weather/Tornado Sheltering Plan

If a tornado warning is issued, broadcast a warning throughout all buildings instructing everyone to move to shelter.

Shelter-In-Place Team Assignments	Name / Location
Team Leader	
Person to monitor weather sources for updated emergency instructions and broadcast warning if issued by weather services	
Persons to direct personnel outside to enter the building	
Persons to direct employees to designated tornado shelter(s)	

Tornado Warning System & Tornado Shelter Locations

Location of tornado warning system controls	
Location of tornado shelters	

Shelter-In-Place Plan

If warned to "shelter-in-place" from an outside airborne hazard, a warning should be broadcast and all employees should move to shelter.

Shelter-In-Place Team Assignments	Name / Location
Team Leader	
Direct personnel outside to enter the building; then close exterior doors	
Shutdown ventilation system and close air intakes	
Move employees to interior spaces above the first floor (if possible)	
Person to monitor news sources for updated emergency instructions	
Assembly Area Monitors (to account for evacuees at the assembly area)	

Shelter-In-Place Shutdown of Ventilation System

Location of controls to shutdown ventilation system:	
Location of air handling units, fan rooms, or air intakes:	

Lockdown Plan

Persons trained to use the warning system to warn persons to "lockdown"

Name	Location

Instructions for Broadcasting Warnings

Where to Access the Warning System
(e.g., telephone, public address system, etc.)

Instructions for using the system

Medical Emergency Plan

If a medical emergency is reported, dial 9-1-1 and request an ambulance. Provide the following information:

- Number and location of victim(s)
- Nature of injury or illness
- Hazards involved
- Nearest entrance (emergency access point)

Alert trained employees (members of the medical response team) to respond to the victim's location and bring a first aid kit or AED.

Personnel Trained to Administer First Aid, CPR, or use Automated External Defibrillator (AED)

Name	Location / Telephone

Locations of First Aid Kits and Automated External Defibrillator(s)

Locations of First Aid Kits and "Universal Precautions" kit (used to prevent exposure to body fluids)	
Locations of Automated External Defibrillator(s) (AEDs)	

Procedures

- Only trained responders should provide first aid assistance.
- Do not move the victim unless the victim's location is unsafe.
- Control access to the scene.
- Take "universal precautions" to prevent contact with body fluids and exposure to bloodborne pathogens.
- Meet the ambulance at the nearest entrance or emergency access point; direct them to victim(s).

Fire Emergency Plan

If a fire is reported, pull the fire alarm, (if available and not already activated) to warn occupants to evacuate. Then Dial 911 to alert Fire Department. Provide the following information:

- Business name and street address
- Nature of fire
- Fire location (building and floor or)
- Type of fire alarm (detector, pull station, sprinkler waterflow)
- Location of fire alarm (building and floor)
- Name of person reporting fire
- Telephone number for return call

Evacuation team to direct evacuation of employees and visitors.

Procedures

- Evacuate building occupants along evacuation routes to primary assembly areas outside.
- Redirect building occupants to stairs and exits away from the fire.
- Prohibit use of elevators.
- Evacuation team to account for all employees and visitors at the assembly area.
- Meet Fire Department Incident Commander (IC). Inform the IC if everyone has been accounted for and if there are any injuries. Provide an update on the nature of the emergency and actions taken. Provide building floor plans, keys and other assistance as requested.
- Assign personnel to verify that fire protection systems are operating normally and to operate building utility and protection systems as directed by the fire department.

Property Conservation

Identify preparations before a forecast event such as severe weather.

Identify how you will assess damage; salvage undamaged goods; and cleanup the building following an incident.

Identify the contractors, equipment, and materials that would be needed. Update the resource table at the end of this plan.

Annexes

Hazard or Threat-specific

Instructions: Review the following list of hazards and identify those hazards that are foreseeable. Review the links to information provided within the Ready Business website to develop specific emergency procedures.

Natural hazards (geological, meteorological, and biological)

Geological hazards

- Earthquake
- Tsunami
- Volcano
- Landslide, mudslide, subsidence

Meteorological Hazards

- Flood, flash flood, tidal surge
- Water control structure/dam/levee failure
- Drought
- Snow, ice, hail, sleet, arctic freeze
- Windstorm, tropical cyclone, hurricane, tornado, dust storm
- Extreme temperatures (heat, cold)
- Lightning strikes (Wildland fire following)

Biological hazards

- Foodborne illnesses
- Pandemic/Infectious/communicable disease (Avian flu, H1N1, etc.)

Technology caused event

- Utility interruption or failure (telecommunications, electrical power, water, gas, steam, HVAC, pollution control system, sewerage system, other critical infrastructure)

Human-caused events (accidental and intentional)

Accidental

- Hazardous material spill or release
- Nuclear Power Plant Incident (if located in proximity to a Nuclear power plant)
- Explosion/Fire
- Transportation accident
- Building/structure collapse
- Entrapment and or rescue (machinery, confined space, high angle, water)
- Transportation Incidents (Motor Vehicle, Railroad, Watercraft, Aircraft, Pipeline)

Intentional

- Robbery
- Lost Person, Child Abduction, Kidnap, Extortion, Hostage Incident, Workplace violence
- Demonstrations, Civil disturbance
- Bomb threat, Suspicious package
- Terrorism

Emergency Response Teams

- Facilities or building management staff familiar with building utility and protection systems and those who may assist with property conservation activities.
- Security
- Others trained to use fire extinguishers, clean up small spills of hazardous materials.

[illegible]

Public Emergency Services & Contractors

Emergency Service	Name	Emergency Telephone	Business Telephone
Fire Department			
Emergency Medical Services			
Police Department			
Emergency Management Agency			
Hospital			
Public Health Department			
State Environmental Authority			
National Response Center (EPA)			
Electrician			
Plumber			
Fire Protection Contractor			
Elevator Service			
Hazardous Materials Cleanup			
Cleanup / Disaster Restoration			

Warning, Notification & Communications Systems

The following systems are used to warn employees to take protective action (e.g., evacuate, move to tornado shelter, shelter-in-place, or lockdown) and provide them with information. The Communications capabilities enable members of our emergency team to communicate with each other and others.

	System	Location/Control Panel or Access Point
Warning System	Fire Alarm	
	Public Address	
	Other (describe)	
Notification System	Electronic	
	Telephone call tree	
Communications Capabilities	Telephone	
	Two-way radio	

Fire Protection Systems

Document the fire protection systems including the types of systems, location, area, or hazard protected, and instructions.

System Type	Location	Access Point / Instructions
Sprinkler System	Control Valve	
	Control Valve	
	Control Valve	
Fire Pump		
Special Extinguishing Systems	Computer Room	
	Kitchen	
	Manufacturing Area	

Revision History

Revision No.	Date	Description of Changes	Authorization

Plan Distribution & Access

The Plan will be distributed to members of the emergency response team and department heads. A master copy of the document should be maintained by the emergency response team leader. The plan will be available for review by all employees.

Provide print copies of this plan within the room designated as the emergency operations center (EOC). Multiple copies should be stored within the facility EOC to ensure that team members can quickly review roles, responsibilities, tasks, and reference information when the team is activated.

An electronic copy of this Plan should be stored on a secure and accessible website that would allow team member access if company servers are down.

Electronic copies should also be stored on a secured USB flash drive for printing on demand.

<Insert Your Company Logo Here>

Business Resiliency Plan

2 Guys, Company

Updated: <DATE>

Person Responsible for Business Resiliency Plan: _____

Additional Resources (Consultants): _____

Introduction

This Business Resiliency Plan is meant to work with America's SBDC Business Resiliency Guide, the goal is for you to create a plan that will help you respond to most emergency situations and recover as quickly as possible. If more space is needed on any of the tables provided in this worksheet, they are provided on a single page, so that you can print out more copies.

Start by identifying your critical business functions and their supporting resources. Using the Business Resilience Guide, identify risks your business could face, including ones that may not be listed in the guide. Analyze how these risks could affect your critical business functions and resources, including cashflow. With this information you can create your business continuity plan (as well as the communications plan from the Business Resiliency Guide). Then fill in the preventative measures you can take to mitigate risk from your most likely hazards, and perhaps unlikely sources. The final step is making the necessary contacts or preparations so that you are ready to implement your plan when it is needed.

In the identify section of the Business Resource Guide you identified the hazards your business is most exposed to and their severity. The last section of this business resiliency plan provides a template for you to take those hazards and develop emergency response plans. These plans encompass both preparation for hazards and the appropriate actions to take in reaction. The America's SBDC website has resources you can use to help develop your emergency response plans, including a workbook specific to Emergency Procedures.

Business Goals (p. 4 of the Business Resiliency Guide)

Goals	
1.	Increase Online Sales on our WebSite
2.	Have a better marketing Strategy
3.	Create a wholesale account
4.	
5.	

NOTES:

Critical Business Functions and Resources: (p. 6 of the Business Resiliency Guide)

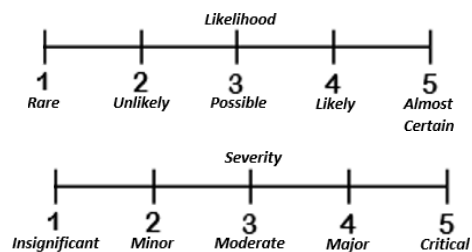
These are our critical business functions and the resources they need. Without these our company cannot continue to operate.

Critical Business Function	Supporting Resource(s)	Function of Resource	Backup Resource(s)

Hazards (p. 9 of the Business Resiliency Guide)

Our business is exposed to the following hazards. These could affect our critical business functions, preventing us from continuing business.

HAZARD	How Likely? (1-5)	How Severe? (1-5)	Risk	NOTES



Risk Matrix

		Moderate	Moderate	Major	Critical	Critical
		Minor	Moderate	Major	Major	Critical
Likelihood	3	Minor	Moderate	Moderate	Major	Major
	2	Minor	Minor	Moderate	Moderate	Moderate
	1	Minor	Minor	Minor	Minor	Moderate
		1	2	3	4	5
		Severity				

Our backup Suppliers: (reproduce this page as needed) (p. 10 of the Business Resiliency Guide)

Supplier Name	Resources Supplied	Threats They Face	How Likely? (1-5)	How Severe? (1-5)	Risk

Backup Supplier 1: Company Name: Address:			
Phone:	Fax:	E-mail:	
Contact Name:		Account Number:	
Materials/Service Provided:			
Backup Supplier 2: Company Name: Address:			
Phone:	Fax:	E-mail:	
Contact Name:		Account Number	
Materials/Service Provided:			
Backup Supplier 3: Company Name: Address:			
Phone:	Fax:	E-mail:	
Contact Name:		Account Number:	
Materials/Service Provided:			
Backup Supplier 4: Company Name: Address:			
Phone:	Fax:	E-mail:	
Contact Name:		Account Number	
Materials/Service Provided:			

Our backup Distributors: (reproduce this page as needed) (p. 10 of the Business Resiliency Guide)

Distributor/Client Name	Product Distributed	Threats They Face	How Likely? (1-5)	How Severe? (1-5)	Risk

Backup Distributor/Client 1: Company Name: Address:			
Phone:	Fax:	E-mail:	
Contact Name:		Account Number:	
Materials/Service Provided:			
Backup Distributor/Client 2: Company Name: Address:			
Phone:	Fax:	E-mail:	
Contact Name:		Account Number	
Materials/Service Provided:			
Backup Distributor/Client 3: Company Name: Address:			
Phone:	Fax:	E-mail:	
Contact Name:		Account Number:	
Materials/Service Provided:			
Backup Distributor/Client 4: Company Name: Address:			
Phone:	Fax:	E-mail:	
Contact Name:		Account Number	
Materials/Service Provided:			

Business Impact Analysis (p. 12 of the Business Resiliency Guide)

If one of the above threats takes place these will be the likely business functions and resources affected. If one of these resources or functions is lost, we should work quickly to replace it.

Disaster	Business Functions Impacted	Resources Impacted	Recovery Time Objective	Operational Impacts	Financial Impacts

Emergency Communication Plan (p. 15 of the Business Resiliency Guide)

Emergency Communications Plan		
Name	Role	Phone & Address
<i>Methods of communication (Cell phone, social media, person-to-person)</i>		
Method	Person Responsible	Notes

Business Continuity Plan (p. 16 of the Business Resiliency Guide)

This is our plan of action following a disaster. By following this we will be able to keep our business in operation or return to operation as quickly as possible.

These are the critical business functions we need run our business:

Critical Function	Recovery Time Objective	Staff in Charge	Resources Needed	Backup Resources

This is our backup location we will use if our primary offices are compromised: (p. 17 of the Business Resiliency Guide)

Backup Location:

Address:

Phone number:

Person Responsible for Contacting:

Name:

Contact Info

Insert Map with backup location marked

Preventative Measures (p. 18 of the Business Resiliency Guide)*What are some proactive preventative measures your business could take to mitigate risk?*

Hazard	Preventative Measures

Emergency Response Plans (reproduce this page as needed) (p. 13 of the Business Resiliency Guide)

<Insert Emergency> Emergency Response Plan

<Insert Company Name>

Last Updated:

Next

update: Person Responsible For This Plan:

Preparation:	Person Responsible:
Action:	