# BUSINESS CONTINUITY PLAN FOR

Insert Photo of Facility Here

Business Name

Address

City/State/Zip

Phone

# TABLE OF CONTENTS

[Business Contact Information 1](#_TOC_250027)

1. [Introduction 2](#_TOC_250026)
   1. [About This Document 2](#_TOC_250025)
   2. [What a Business Continuity Plan Is. 2](#_TOC_250024)
   3. [Getting Started 3](#_TOC_250023)
   4. [Points to Consider 3](#_TOC_250022)
   5. [Potential Disasters 3](#_TOC_250021)
   6. [Four Planning Scenarios 4](#_TOC_250020)
   7. [Establish a Planning Team 4](#_TOC_250019)
   8. [Determine Authority 5](#_TOC_250018)
   9. [Be Specific 5](#_TOC_250017)
   10. [Updates 5](#_TOC_250016)
2. [Business Profile 6](#_TOC_250015)
   1. [Standard Operating Procedures 6](#_TOC_250014)
   2. [Employee Contact Information 7](#_TOC_250013)
   3. [Role Responsibilities 8](#_TOC_250012)
   4. [Resource Materials 8](#_TOC_250011)
   5. [Vital Records 10](#_TOC_250010)
   6. [Security 10](#_TOC_250009)
   7. [Physical Facility 11](#_TOC_250008)
   8. [Vendor Contact Information 11](#_TOC_250007)
   9. [Conduct a Client Analysis 12](#_TOC_250006)
3. [Business Impact Analysis 12](#_TOC_250005)
4. [Test the Plan 13](#_TOC_250004)
   1. [Determine What Constitutes Recovery 13](#_TOC_250003)
   2. [Look at Past Events 13](#_TOC_250002)
   3. [Maintain and Update the Plan 13](#_TOC_250001)
5. [The Checklist 13](#_TOC_250000)

# BUSINESS CONTACT INFORMATION

**BUSINESS IDENTIFICATION MAILING ADDRESS**

|  |
| --- |
|  |
|  |
|  |
|  |
|  |
|  |
|  |

|  |
| --- |
|  |
|  |
|  |
|  |
|  |
|  |
|  |

Business Name: Business Name:

Address: Address:

City, State, Zip: City, State, Zip:

Phone: Attn:

**FACILITY COORDINATOR ALTERNATE COORDINATOR**

|  |
| --- |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |

|  |
| --- |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |

Name: Name:

Title: Title:

Office: Office:

Home: Home:

Cell: Cell:

Email: Email:

**CRISIS MANAGER ALTERNATE CRISIS MANAGER**

|  |
| --- |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |

|  |
| --- |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |

Name: Name:

Title: Title:

Office: Office:

Home: Home:

Cell: Cell:

Email: Email:

## INTRODUCTION

## About This Document

This document explains the points a business needs to think about in order to prepare its own business continuity plan so that, should an interruption occur, it is able to resume operations.

To complete its plan, consider the questions, determine the best answers for your business operations and fill in the blanks. Each business’s circumstances and structures are unique, so each plan will different and should be tailored to suit your business’s specific needs. It is important to recognize that there is no “magic” plan that a business can purchase that will provide all the answers or that will create a plan for them. There is no document that will address every situation and circumstance. Conceivably a business could share its plan with another business for ideas on how to formulate a plan; however, some plans may include confidential information that should not be made available to those outside the business organization.

Take this document and use it as it suits your business best: cut and paste those sections that are applicable, expand where needed. Assign a team to complete the various sections, take a copy home, store it on your intranet and give copies to key personnel, including stakeholders.

In creating a business continuity plan, it is important not to become overwhelmed by the tasks ahead. Work on the plan in sections, doing first the things that seem most important (i.e., personnel, computer/IT, etc.) and work on the rest as time allows. The most important thing is to create a plan that can be implemented in the event of an interruption.

## What a Business Continuity Plan Is

Whatever one chooses to call it - disaster planning, emergency preparedness, or business continuity - the goals are ultimately the same: to get your business back up and running in the event of an interruption. The problem causing the interruption could be as small as one computer crashing or an electrical outage or as large as an earthquake or the result of a terrorist activity. No matter what the event is, the goal is to have some contingency plans in place in the event of a problem. A business continuity plan exists to preserve the business so that it can continue to offer its services.

A business continuity plan is a users’ guide, the documentation, for how to preserve a business. In order for the plan to be useful, it must be created before an interruption occurs. Business continuity is disaster recovery. Lost revenue is a driving force in business continuity. The reason to do a business continuity plan is essentially to keep the funding coming in, the services going, and the clients being served.

## Getting Started

In order to write your plan, you have to do some planning. This planning is the process that will get you to the step where you then commit your plan to paper— you can’t write a plan until you do the preparation. The most difficult thing is getting started; the second most difficult task is keeping the plan current.

Unfortunately, there are no cookie-cutter templates, and one size doesn’t fit all. There are some common elements among plans, but every plan will be different because every business structure and circumstances are unique.

## Points to Consider

As with any plan there are some points that you need to consider. When creating your business continuity plan you should think about the following:

* + 1. How do you know when it’s a disaster? The answer to this question is simple; it is when critical services aren’t happening.
    2. Can all employees recognize what a disaster is and what they should do? In the event of an emergency, all personnel should know what their roles are, and where they should go.
    3. How will you train and drill? Staff needs to know what to do. A business continuity plan should include employee training. It should address general training for all employees, including:
       1. Individual roles and responsibilities
       2. Information about threats, hazards, and protective actions
       3. Notification, warning and communications procedures
       4. Means for locating family members
       5. Emergency response procedures
       6. Evacuation, shelter, and accountability procedures
       7. Location and use of common emergency equipment
       8. Emergency shutdown procedures
    4. Build emergency preparedness into the culture of the business. Orientation sessions for new employees should include an overview of the contents and a copy of the preparedness manual.

## Potential Disasters

Part of writing a business continuity plan is to think ahead to the possibilities of what can go wrong and create contingency plans. However, you cannot possibly plan for every scenario; it would take too much time and the plan would never get done. The goal is not to create a separate plan that addresses every risk, but to create one plan that addresses all risks.

This can be done by analyzing the risks you business faces. Research the potential identifiable disasters, including internal and external factors. Then

consider how each of those could affect the business systems and programs. Factors to consider include:

* + 1. Historical: What types of emergencies have occurred in the community, at your facility or nearby? (i.e., fire, natural disasters, accidents, utility, etc.)
    2. Geographic: What can happen at your physical location? (i.e., proximity to flood-prone areas, hazardous materials, major transportation routes, etc.)
    3. Human Error: What emergencies might be caused by employees? Are employees trained to work safely? Do they know what to do in an emergency? Human errors can result from poor training and supervision, carelessness, misconduct, substance abuse, fatigue, etc.
    4. Physical: What types of emergencies could result from the design or construction of the facility? Does the physical facility enhance safety? Consider the physical construction of the office, the facilities utilized for storing any hazardous materials, lighting, evacuation routes and exits, shelter areas, etc.
    5. Consider what could happen as a result of a computer crash, loss of electricity, ruptured gas main, water damage, smoke damage, structural damage, air or water contamination, building collapse, trapped persons, chemical release, etc.

## Four Planning Scenarios

In spite of everything said above, there are, ultimately, only four different scenarios that you need to plan for, regardless of the catastrophe or interruption. They are as follows:

* + 1. Only your local office in the building is unusable. For example, one or more offices in your space become temporarily unusable because of a flood. Some contents and material may be recoverable, some may not be.
    2. The entire building is gone. For example, a fire destroys the structure and its contents.
    3. A temporary disruption of services, such as an electricity outage.
    4. An impact in the large geographic area, rendering the area uninhabitable for an unknown amount of time.

## Establish a Planning Team

Assign a team to help create the plan. While small businesses may be able to get by with one person doing the work, larger businesses will have to enlist the assistance of others, particularly in coordinating various departments to provide needed portions. For example, assign one team/person to complete the

computer/technical portion, and another team to complete the personnel portion. Fill in the following chart with your team members:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **BUSINESS CONTINUITY PLANNING TEAM** | | | | |
| **NAME** | **ROLE** | **CONTACT NUMBERS** | | |
| **OFFICE** | **HOME** | **CELL** |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

## Determine Authority

Appoint a person or a team that has the authority to make short-term emergency decisions. There has to be a chain of command, and broad knowledge of who is in charge. Be sure to list who is #2 if the first person isn’t present or can’t be reached, and so on. These people should include those in leadership, but they shouldn’t be only senior managers. These people should be long-term employees or those who are familiar with the business continuity plan. They should also be people who are regularly in the building so that they are more likely to be present in the event of an emergency.

## Be Specific

The plan needs to be specific as to what recovery steps need to get done first, as well as detailing who has access to that information. The logic and order of steps depends on the nature of the organization and its services as well as the type of disaster or interruption. The members of the planning team should address this during the planning stages, particularly when analyzing the business services and programs.

Keep in mind that the plan should not be so dogmatic that there isn’t any flexibility and doesn’t allow a manager to utilize it. The plan has to be able to be implemented without the person or the team that created it. It has to be legible, understandable, and able to be interpreted by a lay person. If only a techie can implement your plan, it will most likely not be successful. Also, common sense must rule.

## Updates

As things change in the business - people come, people go, programs fold, programs start - the plan has to be updated to reflect these changes. The ideal candidate for maintaining and updating the plan may be the team who oversaw the process.

## BUSINESS PROFILE

Each continuity plan is specifically designed to continue a defined scope of operation for the business. The business profile defines the mission of that business. The mission is generally supported by objectives that are required to achieve the mission. To accomplish these defined objectives, there are specific functions that need to be performed and those functions are the core for building your plan. Consider the following:

 What is the mission of your business?

 What are your primary objectives?

 To achieve those objectives, what functions must be accomplished?

 What functions are critical and which are less so?

## Standard Operating Procedures

This section should contain any standard operating plans that are specific to your business and which detail procedures that may be needed in an emergency.

These may include, but are not limited to:

* + 1. Emergency Procedures
       1. When, where and who should employees report to if they are off-duty at the time of a disaster?
       2. Who makes the decision to evacuate, if necessary? How is that decision communicated and what evacuation routes, maps and procedures are in place to account for all employees?
       3. If there are injuries, who is in charge of administering emergency first aid? Where are the supplies, how do you assess and report this information?
       4. How do you communicate with your employees and/or their families?
       5. Do you have employees/customers with special needs and how do you address them?
       6. What if your facility is damaged?
       7. What hazards exist in your work area? Where are the safe areas?
    2. Emergency Purchasing
       1. Who has the power to authorize emergency purchases?
       2. Any limits to the amount of money that may be independently authorized?
       3. Any special deviations to purchasing procedures (i.e., suspending the bid process) and when the special provisions may expire?
       4. Who to go to for assistance, if needed?
       5. Information or processes needed for the requisition (i.e., credit cards, purchase orders).
    3. Time Tracking
       1. Track the daily use of resources (i.e., personnel, expendable supplies, equipment) used in support of the disaster. This information is needed to recover any costs that may be possible in a particular situation.
       2. Whether staff may use personal resources (i.e. cell phones, computers) in the disaster and if usage fees or damages incurred will be compensated by the department.
       3. Processes for relaying the time tracking records to Payroll.
    4. Activation (Call-Up)
       1. Who has the authority to authorize emergency overtime?
       2. In what order staff will be called up or have overtime authorized to them?
       3. Any limits to the amount of overtime that can be authorized without special permission?
       4. Any limits to how long staff may consecutively work and/or how much time elapse between shifts (a safety concern)?
       5. How or will exempt staff will be compensated for overtime hours?
    5. Emergency Operations Center Liaison

If a liaison is requested in an Emergency Operations Center, list any specific supplies or information that your liaison may need at the EOC (i.e., this resource binder, other plans, the Emergency Operations Plan, maps, keys, access cards, etc.).

## Employee Contact Information

In the event of a catastrophe, you may need to address personnel issues. While everyone should know to call 911 in an emergency, you should still have a list with phone numbers of your staff including their emergency contact and any related special notes ranging from what phone to try first to any special circumstances (i.e. allergies, medical conditions, etc.) that should be considered. The form below should be completed for each employee:

|  |  |
| --- | --- |
| **EMPLOYEE CONTACT INFORMATION** | |
| **EMPLOYEE NAME** | **EMPLOYEE POSITION** |
| **ADDRESS** | **HOME PHONE** |
| **CITY/ZIP CODE** | **CELL PHONE** |
| **HOME EMAIL** | |
| **EMERGENCY CONTACT** | **RELATIONSHIP** |
| **HOME PHONE** | **CELL PHONE** |
| **SPECIAL NOTES** | |

If the employee list is very large, you may want to consider creating a cascading call tree, which will distribute the calling among several individuals. This will shorten the amount of time needed to get the critical information out to staff and will more evenly distribute the call load.

## Role Responsibilities

Staff may be required to take on a different roll during a catastrophic situation. You should consider the special skills that your staff has as well as outlining what duties they might be responsible for during an emergency incident. The form below outlines what should be addressed:

|  |  |
| --- | --- |
| **ROLE RESPONSIBILITIES FOR (LIST POSITION)** | |
| **SKILLS REQUIRED** | What should someone in this role do? |
| **PRE-PLAN ACTIVATION** | What does this employee do to prepare? What does this employee do for training? |
| **RECOVERY** | Where does this employee go?  When does this employee report to work?  What resources is this employee responsible to obtain? What does this employee do?  How does this employee communicate? |
| **POST-RECOVERY** | What does this employee do after normal operations have resumed? |

## Resource Materials

This section should include any resource materials that may be needed to resume departmental operations in the event that the office is inaccessible. These may include, but are not limited to:

* + 1. Tools and Equipment

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **TOOLS AND EQUIPMENT** | | | | |
| **QUANTITY** | **RESOURCE DESCRIPTION** | **FUNCTION** | **SOURCE** | **LEAD TIME** |
| How many? | What is needed? | Why is it needed? | Where does it come from? | How long can you wait to get it? |

* + 1. Technology Resources

The following section should include technology resources that are required to continue operations. Include all areas of communications like telephones, computer equipment, desktop software and business applications.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **TECHNOLOGY RESOURCES** | | | | |
| **AREA** | **ITEM DESCRIPTION** | **ACCESS CONTROLLED**  **(Y/N)** | **TYPE** | **CONTACT** |
| **Telephone Services** | What number(s) do customers call? | N |  | Who provides the service? |
| **Computer Equipment** | What computers are used? |  | Dell | Who maintains them? |
| **Desktop Software** | What software do you have loaded on the computers that you use? |  |  | Who maintains that software? |
| **Business Applications** | What applications are used to manage your department? |  |  | Who maintains those  applications? |

* + 1. Website and Email Addresses

Be sure to include any websites and email addresses that you might need if you cannot access your computer.

|  |  |
| --- | --- |
| **WEBSITE AND EMAIL REFERENCE LIST** | |
| **DESCRIPTION** | **REFERENCE URL OR ADDRESS** |
|  |  |

* + 1. Office Inventory

There is also a form for completing an inventory of items in your department that would be reported as a loss to an insurance company or to FEMA in the event of a disaster declaration. Items might include:

* + - 1. Office Equipment (ie., computers, photocopiers, facsimile machines, telephones, etc.)
      2. Office Furniture (ie., desks, chairs, counter, cabinets

|  |  |  |
| --- | --- | --- |
| **OFFICE INVENTORY** | | |
| **ITEM DESCRIPTION** | **LOCATION** | **SERIAL NUMBER** |
|  |  |  |

* + 1. Physical Materials

You might also want to consider adding a zippered pouch to this section that can be used to keep physical references, such as:

* + - 1. Disks with needed data (ie. GIS data layers)
      2. Backup CDs, DVDs, or diskettes

## Vital Records

There are a variety of vital documents, both paper and electronic, that are required to continue departmental operations. They should be documented on the following table:

|  |  |  |
| --- | --- | --- |
| **VITAL RECORDS** | | |
| **DOCUMENT NAME** | **STORAGE LOCATION** | **RECOVERY STORAGE LOCATION** |
| What is vital? | Who has it? Where is it stored? | How is it stored? How will you get to it? |

Be sure to include insurance information including the company/underwriter information, policy number, representative contact information and broker contact information. Your business might deal with several different insurance issues and carriers (i.e. general liability, auto, health insurance, unemployment, workers’ compensation, disability, life, dental, retirement, etc.) and be sure to include them all.

In addition, there will may be financial and investment information that you need to consider, including who is authorized to make transfers, who and if there are alternates and who are authorized check signers.

## Security

The following section includes a table with space available for details that would be needed to access secure information such as:

* + 1. Passwords
    2. Door Key Codes
    3. Key Locations
    4. Safe Deposit Box Locations

|  |  |  |
| --- | --- | --- |
| **SECURE ITEMS ACCESS LIST** | | |
| **DESCRIPTION** | **LOCATION** | **PASSWORD/KEY CODE** |
|  |  |  |

It is also suggested that you have a zippered pouch that can be used for physical items required to access secure areas like keys and access cards.

If you department uses agency credit cards/purchase cards, consider placing a card in the pouch or making a photocopy (front and back) and placing it in this section for authorized staff to utilize if emergency purchases are required.

Unless the departmental office is secure, this section should be left out of the office copy of the binder. Each individual employee’s home copy of the binder should give them only the access needed for them to perform their specific duties.

## Physical Facility

* + 1. Document the Building

A business that owns its building should create a site map for each property that indicates: utility shutoffs, water hydrants, water main valves, water lines, gas main valves, gas lines, electrical cutoffs, electrical substations, storm drains, sewer lines, floor plans, alarm and sounders, fire extinguishers, fire suppression systems, exits, stairways, designated escape routes, restricted areas, hazardous materials (including cleaning supplies and chemicals), and high-value items.

* + 1. Emergency Contact List

Create a list of emergency contacts including local police/sheriff, fire department, gas, power and other utility companies, poison control, electrician, plumber, architect, building managers, etc.

|  |  |  |  |
| --- | --- | --- | --- |
| **EMERGENCY CONTACT LIST** | | | |
| **AGENCY/NAME** | **ADDRESS EMAIL ADDRESS** | **PHONE NUMBERS** | **MISC.** |
|  |  | O:  C:  P: |  |

* + 1. Examine Your Plant for Weaknesses

Look for building and security weaknesses. Plenty of information can be found online about facilities management. Some points to consider are:

* + - 1. Are the batteries for emergency lighting regularly checked?
      2. Do stair treads have reflective glow-in-the-dark strips to aid in dark exits?
      3. Do electrical door/key pad locks have a manual bypass cylinder lock?
      4. Are fire extinguishers easily accessible, check regularly, and do all staff know how to use them?
      5. Do you test your emergency exit routes? Do you have your emergency exit routes posted?

## Vendor Contact Information

Often times during a large-scale catastrophic event normal services are disrupted, including delivery from your regular vendors. If this is the case it is important that you keep your vendor contact information with you.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **VENDOR CONTACT INFORMATION** | | | | | | |
| **COMPANY NAME** | **CONTACT NAME** | **ADDRESS** | **PHONE/FAX EMAIL**  **WEBSITE** | **CUSTOMER ACCOUNT**  **NUMBER** | **PRODUCTS/SERVICES PROVIDED** | **MISC.** |
|  |  |  |  |  |  |  |

## Conduct a Client Analysis

Your clients are critical to your business operations. In the event of an interruption, do you know what the impacts of your services to your clients would be? For example, if your business delivers meals to clients at home, how would you deliver those meals if your facilities are inaccessible or the roadways are blocked? When conducting a client analysis consider who you serve (i.e. who are your clients, what are their ages, etc.), where you serve them (i.e. on-site, at their home, at another facility, etc.), and how do you serve them (i.e. what do you provide and how are those services provided). If you are unable to meet your clients’ needs, how will you notify them?

## BUSINESS IMPACT ANALYSIS

In brief, a Business Impact Analysis determines in how many days or weeks without your regular stream of income you will go out of business. This may be easy to determine with regards to cash, but may be more difficult when it’s more complicated funding equations. Here are some questions to consider:

 How long will it take before the loss of income affects the delivery of your organization’s services?

 How many payroll periods can you meet with no income?

 How many vendors will get paid? Which ones?

 What is your cash reserve?

 What is your Recovery Time Objective (RTO)? RTO is that point in time when a business expects to be back in operation. The RTO is at the discretion of the business; it could be immediate or it could be protracted.

To determine your RTO, you have to examine each discrete, definable component of an organization — each department and its critical services that you want to resuscitate.

 What are your budget realities with regard to purchasing equipment that would be utilized in the event of an interruption?

This may be answered when you determine your RTO. If you require an immediate RTO, you will have to spend resources in order to achieve that. If your budget precludes spending resources, you have to adjust your RTO accordingly.

Your RTO will determine what resources you need to purchase or implement. It is important to recognize that if a quick recovery time objective is dictated, then resources will have to be spent in order to achieve that. For example, if it is imperative that your staff have electricity to power their computers and lights, then you will have to purchase a generator and you must allocate resources for this to be accomplished. A quick RTO will cost more than a slower RTO.

 It is important to keep in mind that in an interruption there will always be a certain amount of downtime that you’re going to have. In determining your RTO, another question to answer is what constitutes unacceptable downtime?

## TEST THE PLAN

Test the plan to be sure that it works and that the resources you’ve indicated in your plan actually exist. For example, if your plan for evacuation of the building says that there are two fire exits, you need to be sure that there are in fact two exits there and that they both work. Are the fire extinguishers actually where the plan says they are? Or backup tapes of computer data: you may be taking them offsite regularly, but have you ever tried to restore them to make certain that they would work correctly? Testing of a plan can be done on the desktop by looking at your plan as written and speculating as to its worthiness and as an actual parallel operation where you physically execute all the steps of the plan and set up operations elsewhere.

## Determine What Constitutes Recovery

Look at what happened, why it happened, and figure out how to ensure that it won’t happen again. Could it have been prevented? What procedures worked well? What systems did not function well? Could these have been prevented?

## Look at Past Events

What was your response to the last windstorm or flooding event? Did you have any systems in place? What worked, and what didn’t? What procedures did you implement as a result of that interruption?

## Maintain and Update the Plan

Keep the plan current. Be sure to include who is assigned to keep the plan updated. When you buy new equipment, document it. As staff come and go, change the plan to reflect who is doing what.

## THE CHECKLIST

**PLANNING TEAM YES NO**

Planning Team established?  

Planning Team Schedule Established?  

Budget Developed?  

## INTERNAL PLANS AND POLICIES REVIEW

Evacuation Plan?  

|  |  |
| --- | --- |
| Fire Protection Plan? |   |
| Safety and Health Program? |   |
| Security Procedures? |   |
| Insurance Programs? |   |
| Employee Manual? |   |
| **CODES AND REGULATIONS REVIEW**  Fire Codes? |   |
| Electrical Codes? |   |
| OSHA Regulations? |   |
| **CRITICAL SERVICES AND OPERATIONS REVIEW**  Services provided by your company identified? |   |
| Operations vital to the continued functioning of the facility? |   |
| Equipment vital to the continued functioning of the facility? |   |
| Personnel vital to the continued functioning of the facility? |   |
| Services provided by vendors identified? |   |
| **INTERNAL RESOURCES AND CAPABILITIES REVIEW**  **Personnel**  Fire Warden(s)? |   |
| CPR Training? |   |
| First Aid Training? |   |
| **Equipment**  Fire Protection? |   |
| Communications? |   |
| First Aid Supplies? |   |
| Emergency Power? |   |
| **Backup Systems (Arranged with other facilities)**  Payroll? |   |
| Communications? |   |
| Customer Services? |   |
| Computer Support? |   |
| **EXTERNAL RESOURCES REVIEW**  Emergency Management Office? |   |
| Fire Department? |   |
| Police Department? |   |
| Emergency Medical Services? |   |
| Telephone Companies? |   |
| Electrical Utility? |   |
| Insurance Policy Review With Broker? |   |
| **PLAN DEVELOPMENT**  Plan Purpose? |   |
| Responsibilities of key personnel? |   |
| The types of emergencies that could occur? |   |
| Where response operations will be managed? |   |

|  |  |
| --- | --- |
| **EMERGENCY MANAGEMENT ELEMENTS IN PLACE**  Direction and control? |   |
| Communications? |   |
| Life safety? |   |
| Property protection? |   |
| Community outreach? |   |
| Recovery and restoration? |   |
| **EMERGENCY RESPONSE PROCEDURES ADDRESSED**  Assessing the situation? |   |
| Protecting employees, customers, equipment, records, other assets? |   |
| Getting the business back up and running? |   |
| **PROCEDURES FOR BOMB THREATS ADDRESSED**  Warning employees and customers? |   |
| Communicating with personnel and community responders? |   |
| Conducting an evacuation and account for all persons in the facility? |   |
| Shutting down operations? |   |
| Protecting vital records? |   |
| Restoring operations? |   |
| **SUPPORT DOCUMENTS AVAILABLE**  Emergency Call Lists |   |
| Employee Lists |   |
| Resource Lists |   |
| **DEVELOPMENT PROCESS**  Task list identifying persons, tasks and timetables? |   |
| Needs of disabled persons and non-English speaking personnel? |   |
| Training schedule for employees established? |   |
| **PLAN DISTRIBUTION**  Copies distributed to employees? |   |
| Current date and revision number on plan? |   |
| **PLAN IMPLEMENTATION**  All personnel trained in procedures? |   |
| Orientation and education sessions? |   |
| Walk-through drills? |   |
| Evacuation drills? |   |
| Plan tested to assure that employees know what to do? |   |
| **EMPLOYEE TRAINING ADDRESSES:**  Individual roles and responsibilities? |   |
| Information about threats, hazards, and protective actions? |   |
| Notification, warning and communication procedures? |   |
| Means for locating family members in an emergency? |   |
| Emergency response procedures? |   |
| Evacuation, shelter and accountability procedures? |   |
| Location and use of common emergency equipment? |   |

## PLAN EVALUATION AND MODIFICATION

A formal audit of the plan conducted at least once a year?   Does the plan reflect lessons learned from drills and actual events?   Are photographs and other records of facility assets up to date?   Are the names, titles and phone numbers in the plan current?  