



RDO Continuity of Operations Plans:

IS YOUR RDO READY FOR DISASTER?



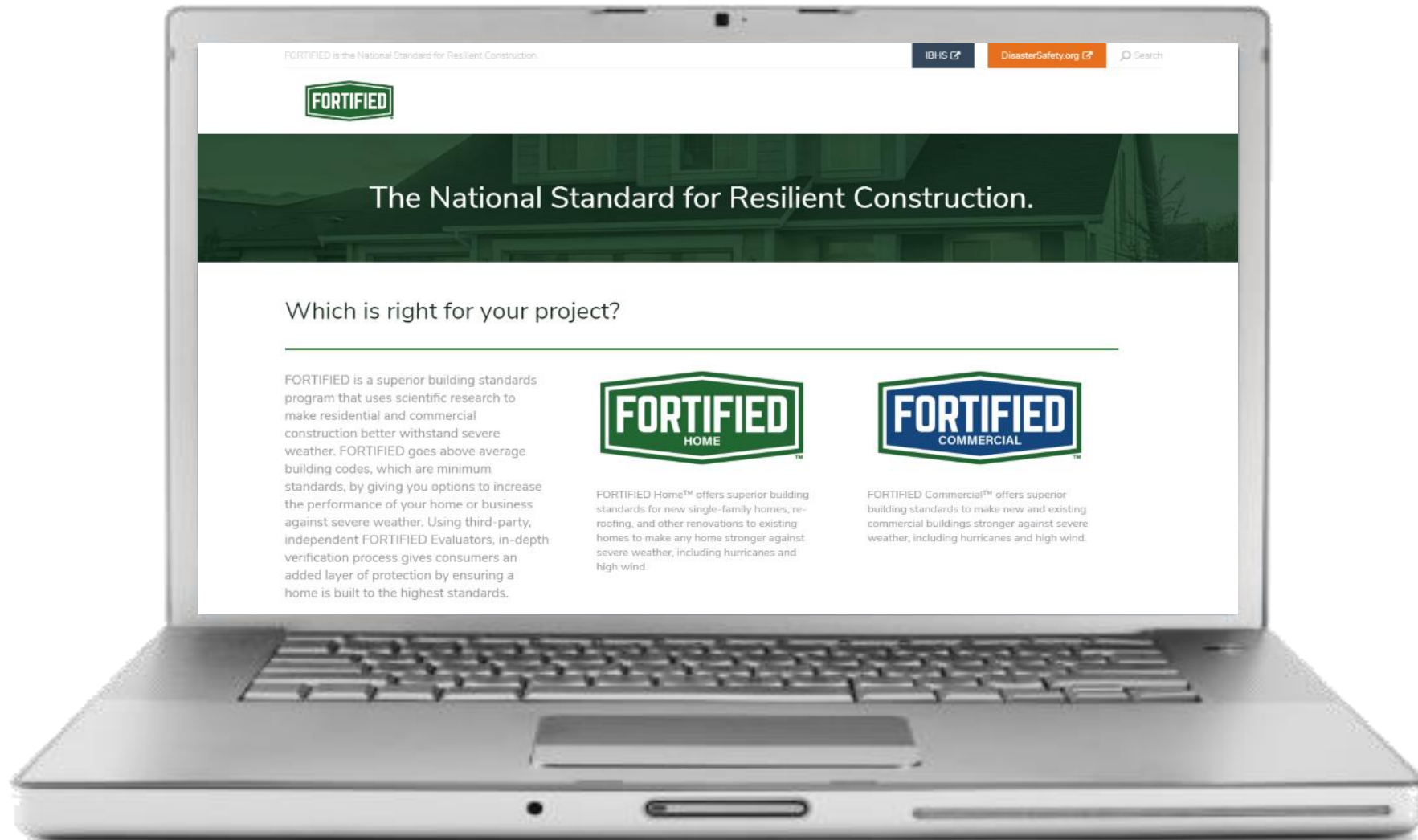
IBHS Misson

Severe weather disrupts lives, displaces families, and drives financial loss. IBHS delivers top-tier science and translates it into action so we can prevent avoidable suffering, strengthen our homes and businesses, inform the insurance industry, and support thriving communities.

WHO IS THE INSURANCE INSTITUTE FOR BUSINESS & HOME SAFETY (IBHS)?



FORTIFIED.ORG



Roof



Silver



Gold



IBHS MITIGATION TASKS UTILIZING FORTIFIED STANDARDS

Re-Roofing

- Install impact resistant/rated products
- Seal roof deck
- Anchor roof-mounted structures & equipment



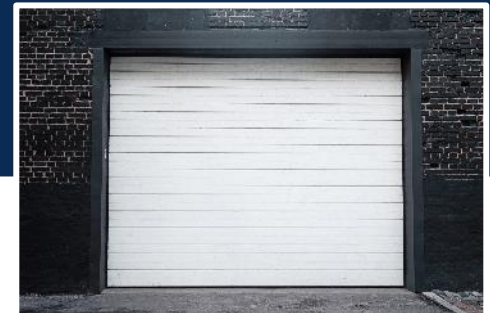
Building Envelope

- Install wind pressure resistant exterior entry doors
- Elevate electrical and mechanical equipment and connections
- Install backup power

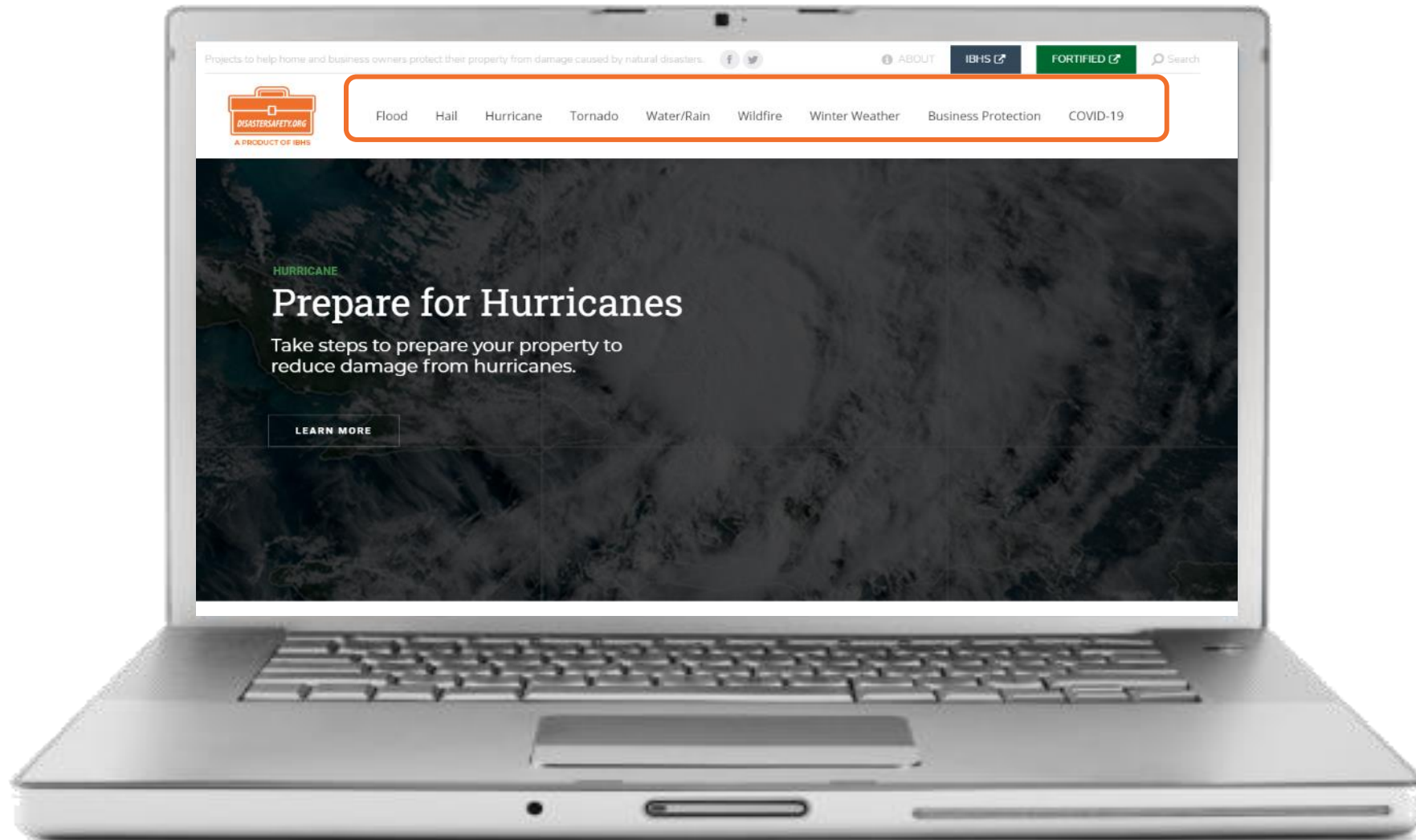


Other Improvements

- Elevate the building's first finished floor
- Install a backflow device to prevent sewage back flow
- Upgrade to wind-rated garage/roll-up doors



DISASTERSAFETY.ORG



NATURAL DISASTERS WREAK HAVOC ON SMALL BUSINESSES

- Most operate from a single location, making them more vulnerable than larger companies
- Median cost of downtime from extreme weather is \$3,000/day
- 57% have no disaster recovery plan; of those that do, 90% spend less than 1 day/month maintaining them



TURN EXCUSES INTO ACTION

- It will never happen to us
- We have more important things to think about
- We are too small to need a plan
- We backup our computers, which is enough
- We don't know where to go for help
- We have no risks
- It takes too much time and money



BUSINESS CONTINUITY PLANNING



DisasterSafety.org/OFB-EZ

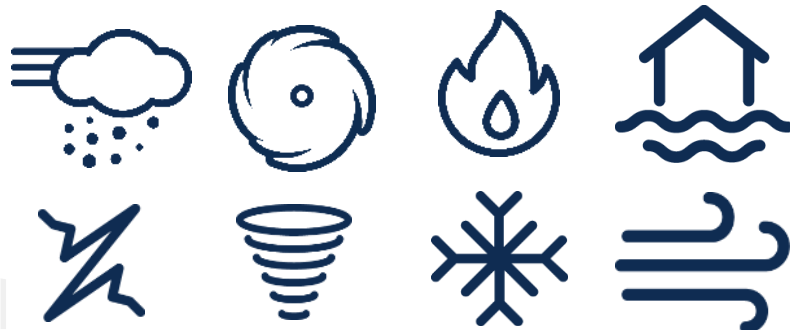
OFB-EZ MOBILE APP

NEW VERSION
COMING SOON



KNOW YOUR RISKS

- **Probability:** the likelihood the event will occur
- **Severity:** the amount of damage the event is capable of causing your business



NATURAL

- Earthquake
- Tornado
- Hurricanes/Wind
- Floods
- Severe Winter Weather
- Wildfire
- Drought
- Sinkholes

LOSS OF

- Key Employee
- Senior Leader
- Subject Matter Expert
- Key Supplier/Vendor
- Premises
- Key Equipment

MAN-MADE

- Sabotage
- Product Tampering
- Scandal
- Workplace Violence
- Sexual Harassment
- Fraud/Theft
- Arson
- Terrorist Attack

TECHNOLOGICAL

- Software Failure
- Hardware Failure
- Power Outage
- Data Corruption
- Cooling System Failure
- Mechanical Systems
- Communications

SECURITY

- Privacy
- Viruses
- Hackers
- Data Theft
- Counterfeiters
- Cybercrime

ACCIDENTS

- Human Error
- Fires/Explosions
- Water Damage
- Building Collapse
- Environmental
- Contamination

POLITICAL

- Strikes
- Riots
- Civil Disturbances
- Bomb Threat
- Biological Threats
- Nuclear Threat
- Acts of War

OTHER THREATS

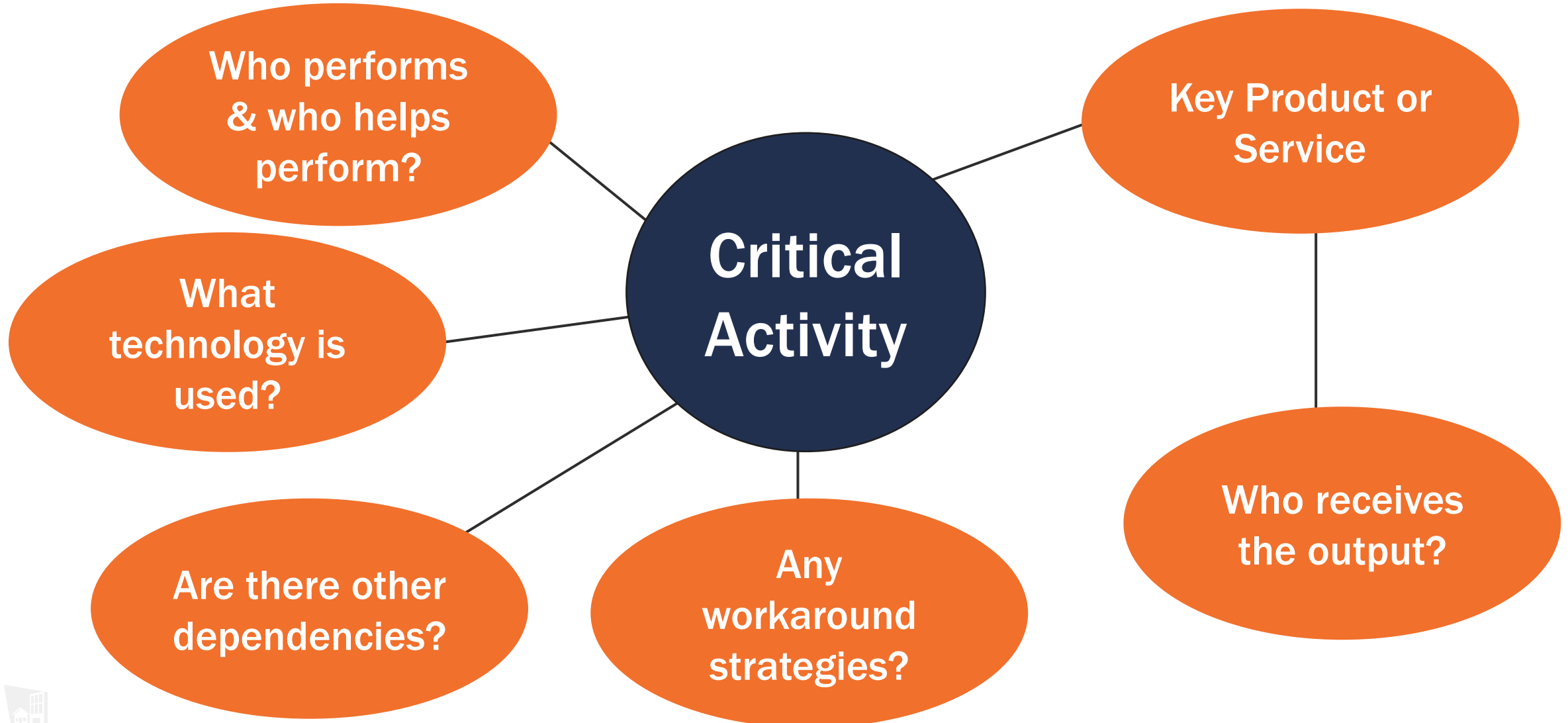
- Pandemics
- Gas/Water Shortage
- Media Crisis
- Special Events
- Mismanagement
- Product Liability

EXAMPLE - HAZARD RISKS

Conclusions Based on Hazard Risk Analysis for St Johns County, Florida (Natural Hazards)	
High Risk	Hurricanes Storm Surge Tropical Storms High Winds
High/Medium Risk	Severe Thunderstorm Lightning Tornado Floods Wildfire
Medium Risk	Freeze Winter Storm
Low Risk	Drought Heat Wave



KNOW YOUR OPERATIONS



KNOW YOUR EMPLOYEES



- Home address
- Landline & mobile phone numbers
- Personal email
- Local & out of state emergency contacts
- Evacuation destination
- Certifications: CPR, AED, EMT

EXAMPLE - GET CONNECTED

WWW.SJCEMERGENCYMANAGEMENT.ORG

WEATHER PRESS RELEASES

EMERGENCY MANAGEMENT

EVACUATION / SHELTERING

EXTREME WEATHER

HURRICANES

INFORMATIONAL

PET / ANIMAL SAFETY

WILDFIRE

St. Johns County
Emergency Management









One Team - One Plan - All Hazards

ST. JOHNS COUNTY HOME

FLORIDA DEM

FEMA

RED CROSS

NATIONAL WEATHER SERVICE

Custom Search

EOC Activation Level - 3

WEATHER PRESS RELEASES

- Current Releases - 2018
- Archived Releases
- ReEntry Tag Program

EMERGENCY MANAGEMENT

- EM Home
 - 4-Phases of EM
 - Map to EOC
- EM Plans
 - CEMP Plan
 - LMS Plan

EVACUATION / SHELTERING

- Assistance Program
 - On-Line Registration
 - Printable Form
- Evacuation Information
 - Evacuation Route Map
 - Route Descriptions
 - Evacuation Zone Map
 - Zone Descriptions
- Shelter Information
 - Pet Shelters
 - Shelter Locations
 - Shelter Openings

Free Business Continuity Workshops set for August 20, 2018

Two free business continuity workshops are scheduled for Monday, August 20th at the St. Johns County Emergency Operations Center. For more information regarding the upcoming workshops: [Business Continuity Workshops](#)

Welcome

We hope that your visit here will help you better understand the various aspects of Emergency Management, and what it is we do to assist you as members of our community in the event of disaster.

Please take the time to familiarize yourself with the information we have provided you on this site. In the event of an actual emergency situation, your knowledge of what to do will be of great benefit to you and your family.

What We Do

St. Johns County Emergency Management is responsible for the Disaster Preparedness of our County and the Evacuation Assistance Program for our citizens who need assistance in the event of an evacuation.

St. Johns County Emergency Management was created by and operates under Florida Statute 252. This Program provides for the development and management of the County's Comprehensive Emergency Management Plan (C.E.M.P.). In addition, this Program is responsible for Mitigation, Preparedness, Response and Recovery during any type of disaster that may occur in St. Johns County.

Emergency Management and Community Officials must be able to react promptly and effectively in the event of an incident, disaster, or major emergency. Often, there is no warning of emergencies such as with tornadoes, explosions, or major

August 7, 2018

Follow @StJohnsEOC

Facebook.com/StJohnsEOC


Storm Ready Community
since August 9, 2004





Preparedness Guides

- 2018 Hurricane Guide

The Official Hurricane Guide for St. John County

Distress Helpline

- Disaster Distress Helpline

SAMHSA's Disaster Distress Helpline provides crisis counseling and support to those experiencing emotional

EXAMPLE - STAY INFORMED



Keeping citizens informed.

This site is optimized for current and supported common browsers (i.e. IE, Chrome, Firefox). For the best user experience, please ensure your browser is up-to-date.



COMMUNITY NOTIFICATION ENROLLMENT

Saint Johns County Sheriff's Office, FL

Please take a moment to fill in the appropriate information below to be notified by your local emergency response team in the event of emergency situations or critical community alerts. Examples include: evacuation notices, bio-terrorism alerts, boil water notices, and missing child reports.

Contact Information

First name

Last name

Contact Addresses and Communication Methods

Address is:

☒ Residential ☐ Business

Address name:

Home

Address to be notified

(please no P.O. boxes)

City

State

Zip

Choose State...



Phones

Phone Number:

☐ TDD/TTY device - Tone delivery, for hearing impaired

☒ Send text messages - 1 message per alerting event. Message and data rates may apply.

[SMS Terms & Conditions and Privacy Policy](#)

Reply STOP to 31678 or 76127 or 76993 to stop receiving messages from that number

Mobile Provider:

Alert Types

☒ Emergency Notifications

☒ General Notifications

Optional Severe Weather Warnings

Phone:



Tornado



Severe Thunderstorm



Flash Flood

- Remove phone

+ Add phone

Emails

+ Add email



EXAMPLE - STAY INFORMED



St. Johns Co EOC
@StJohnsEOC

The St. Johns County Sheriff's Office now has Text-to-911 available to those who are in need of help but are not able to speak your emergency.

Text to 9-1-1 features follow the same guidelines as landline and cellular calls, so this feature should only be used for emergencies.



Remember
"Call if you Can,
Text if you Can't"

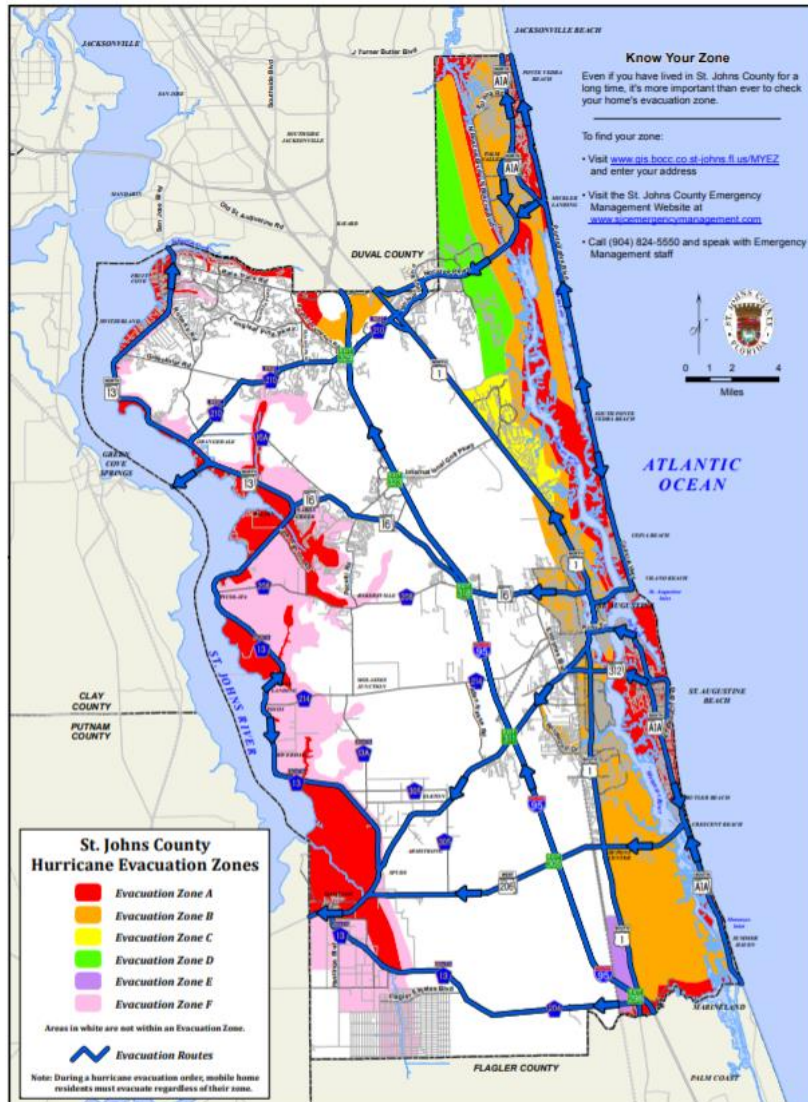
A graphic of a smartphone screen displaying a text conversation with the number 911. The contact name at the top is "911". A blue bubble on the right says "911" with a timestamp "Read 2:00 PM". A grey bubble on the left says "911 WHAT IS THE LOCATION OF YOUR EMERGENCY?". Below the bubbles is a text input field with the placeholder "iMessage" and a keyboard with a QWERTY layout.

facebook

[www.facebook.com/
StJohnsEOC](http://www.facebook.com/StJohnsEOC)



EXAMPLE - KNOW YOUR EVACUATION ZONE



St. Johns County My Evacuation Zone Locator

Enter an address below and select its match from the list that appears. After selecting, the evacuation zone will be determined and the results will appear below. If a list of addresses fails to appear, type the address completely and then click the Search Address button found on the right.

Note: During a hurricane evacuation order, mobile home residents must evacuate regardless of their zone.

Enter an address:

1047 A1A BEACH BLVD
is located within:

Hurricane Evacuation Zone A

For the [evacuation zone map](#) and further information visit the [St. Johns County Emergency Management website](#) or call 904-824-5550.

PHONE TREE



Phone Tree – Acme Corp Staff

Recipients

Caller		Name	Mobile	Home	Alternate	Office	Home Email
1. Phone Tree Activator* Mobile: Office: Email:	2	Employee A*					
	3	Employee B					
	4	Employee C					
	5	Employee D*					
	6	Employee E*					
	7	Employee F					
	8	Employee G*					
	9	Employee H					
Employee A*	10	Employee I					
Employee D*	11	Employee J*					
	12	Employee K					
	13	Employee L					
	14	Employee M					
	15	Employee N					
Employee E*	16	Employee O*					
	17	Employee P					
Employee G*	18	Employee Q					
	19	Employee R					
	20	Employee S					
Employee J*	21	Employee T					
Employee O*	22	Employee U					
	23	Employee V					



WALLET CARD

Below is a list of all available options to obtain ACME notifications, messages, updates and/or facility status information when away from the office.

- **Intranet** <https://sites.google.com/site/ACMEinternal/>
- **Employee Emergency Hotline** 888-555-1212
- **Paycom** (Scrolling Ticker, Notifications & Company Messaging) <http://www.paycomonline.com/>
- **Office 365** <https://login.microsoftonline.com/>

1st Fold

If you are contacted by the media, do not release any information regarding ACME.

Refer them to:
First & Last Name
Public Affairs Director
888-555-1212

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ACME Facility Mgr: 813-555-1234
ACME Security: 813-555-1234

When calling any of the above mentioned parties, be prepared with the following information:

- Your name and call back number
- The type of event you are experiencing and location
- If any employees are in danger

1st Fold

During an event that threatens safety, employees should take care to protect themselves first. Stay calm, and use common sense.

Employee Assistance Program:

Name of EPA
888-555-1212 <https://www.nameofepa.com>
User Name: EPAsupport / Password: password123

Spvsr.M

Other: .

Other: .

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ACME Employee Emergency Hotline
(877) 555-1234

For ACME Online Facility Status & Updates:
<https://sites.google.com/site/acmeinternal/>
See reverse side for additional options

10/2014

1st Fold

If you need to report an employee health/safety emergency: Contact 911, then your immediate supervisor and Human Resources.

If you need to report a facility emergency: Contact the Sr Facility Mgr, security, or immediate supervisor.



CHOOSING YOUR PLANNER



- Subject matter expert
- Inquisitive
- Think outside the box
- Multitasker
- Respected
- Good salesman

KNOW YOUR EQUIPMENT



- Critical equipment & machinery
- One-of-a-kind, obsolete
- Tools & spare parts vital to operation
- Replacement &/or reorder time
- Company-owned vehicles

KNOW HOW TO REDUCE POTENTIAL DISRUPTIONS



- Make-Up Capabilities
- Product and Inventory
- Perishable Stock
- Power
- Shutdown and Startup Plans
- Miscellaneous



KNOW YOUR KEY CUSTOMERS, CONTACTS, SUPPLIERS & VENDORS



- Primary
- Alternate/backup
- Contact information
- Account number(s)
- Materials and/or services provided



KNOW YOUR INFORMATION TECHNOLOGY & VITAL RECORDS



- Model & serial numbers
- Purchase date & price
- License numbers
- Technical support
- Supplier name
- Type of media
- Backup details
- Backup location



KNOW YOUR FINANCES



- Line of credit
- Cash on hand
- Access to various accounts
- Accounts payable & receivable
- Emergency closing policy
- Employee cash advances

KNOW WHEN TO UPDATE AND TEST YOUR PLAN



It's a hot, rainy Friday morning. The time is 11:30 a.m. Suddenly, the lights go out and all the computers, printers and copiers turn off. For a few seconds, there is silence before the chatter begins to pick up. One of your emergency lights comes on, but the rest are not working. While many of the offices have windows to provide minimal light, the majority of the hallways and interior rooms are left in the dark.

Power Outage Scenario



KNOW WHERE TO GO FOR HELP



DisasterAssistance.gov



FEMA



U.S. Small Business
Administration

DISASTER ASSISTANCE

Businesses ■ Homeowners ■ Renters ■ Nonprofits



**American
Red Cross**



WHY OFB-EZ?



Alison Bishop

Internal Operations
Manager – Spry Health, Inc

“It takes an overwhelming concept and makes it accessible and achievable.”

“It creates peace of mind knowing we won’t be caught off guard and unprepared in the case of an emergency.”



ADDITIONAL FREE RESOURCES



FEMA

Continuity Planning Guidance



Red Cross
Ready Rating™
Program





A PROGRAM OF IBHS

SEVERE WEATHER: EMERGENCY PREPAREDNESS AND RESPONSE PLANNING



SEVERE WEATHER PLANNING



A PROGRAM OF IBHS

72 HOURS BEFORE AN INCIDENT

5 DAYS BEFORE AN INCIDENT

OFF-SEASON

LIFE SAFETY

SUPPLY CHECKLIST

LONGER-TERM PLANNING AND REPAIRS

RECOVERY AFTER AN INCIDENT

24-48 HOURS BEFORE AN INCIDENT

72 HOURS BEFORE AN INCIDENT

Item	72 HOURS BEFORE AN INCIDENT	24-48 HOURS BEFORE AN INCIDENT	RECOVERY AFTER AN INCIDENT
1. Check for gas leaks in your home or business. If you smell gas, call the gas company immediately.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Check for leaks in your water supply. If you find a leak, turn off the water and call a plumber.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Check for leaks in your heating system. If you find a leak, turn off the heat and call a plumber.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Check for leaks in your air conditioning system. If you find a leak, turn off the AC and call a plumber.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Check for leaks in your electrical system. If you find a leak, turn off the electricity and call an electrician.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Check for leaks in your fire alarm system. If you find a leak, turn off the alarm and call a fire alarm company.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Check for leaks in your security system. If you find a leak, turn off the security system and call a security company.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Check for leaks in your communication system. If you find a leak, turn off the communication system and call a communication company.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Check for leaks in your transportation system. If you find a leak, turn off the transportation system and call a transportation company.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Check for leaks in your food and beverage system. If you find a leak, turn off the food and beverage system and call a food and beverage company.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Check for leaks in your waste management system. If you find a leak, turn off the waste management system and call a waste management company.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Check for leaks in your pest control system. If you find a leak, turn off the pest control system and call a pest control company.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Check for leaks in your landscaping system. If you find a leak, turn off the landscaping system and call a landscaping company.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Check for leaks in your maintenance system. If you find a leak, turn off the maintenance system and call a maintenance company.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. Check for leaks in your insurance system. If you find a leak, turn off the insurance system and call an insurance company.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

DisasterSafety.org/business-protection/ez-prep/



COMPONENTS OF EZ-PREP



Life Safety



Off-Season (Sunny Day)
Preparation



5 Days Before an Event



72 Hours Before an Event



24-48 Hours Before an Event



During and Immediately After
an Event



Recovery After an Event



Incident Debrief



CUSTOMIZABLE EZ-PREP TEMPLATE

[Type of Weather] Checklist				
Task #	Completed	72 Hours Before	Primary Staff Responsible	Alternate Staff Responsible
38	<input checked="" type="checkbox"/>	Check that all roof equipment (air conditioners, fan housing, satellite dishes, antennas and signs) mounts are		

[Type of Weather] Checklist				
Task #	Completed	5 Days Before	Primary Staff Responsible	Alternate Staff Responsible
25	<input type="checkbox"/>	As needed, secure equipment, cabinets and fixtures vulnerable to the approaching event.		

[Type of Weather] Checklist				
Task #	Completed	Off-Season: [Month - Month]	Primary Staff Responsible	Alternate Staff Responsible
	<input checked="" type="checkbox"/>	Create emergency response teams, including a chain of command, a current list of telephone numbers and		

[Type of Weather] Checklist				
Task #	Completed	Life Safety	Primary Staff Responsible	Alternate Staff Responsible
1	<input checked="" type="checkbox"/>	Create procedures on how employees are to report emergencies (fire alarm, dialing 911, calling an internal emergency number, etc.).		
2	<input type="checkbox"/>	Create medical emergency procedures (who can perform them and to what extent, or whether your business will rely on the fire department or ambulatory services to provide these services).		
3	<input type="checkbox"/>	Create evacuation procedures (appoint a lead or team to be in charge of developing evacuation plans including how to evacuate and what routes to take, including floor plans with exit diagrams, and actions employees should take before and while evacuating such as shutting windows, turning off equipment, and closing doors behind them; the plan should also include procedures on how to account for all employees after an evacuation—e.g., sweep the area, check offices and restrooms, conduct roll call in the assembly area, etc.).		
4	<input type="checkbox"/>	Create shelter-in-place procedures (what actions employees should take before and while sheltering).		
5	<input type="checkbox"/>	Create life safety equipment maintenance procedures (AED, personal protection equipment, etc.).		
6	<input type="checkbox"/>	(Insert additional rows for your own specific action items or tasks)		

[Type of Weather] Checklist				
Task #	Completed	24 - 48 Hours Before	Primary Staff Responsible	Alternate Staff Responsible
40	<input type="checkbox"/>	Make decision on when to close office/facility and to excuse employees so they have sufficient time to prepare their homes and families, and notify employees of office closure details.		
41	<input type="checkbox"/>	Notify key customers, suppliers and partners of the office/facility closing (i.e., USPS, FedEx, UPS, cleaning service, building management, vendors, shippers, etc.).		
42	<input type="checkbox"/>	For hurricanes and other high-wind events, install window protection (e.g., permanent shutters or plywood panels; tape should never be used to protect against pressures and flying debris). If window protection is unavailable, close all window blinds, and cover office equipment with plastic sheets or tarps.		
43	<input type="checkbox"/>	Disconnect all electrical equipment and unplug from power source.		
44	<input type="checkbox"/>	If building has the potential of being exposed to flooding or storm surge, seal all water entry points (i.e., utility penetrations into the building) and install flood protection including first-floor drain plugs.		
45	<input type="checkbox"/>	Raise equipment and furniture above expected flood level heights, and elevate or relocate critical records, computers and equipment to an alternate site, if possible.		
46	<input type="checkbox"/>	If employees are to remain on site, make sure a safe and secure area is designated in advance. If conditions permit, instruct them on how to monitor, document, and minimize leaks and water infiltration in critical areas with vital equipment.		
47	<input type="checkbox"/>	If expecting any deliveries, contact sender/shipper to inform them of office/facility closure.		
48	<input type="checkbox"/>	Make sure employees with "call tree" responsibilities have the most updated version of the company telephone call list and that they have it in multiple formats (hard copy, electronically, etc.).		
49	<input type="checkbox"/>	Instruct employees to change their voicemail and turn on their email "out of office" notification to indicate the office/facility is closed due to weather, etc.		
50	<input type="checkbox"/>	Customize the message template's message and post to business' website, social media sites and company intranet, and record outgoing message for the business' main telephone line, the employee emergency hotline, etc.		
51	<input type="checkbox"/>	Advise employees to check on the status of the office/facility at least twice per day.		
52	<input type="checkbox"/>	Place a "closed" notice on office/facility main entrance (including instructions on how to find out more information online or by phone).		
53	<input type="checkbox"/>	Conduct full or partial shutdown procedures.		
54	<input type="checkbox"/>	Close and lock all office doors, especially perimeter offices.		

[Type of Weather] Checklist				
Task #	Completed	Long Term Planning & Repairs	Primary Staff Responsible	Alternate Staff Responsible
68	<input checked="" type="checkbox"/>	Hold a debrief meeting noting successes and failures, compile a log of actions to be taken, and incorporate		

[Type of Weather] Checklist				
Task #	Completed	Recovery: After	Primary Staff Responsible	Alternate Staff Responsible
64	<input type="checkbox"/>	Authorize employees with assigned recovery responsibilities to return to the facility, assess conditions,		

[Type of Weather] Checklist				
Task #	Completed	During & Immediately After	Primary Staff Responsible	Alternate Staff Responsible
56	<input type="checkbox"/>	While building cannot be occupied, if alarm system loses power, arrange alternate security.		

Updated: mm/dd/yyyy

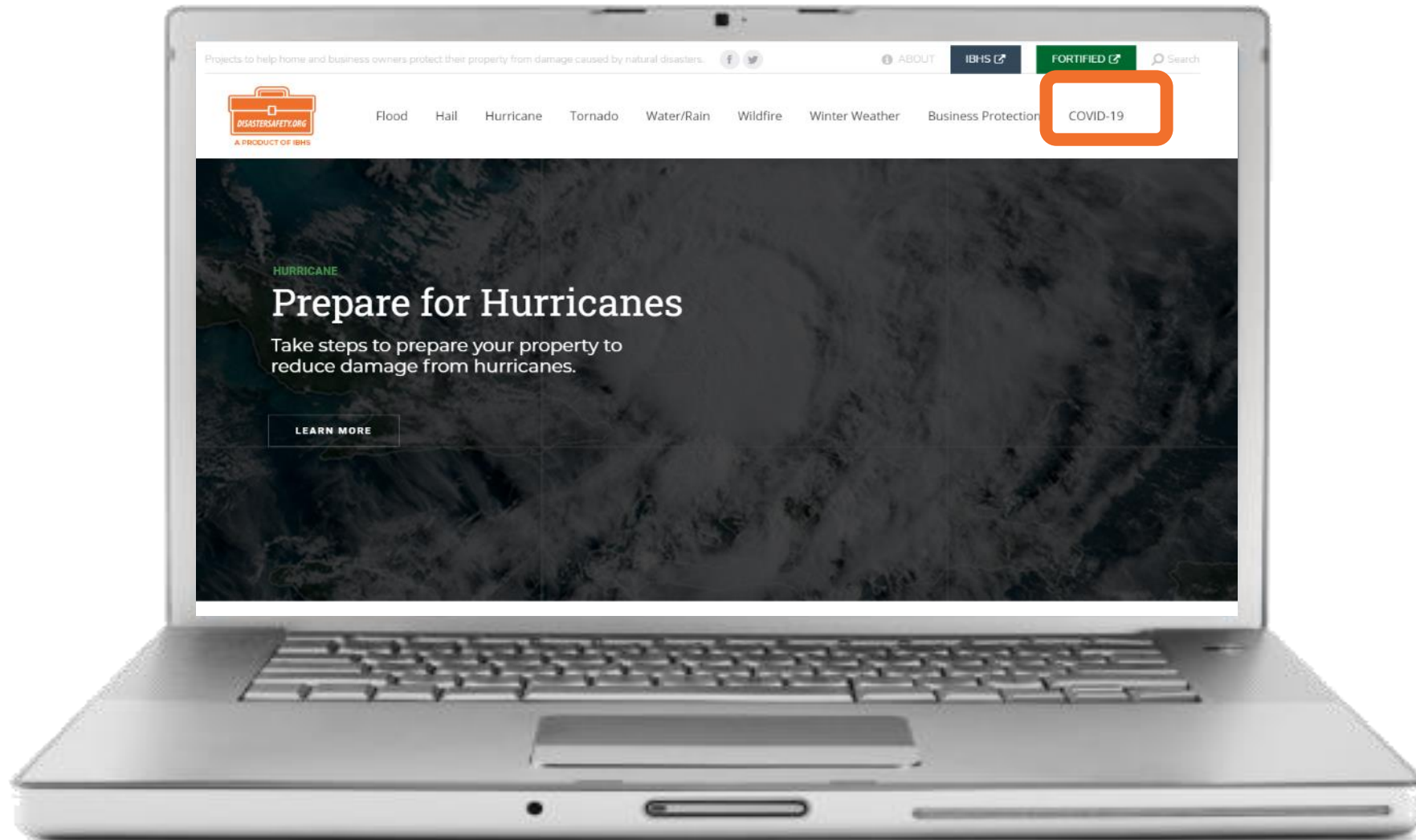
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Updated: mm/dd/yyyy

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DISASTERSAFETY.ORG



DISASTERSAFETY.ORG – COVID-19

Maintenance for Your Building

- Roof cover
- Roof drainage system
- Roof-mounted equipment
- Landscaping and site debris
- Interior systems



How to Reopen Your Building After It's Been Closed

- Assess property
- Notify essential service providers/partners of your return
- Check fire protection system
- Consider equipment, machinery startup
- Report damage to management
- Report damage to insurance company
- Debrief and update reopening plan

Protect Vacant Businesses

- Secure your property
- Maintain landscaping
- Notify essential service providers/partners
- Adjust the thermostat
- Inspect domestic plumbing



CONCLUSION

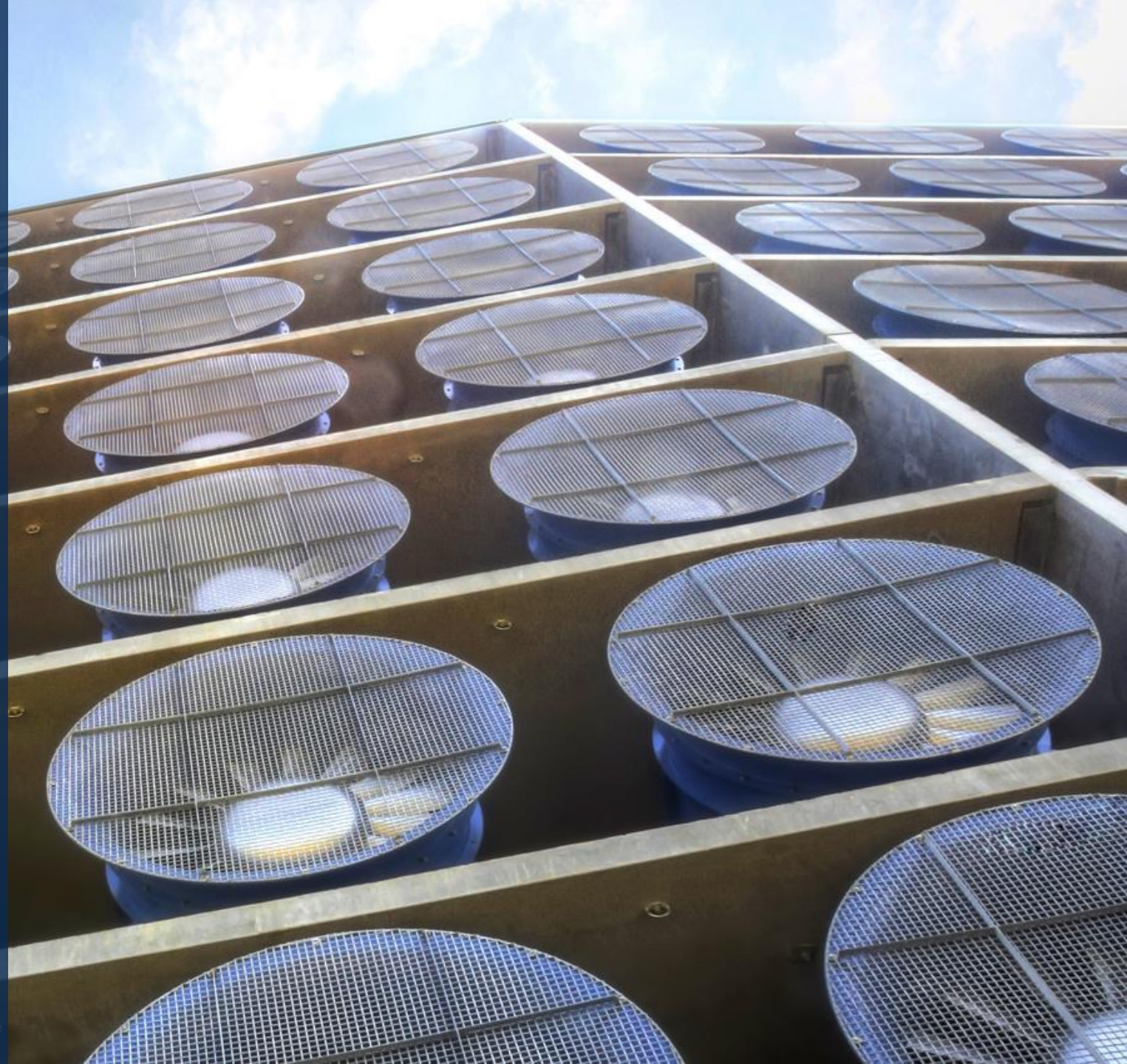
- All businesses are at risk
- Plans allow businesses to get a jump start on recovery, re-open faster, and reduce their losses
- Business continuity must be considered a constant in everyday business



GAIL MORATON, CBCP
BUSINESS RESILIENCY MANAGER
IBHS
GMORATON@IBHS.ORG

QUESTIONS?

ON TO THE
EXERCISE...



WHY TEST/EXERCISE YOUR PLAN



- Test your readiness
- Train your staff
- Improve ability to make decisions
- Identify what needs to be done
- Evaluate results and improve existing plan



FRIDAY, OCTOBER 23 | 11:30 A.M.

It is a hot, rainy morning.

Suddenly, the lights go out and all of your computers, printers, and copiers turn off. For a few seconds, there is silence before the chatter begins to pick up. One of your emergency lights comes on, but the rest are not working. While many of the offices have windows to provide some light, most of the hallways and interior rooms are left in the dark.

1. Let's take the 10 minutes to discuss what you will immediately do next.





FRIDAY, OCTOBER 23 | 1:00 P.M.

The lights are still out. The building HVAC has been off now for 1½ hours and the temperature inside the building is gradually becoming unbearable. Your entire power grid is without power. There is no word from the electric company about restoration of power.

- 2. Now what are you going to do?**
- 3. Is your technology/computer room being dealt with? By whom?**
- 4. Has someone turned off all computers, printers, and equipment to prevent electrical surge when power is restored?**
- 5. Is your phone system down? How are you going to manage the phone lines?**





FRIDAY, OCTOBER 23 | 2:00 P.M.

Employees are asking if they can leave early. The word around town is that the power might not be restored for several days.

- 6. How will you communicate this message? What instructions will you convey to your employees? Customers? Vendors?**
- 7. How are people within the organization communicating with each other (e.g., sending and receiving messages, information, and response details)? How are they communicating with other stakeholders (e.g., your customers and clients, the media)?**
- 8. Is there a pre-determined and agreed upon central meeting place or call-in number for company leaders, management, and employees?**
- 9. Is there a copy of your business continuity plan that you can easily retrieve?**
- 10. Are there any business processes for which there are manual workarounds? If so, discuss how that would happen.**



-CONT- FRIDAY, OCTOBER 23 | 2:00 P.M.



Employees are asking if they can leave early. The word around town is that the power might not be restored for several days.

- 11. How would you find an appropriate place to operate from for the remainder of the day? For the next one or two weeks, if necessary?**
- 12. Have you begun an assessment that includes an evaluation of the status of employees, customers, operations, and external utilities?**
- 13. How would you ensure that customer concerns are managed?**
- 14. Have you begun to determine how much data was lost and how that will affect your operations?**
- 15. Some employees are asking, “How will I know if I should come to work Monday?”**





MONDAY, OCTOBER 26 | 7:30 A.M.

Three days later, the power is still out, and the Health Department has determined that “no building without running water can open for business.” Clients are calling and the company voicemail system is full. Employees are emailing/texting the Human Resources Director asking for guidance.

16. What do you tell them?



EXERCISE DEBRIEF

- 17. What is missing from your plan?**
- 18. What worked well in this scenario?**
- 19. What did not work so well?**
- 20. What could you do differently next time that would improve your response?**
- 21. List the actions you will take to improve your plans.**

This completes the exercise. In order to maximize what can be learned from this effort, have all participants write down their thoughts and concerns. You can address these and the debrief issues at future meetings.