

Tools and Resources for Business Disaster Recovery Planning



I.C.E. Toolkit

Begin your disaster plan



C.P.R. Toolkit

Enhance your disaster plan



Resources

Learn more about disaster planning

Table of Contents

Letter to Business Owner	1
About	2
Development of Disaster Recovery Plan	2
Are Your Prepared? Assessment	4
I.C.E. Toolkit	5
Step 1 - I: Identify	5
Critical Functions template.....	6
Resource questionnaire	7
Risk Assessment form	8
Step 2 - C: Contacts.....	10
Contact Information template	11
Employee Emergency Contact Information template	12
Emergency Contact Card template	13
Key Contacts template	15
Key Contacts – Customer/Client template	16
Step 3 - E: Equipment	17
Office and Specialty Equipment template.....	18
Computer Information template	19
Software Information template	20
C.P.R. Toolkit	21
Step 4 - C: Communication	21
Communication Plan template.....	23
Sample Phone Tree	24
Sample Emergency Contact List	25
Step 5 - P: Protect	27
People.....	27
Property	29
Property Protection checklist.....	30
Insurance Information form.....	34
Step 6 - R: Review & Revise	35
Additional Resources	36



Dear Business Owner,

All businesses, large or small, are exposed to unforeseen events and the effects can vary greatly from business to business. Is your business vulnerable? Is your business prepared to recover from an unexpected event? Those business owners who have been impacted by an unexpected event know the importance of being prepared. Can you count yourself and your business among this group?

If you do not have a plan, we encourage you do to so, and we have put together this guide to help you get started on a plan to prepare your business. Disaster recovery planning is critical to business survival and includes both emergency and continuity plans to ensure a business can adequately respond as well as continue operations when an event happens.

In addition, being prepared may not only help you recover from an unexpected event, being prepared may also help you prevent anticipated events and reduce the impact of other events. The benefits of being prepared far outweigh the investment of planning and the time you dedicate to developing a plan.

Review the steps outlined in this guide to begin or enhance the disaster planning efforts for your business and contact the SCEDD office with questions at 308-995-3190 or www.scedd.us.

Sincerely,

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About

NEBizRecovery (www.nebizrecovery.com) is a resource to help educate businesses and organizations in South Central Nebraska on the tools and resources available to assist the business community with disaster preparedness.

This publication was prepared by the South Central Economic Development District (www.scedd.us) with the support of the Emergency Managers in the South Central Planning, Exercise and Training Region. The recommendations are those of the author and do not necessarily reflect any federal, state, or local regulations that may apply to your facility or industry. This guide is only designed to assist in your disaster recovery planning efforts; you must adapt this plan to your specific situation in order to maximize the value of this document.

Development of a Disaster Recovery Plan

The goal of this guide is to help business owners increase their ability for making it through the next disaster. It is both a process and a document that will enable you to strengthen your business now and help you react to a future disruption. The material is targeted to the small business community in order to simplify the planning process and ensures all businesses have the tools to prepare for a disaster.

What is a disaster?

A disaster is any event that creates an inability for a business to provide critical business functions for some predetermined period of time. In addition, the event is considered critical when, if not handled in an appropriate manner, it has the potential to dramatically impact a business' profitability, reputation, or ability to operate. To a small business, a fire, a damaged computer network or the loss of a key manager can have disastrous effects.

Why develop a plan?

If you were unable to operate out of your business today, would your employees know where to report to work tomorrow?

If your computer or computer network were not functioning, do have manual processes in place to continue operations?

If you lost the services of any critical vendors, do you have a backup vendor identified?

If your phone systems went dead, would your business be affected?

There are many benefits of planning *before* an event occurs including:

- Reducing the disruption of business operations by resuming critical operations
- Minimizing the chaos of the an event by reducing confusion and indecision
- Protecting facilities, equipment, and assets against liability losses

The recovery plan provided herein is organized in two sections to address different steps and actions to be taken to minimize the disruptive effects of a disaster on your business operations. The steps in developing a plan are similar to most general planning processes and the forms and templates will help planners easily gather and record information and identify specific areas where additional information is needed.

Section 1: I.C.E. Toolkit

The I.C.E. Toolkit focuses on steps to begin your disaster plan including listing essential business functions, specifying probable risks, and identifying important contact information and equipment resources.

Step 1 I: Identify Functions, Resources and Risks

- Critical Functions template
- Resource questionnaire
- Risk Assessment form

Step 2 C: Contacts

- Contact Information template
- Employee Emergency Contact Information template
- Emergency Contact Card template
- Key Contacts template
- Key Contacts – Customer/Client template

Step 3 E: Equipment

- Office and Specialty Equipment template
- Computer Information template
- Software Information template

Section 2: C.P.R. Toolkit

The C.P.R. Toolkit focuses on steps to enhance your disaster plan including developing communication plans, information about protection measures for employees including evacuation and shelter-in-place plans, information about protection information for property and identifying the actions to review and modify the plan.

Step 4 C: Communication

- Communication Plan template
- Sample Phone Tree
- Sample Emergency Contact List

Step 5 P: Protect

- Property Protection checklist
- Insurance Information form

Step 6 R: Review & Revise

The provided toolkits may help develop a plan for your business, but there are other resources available for additional guidance and follow-up. After reviewing this guide, you are really just beginning what should be a more comprehensive examination of all of your disaster preparedness activities. The resource organizations listed will help you learn more about disaster preparedness and recovery planning for your business.

Are you prepared?

	Yes	No	?
1. Do you know what kinds of risks threaten your business - both internally and externally?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Do you have a written emergency plan in place describing how your business will respond before, during and after?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Do you have procedures to quickly seek shelter or evacuate in case of an emergency?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Have you created a communication plan to contact your employees in an emergency?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Have you created a list of contact information for your basic business contacts (facility, utility or service providers)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Have you determined critical business operations that need to be up and running as soon as possible?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Have you created a list of resources you need to resume key operations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Have you created a list of your office and computer equipment?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Do you annually meet with your insurance provider to review your current coverage?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Do you promote individual preparedness such as preparing for flu season or signing up for weather alerts?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Total Score: _____ _____ _____

How prepared is your business?

If you have quite a few "Yes" responses, congratulations! If you have some "No" and "Not sure" responses, it's time to fill in the missing pieces and develop a complete plan.

STEP 1

I. C. E.: **IDENTIFY** FUNCTIONS, RESOURCES, & RISKS

What/who are we? What resources do I need? What are my vulnerabilities?

Who are you to your customers? What do they want from you? Whether your business provides many services or products or just one, you need to identify your critical business functions and their required resources. In addition, while many risks threaten your day-to-day operations, what risks and hazards should you plan for in advance?

Use the following forms to:

- Identify the key operations, services or products for your business
- Identify the resources required to maintain your critical functions
 - People
 - Location
 - Utilities/Technology
 - Data/Information
 - Suppliers/Vendors/Partners
- Identify the risks and hazards to your business

By conducting an analysis of business functions, resources and risks, you will be able to determine the potential impact on your business should a potential event occur. In addition, this analysis will be able to help you identify the actions necessary to mitigate the impact of a potential event and further protect your business.

Use the **Critical Functions** template to record the important functions of your business in order to help define the scope of your disaster recovery plan. During a business interruption, everything might be delayed, but a few essential functions must be recovered before others.

Use the **Resource** questionnaire to identify the primary resources of your business that might be associated with the recovery of your critical business functions.

Use the **Risk Assessment** form to identify a list of internal and external risks and hazards that could affect the normal operations of your business or disrupt a critical business function.

Identify Your Critical Functions

Critical business functions are the functions that are essential for the operation of your business, as well as the functions necessary to fulfill any legal or financial obligations. Identify the critical business functions that are part of your primary mission and business or customer services. They could include a service, a business operation, or a function involved in the creation a product. The goal is to identify the most vital functions in your organization in order to develop a plan to resume those operations following a business interruption.

Business Functions

Function:

Function:

Function:

Function:

Function:

At a minimum, it is important that you identify some basic business functions in order to help you focus on the critical resources and activities that are required to assist in your recovery.

If your business has multiple departments, you should also identify specific functions that could be impacted within each department.

Identify Your Resources

Identify the resources required to maintain the critical functions that you would need to resume immediately following a disaster. While not all of the sections or questions may apply, you will probably need a majority of these resources to resume business.

Employees

For example:

- What is the optimum number of staff you require to carry out your critical activities?
- What is the minimum staffing level with which you could provide some sort of service?
- What skills or levels of expertise are required to undertake these activities?

Location

For example:

- Where do you operate your business from: your office, a plant, in the field, in your home, from your car, etc?
- Do you have an alternate location or facility available to use?
- What plant, machinery and other business facilities are essential to carry out your critical activities?

Utilities and Equipment

For example:

- What basic utilities are completely necessary to carry out your critical activities?
- What types of voice and data communication are required by your business?
- What types of equipment (office, hardware, software, etc.) are essential to operate?

Data and Information

For example:

- What information is essential to carry out your critical activities? Do you need customer contact information, product shipment addresses, or access to email?
- How is this information stored? Do you store information on the computer in your office, backed up in the cloud or in paper form?

Suppliers, Vendors and Partners

For example:

- Who are your priority suppliers/vendors/partners whom you depend on to undertake your critical activities?
- Do you provide key services to other businesses, to whom and for what?
- Do you have any reciprocal arrangements with other businesses (in your building, in your community, in your industry)?

Identify Your Risks

To plan for recovery, you must identify what risks threaten your organization and employees. Identify some internal and external risks from the list below or add your own. Consider the likelihood of the risk affecting your business and your level of concern. Also, indicate if you already have a plan in place to mitigate your risk.

Consider risks that threaten your business:

- Geographic location
- Building structure
- Building infrastructure
- Vendor/Supplier continuity
- Standard operating procedures
- Data storage

Internal Risks	Likelihood	Concerned	Have Plan
Utilities			
Electricity	<input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> maybe	<input type="checkbox"/> yes <input type="checkbox"/> no	<input type="checkbox"/> yes <input type="checkbox"/> no
Water	<input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> maybe	<input type="checkbox"/> yes <input type="checkbox"/> no	<input type="checkbox"/> yes <input type="checkbox"/> no
Heat and A/C	<input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> maybe	<input type="checkbox"/> yes <input type="checkbox"/> no	<input type="checkbox"/> yes <input type="checkbox"/> no
Telephones	<input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> maybe	<input type="checkbox"/> yes <input type="checkbox"/> no	<input type="checkbox"/> yes <input type="checkbox"/> no
Telephones - Cell	<input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> maybe	<input type="checkbox"/> yes <input type="checkbox"/> no	<input type="checkbox"/> yes <input type="checkbox"/> no
Data Network	<input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> maybe	<input type="checkbox"/> yes <input type="checkbox"/> no	<input type="checkbox"/> yes <input type="checkbox"/> no
Facility			
Fire	<input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> maybe	<input type="checkbox"/> yes <input type="checkbox"/> no	<input type="checkbox"/> yes <input type="checkbox"/> no
Flood	<input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> maybe	<input type="checkbox"/> yes <input type="checkbox"/> no	<input type="checkbox"/> yes <input type="checkbox"/> no
Bomb Threat	<input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> maybe	<input type="checkbox"/> yes <input type="checkbox"/> no	<input type="checkbox"/> yes <input type="checkbox"/> no
Workplace Violence	<input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> maybe	<input type="checkbox"/> yes <input type="checkbox"/> no	<input type="checkbox"/> yes <input type="checkbox"/> no
Equipment Failure	<input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> maybe	<input type="checkbox"/> yes <input type="checkbox"/> no	<input type="checkbox"/> yes <input type="checkbox"/> no
Medical			
Sickness	<input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> maybe	<input type="checkbox"/> yes <input type="checkbox"/> no	<input type="checkbox"/> yes <input type="checkbox"/> no
Sudden Death	<input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> maybe	<input type="checkbox"/> yes <input type="checkbox"/> no	<input type="checkbox"/> yes <input type="checkbox"/> no
Serious Accident	<input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> maybe	<input type="checkbox"/> yes <input type="checkbox"/> no	<input type="checkbox"/> yes <input type="checkbox"/> no
Fatal Accident	<input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> maybe	<input type="checkbox"/> yes <input type="checkbox"/> no	<input type="checkbox"/> yes <input type="checkbox"/> no
Computer Hardware			
Desktop PC's	<input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> maybe	<input type="checkbox"/> yes <input type="checkbox"/> no	<input type="checkbox"/> yes <input type="checkbox"/> no
Laptop PC's	<input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> maybe	<input type="checkbox"/> yes <input type="checkbox"/> no	<input type="checkbox"/> yes <input type="checkbox"/> no
Servers	<input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> maybe	<input type="checkbox"/> yes <input type="checkbox"/> no	<input type="checkbox"/> yes <input type="checkbox"/> no
Computer Software			
Operating System	<input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> maybe	<input type="checkbox"/> yes <input type="checkbox"/> no	<input type="checkbox"/> yes <input type="checkbox"/> no
Application Software	<input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> maybe	<input type="checkbox"/> yes <input type="checkbox"/> no	<input type="checkbox"/> yes <input type="checkbox"/> no
Virus Protection	<input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> maybe	<input type="checkbox"/> yes <input type="checkbox"/> no	<input type="checkbox"/> yes <input type="checkbox"/> no

External Risks are typically those that you would have less control over, but risks that you should plan for nonetheless. Natural disasters have the potential to affect many sections of your business and they should be considered when developing a plan. Risks associated with your suppliers and vendors will depend on your type of business.

External Risks	Likelihood			Concerned		Have Plan	
Natural Disaster							
Severe Thunderstorm	<input type="checkbox"/> yes	<input type="checkbox"/> no	<input type="checkbox"/> maybe	<input type="checkbox"/> yes	<input type="checkbox"/> no	<input type="checkbox"/> yes	<input type="checkbox"/> no
Tornado	<input type="checkbox"/> yes	<input type="checkbox"/> no	<input type="checkbox"/> maybe	<input type="checkbox"/> yes	<input type="checkbox"/> no	<input type="checkbox"/> yes	<input type="checkbox"/> no
Hail	<input type="checkbox"/> yes	<input type="checkbox"/> no	<input type="checkbox"/> maybe	<input type="checkbox"/> yes	<input type="checkbox"/> no	<input type="checkbox"/> yes	<input type="checkbox"/> no
Snow/Ice	<input type="checkbox"/> yes	<input type="checkbox"/> no	<input type="checkbox"/> maybe	<input type="checkbox"/> yes	<input type="checkbox"/> no	<input type="checkbox"/> yes	<input type="checkbox"/> no
Flood	<input type="checkbox"/> yes	<input type="checkbox"/> no	<input type="checkbox"/> maybe	<input type="checkbox"/> yes	<input type="checkbox"/> no	<input type="checkbox"/> yes	<input type="checkbox"/> no

Supplier/Vendor – What is the risk if they cannot deliver goods or services?

<input type="checkbox"/> yes	<input type="checkbox"/> no	<input type="checkbox"/> maybe	<input type="checkbox"/> yes	<input type="checkbox"/> no	<input type="checkbox"/> yes	<input type="checkbox"/> no
<input type="checkbox"/> yes	<input type="checkbox"/> no	<input type="checkbox"/> maybe	<input type="checkbox"/> yes	<input type="checkbox"/> no	<input type="checkbox"/> yes	<input type="checkbox"/> no
<input type="checkbox"/> yes	<input type="checkbox"/> no	<input type="checkbox"/> maybe	<input type="checkbox"/> yes	<input type="checkbox"/> no	<input type="checkbox"/> yes	<input type="checkbox"/> no
<input type="checkbox"/> yes	<input type="checkbox"/> no	<input type="checkbox"/> maybe	<input type="checkbox"/> yes	<input type="checkbox"/> no	<input type="checkbox"/> yes	<input type="checkbox"/> no
<input type="checkbox"/> yes	<input type="checkbox"/> no	<input type="checkbox"/> maybe	<input type="checkbox"/> yes	<input type="checkbox"/> no	<input type="checkbox"/> yes	<input type="checkbox"/> no
<input type="checkbox"/> yes	<input type="checkbox"/> no	<input type="checkbox"/> maybe	<input type="checkbox"/> yes	<input type="checkbox"/> no	<input type="checkbox"/> yes	<input type="checkbox"/> no

Final Results:

From the list above, what risks are likely to affect your business and concern you the most? These results will help you begin planning to protect your operations, facilities and assets.

Risk Assessment

Risk:

Risk:

Risk:

STEP 2

I. C. E.: CONTACTS

Who are my primary business contacts?

Contact information is crucial for all businesses, and even under normal circumstances sometimes you might have a hard time locating a phone number or email address. An up-to-date contact list allows you to easily access contact information for your employees as well as key contacts for your business.

Use the following forms to record contact information for:

- Employees
- Facility contacts
- Utilities
- Vendors, suppliers and service providers
- Equipment/machinery/IT service providers

Whether you use the included forms or have an established system in place, other important considerations for contact information include:

- How do you maintain updated records?
- Is the information for all of your contacts in a central location?
- How is the information stored? Electronically or paper files?
- Do you have access to the information outside of your business?
- How is the information shared with other employees?

Use the **Employee Contact Information Form** to collect updated information from your employees.

Use the **Employee Emergency Contact Information** template and the **Employee Emergency Contact Card** template to record emergency contact information for your employees and to distribute the information to any of your employees.

Use the **Key Contacts** template to organize a list of your primary business contacts and record their contact information. In addition, if your business would be required to contact any customers or clients then organize a list of their contact information on the similar **Key Contacts – Customer/Client** template.

Employee Contact Information Form

Please complete the following information to ensure we maintain a current record of contact information for you and your emergency contacts.

Today's Date: _____

Job Information

Title/Position: _____

Work Phone: _____

Email Address: _____

Personal Information

Full Name: _____
Last *First*

Address: _____
Street Address *Apartment/Unit #*

_____ *City* *State* *Zip Code*

Home Phone: _____ Cell Phone: _____

Email Address: _____

Emergency Contact Information

#1 Contact: _____
Last *First*

Address: _____
Street Address *Apartment/Unit #*

_____ *City* *State* *Zip Code*

Primary Phone: _____ Alternate Phone: _____

Relationship: _____

#2 Contact: _____
Last *First*

Address: _____
Street Address *Apartment/Unit #*

_____ *City* *State* *Zip Code*

Primary Phone: _____ Alternate Phone: _____

Relationship: _____

Please return the completed form to: _____

Employee Emergency Contact Information

Last Name, First Name

Home Phone: _____
Cell Phone: _____

Emergency Contact: _____
Primary Phone: _____
Alternate Phone: _____

Relationship: _____

Home Phone: _____
Cell Phone: _____

Emergency Contact: _____
Primary Phone: _____
Alternate Phone: _____

Relationship: _____

Home Phone: _____
Cell Phone: _____

Emergency Contact: _____
Primary Phone: _____
Alternate Phone: _____

Relationship: _____

Home Phone: _____
Cell Phone: _____

Emergency Contact: _____
Primary Phone: _____
Alternate Phone: _____

Relationship: _____

Home Phone: _____
Cell Phone: _____

Emergency Contact: _____
Primary Phone: _____
Alternate Phone: _____

Relationship: _____

Home Phone: _____
Cell Phone: _____

Emergency Contact: _____
Primary Phone: _____
Alternate Phone: _____

Relationship: _____

Home Phone: _____
Cell Phone: _____

Emergency Contact: _____
Primary Phone: _____
Alternate Phone: _____

Relationship: _____

Home Phone: _____
Cell Phone: _____

Emergency Contact: _____
Primary Phone: _____
Alternate Phone: _____

Relationship: _____

EMERGENCY CONTACT CARD

Name	Home Phone	Cell Phone

Office: () -

EMERGENCY CONTACT CARD

Name	Home Phone	Cell Phone

Office: () -

EMERGENCY CONTACT CARD

Name	Home Phone	Cell Phone

Office: () -

EMERGENCY CONTACT CARD

Name	Home Phone	Cell Phone

Office: () -

EMPLOYEE EMERGENCY CONTACT CARD

Name	Home Phone	Cell Phone

Office: () -

EMERGENCY CONTACT CARD

Name	Home Phone	Cell Phone

Office: () -

EMERGENCY CONTACT CARD

Name	Home Phone	Cell Phone

Office: () -

EMERGENCY CONTACT CARD

Name	Home Phone	Cell Phone

Office: () -

EMERGENCY CONTACT CARD

Name	Home Phone	Cell Phone

Office: () -

EMPLOYEE EMERGENCY CONTACT CARD

Name	Home Phone	Cell Phone

Office: () -

Key Contacts Instructions

Collect a list of your primary business contacts and record their contact information.

Information to collect:

Product or **Service** provided should be a description of the product or service provided to you. Along with your Notes, this helps to indicate the reason that this vendor should be contacted following the event.

Company name

Account information on file with business if applicable.

Name of contact person at company should be listed, but for some key contacts, there may not be a specific contact person's name to list. If you do not have a specific contact person then you should indicate the department to contact such as service department.

Contact **phone numbers** should include all possible ways to reach the vendor including fax, cell, after hours number if different from the normal number and toll-free numbers in addition to the normal number.

Contact **email address**

Notes can be used for any additional information significant to this key contact, such as the reason they should be contacted following an incident, instructions they would need or any appropriate notes.

Specific information needed for Key Contacts – Customers/Clients is basically the same, but the focus is on the people your business serves in your community.

Examples of Key Contacts

Business Contacts and Service Providers

- Facility – Owner, Leasing Agent, Security, Facility Services
- Financial – Insurance Agents and Brokers, Banks and Lenders, Accountant
- Legal – Lawyer
- Utilities – Electric, Gas, Water, Phone, and Internet

Equipment Service Providers

** Additional information: List the equipment supported; List sales and tech support phone numbers*

- Office equipment – Computers, Copiers, Fax Machines
- Specialty equipment
- Website maintenance

Primary Vendors and Suppliers

Key Contacts

Company Information

Service: _____

Company: _____

Account: _____

Contact: _____

Work Phone: _____ Cell Phone: _____

Email Address: _____

Notes:

Company Information

Service: _____

Company: _____

Account: _____

Contact: _____

Work Phone: _____ Cell Phone: _____

Email Address: _____

Notes:

Company Information

Service: _____

Company: _____

Account: _____

Contact: _____

Work Phone: _____ Cell Phone: _____

Email Address: _____

Notes:

Key Contacts – Customers/Clients

Customer Information

Service: _____

Customer: _____

Account: _____

Contact: _____

Work Phone: _____ Cell Phone: _____

Email Address: _____

Notes:

Customer Information

Service: _____

Customer: _____

Account: _____

Contact: _____

Work Phone: _____ Cell Phone: _____

Email Address: _____

Notes:

Customer Information

Service: _____

Customer: _____

Account: _____

Contact: _____

Work Phone: _____ Cell Phone: _____

Email Address: _____

Notes:

STEP 3

I. C. E.: EQUIPMENT

What office and computer equipment do I use on a daily basis?

Every business has unique equipment needs, from a standard office setup to industry specific equipment. Identify the different types of equipment that your business requires to be functional or that would need to be quickly replaced in order for your business to provide goods or services following a disruption.

Use the following forms to record equipment information:

- Office equipment
- Specialized business equipment
- Essential computer hardware and software

Use the **Office and Specialty Equipment** template to identify the key equipment your business requires to be operational in order to complete essential business functions. Information that may be helpful to have accessible for equipment includes:

- Equipment details and features
- Vendor information (if applicable)
- Service Provider information (if applicable)

Use the **Computer Information** template and the **Software Information** template to record relevant information on the system or products you use as well as the purpose or feature of this type of equipment.

Office and Specialty Equipment

Equipment Information

Equipment: _____

Purpose/
Main Features:

Key User: _____

Location: _____

Normal

Operation: _____

Special

Requirements: _____

Age: _____

Vendor Information

Company: _____

Contact: _____

Last

First

Address: _____

Street Address

Suite #

City

State

Zip Code

Work Phone: _____

Cell Phone: _____

Email Address: _____

Service Provider Information

Company: _____

Contact: _____

Last

First

Address: _____

Street Address

Suite #

City

State

Zip Code

Work Phone: _____

Cell Phone: _____

Email Address: _____

Computer Information

Computer and
Operating
System:

Purpose/
Main Features:

Primary
Software and
Programs:

Key User:

Location:

Normal

Operation:

Special

Requirements:

Age:

Computer Type:

Purpose/
Main Features:

Primary
Software and
Programs:

Key User:

Location:

Normal

Operation:

Special

Requirements:

Age:

Software Information

Product: _____ Version: _____

Purpose/
Main Features:

STEP 4

C. P. R.: COMMUNICATION

Who do I need to contact?

Communication following a business disruption is essential. A communication plan is an important step to ensure your business is prepared to communicate with internal and external contacts in a timely manner and with accurate information.

In the I.C.E. Toolkit, you should have already collected the contact information for:

- Employees
- Facility contacts
- Utility service providers
- Business service providers
- Equipment, machinery and IT contacts
- Other key contacts

Beyond collecting contact information, it is important to develop a system for contacting people who need to be informed in the event of a crisis. Your communication plan can be as simple as a contact list or a more detailed plan with policies and procedures for the coordination of communication within and outside your business.

In both cases, the most important element of a plan is identifying who should be contacted by your business. By establishing a list of contacts, you can confirm the right people are kept informed with current information and that they are contacted within the appropriate amount of time. In addition, if you will not be contacting people yourself then you should designate a contact person to communicate with your business contacts.

Review the steps to develop a communication plan and decide what might be applicable for your business during an emergency. One element not discussed is media relations, but it may be an important component of your plan that will need to be developed if it is applicable to your business.

Use the **Communication Plan Template** to record the steps for each type of audience or individuals and use a similar template to record your actions during an emergency.

Use the **Sample Phone Tree** as a guide to designate responsibility for communication among an assigned set of people if you need to quickly contact a number of individuals.

Use the **Sample Emergency Contact List** as a guide to create your own list of local emergency contacts. Other contacts that would be useful to add to this list are any facility contacts for your business location.

Steps to Develop a Communication Plan:

- ✓ Who needs to be contacted?
 - Employees
 - Customers/Clients
 - Vendors and Suppliers
 - Emergency Personnel
 - Other Key Contacts _____

- ✓ How should they be contacted?
 - What method of communication?
 - Voice
 - Email
 - Mail
 - Meeting
 - Website
 - Media
 - Other _____

 - Who should contact them?
 - Owner
 - Supervisor
 - Employee
 - Other _____

- ✓ When do they need to be informed?
 - Before
 - During
 - After

- ✓ What should they be told?
 - What
 - When
 - Where
 - Who
 - Why

Don't let a disaster become worse by failing to communicate with your most important contacts. By keeping people informed about your recovery efforts, you are able to demonstrate your planning efforts and your ability to overcome the chaos of the event.

Communication Plan Template

Use this template to document the steps to develop a communication plan.

Audience	Responsible to contact	Timing	Key Message	Challenges

A similar template could be used to track your communication during an emergency.

Audience	Responsible to contact	Timing	Key Message	Status of Contact / Follow-up

Sample Emergency Contact List

Emergency Contacts

Buffalo County

To report an emergency call 911

In planning for a disaster, you should learn about the emergency departments located in your community and their services. Before, during, and after a disaster, listen closely to the information they provide and follow any instructions to ensure your safety and the safety of others in your building.

EMERGENCY

Buffalo County Emergency Management		308-233-3225
Buffalo County Sheriff Department	(Non-Emergency)	308-236-8555
Kearney Fire	(Non-Emergency)	308-233-3203
Kearney Police Department	(Non-Emergency)	308-237-2104
City of Gibbon		308-468-6118
Fire Department & Rescue Squad		308-468-5096
City of Ravenna		308-452-3273
Village of Amherst		308-826-3441
Fire Department		308-983-3009
Village of Elm Creek		308-856-4624
Fire Department		308-233-4722
Village of Miller		308-457-2050
Fire Department		308-457-3755
Village of Pleasanton		308-388-2241
Fire & Rescue		308-388-2015
Village of Riverdale		308-893-3171
Village of Shelton		308-647-5484
Fire & Rescue		308-216-1212

HEALTH

Good Samaritan	308-865-7100
Health and Human Services, Kearney Office	308-865-5592
Poison Control Center	800-955-9119
Two Rivers Public Health Department	888-669-7154

UTILITIES

Charter Communications	308-234-6428
Dawson Public Power District	(Kearney) 308-234-3111 (Ravenna) 308-452-3461
Kearney Utilities	308-233-3268
Kinder Morgan	308-452-3490
Nebraska Public Power District	877-275-6773
Northwestern Energy	800-245-6977
Pep Co	308-236-6103
Source Gas	800-563-0012

MEDIA

Kearney Hub	308-237-2152
KHAS	402-463-1321
KOLN/KGIN	308-382-6100
NTV	308-743-2494

ORGANIZATIONS

American Red Cross	308-236-5353
Salvation Army	308-234-9998
United Way	308-237-6840

OTHER

National Weather Service – Hastings	402-462-4287
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STEP 5

C. P. R.: PROTECT

How do I protect my people and my property?

Two major assets of any business are its people and its property. Therefore, during an emergency, one of your top priorities should be the protection of your people and your property. The recommendations outlined below are designed to provide initial guidance to help in your planning efforts.

People

Employee protection includes but is not limited to:

- Educating employees about actions before, during and after an emergency
- Practicing emergency drills for evacuation and shelter-in-place
- Training on the use of fire extinguishers and medical equipment (if available)
- Providing weather awareness information
- Encouraging individual/family preparedness

Educating Employees

Do your employees really know what to do in an urgent situation? At a minimum, all of your employees should be aware of the basic protocols to take action quickly during an emergency. These protocols and procedures are designed to assist and guide your employees when emergencies do occur. In addition, separate actions may be required during and after an emergency.

Do you know what to do in an urgent situation? Before you can further educate your employees, you'll need to identify and outline some emergency procedures and actions specific to your business.

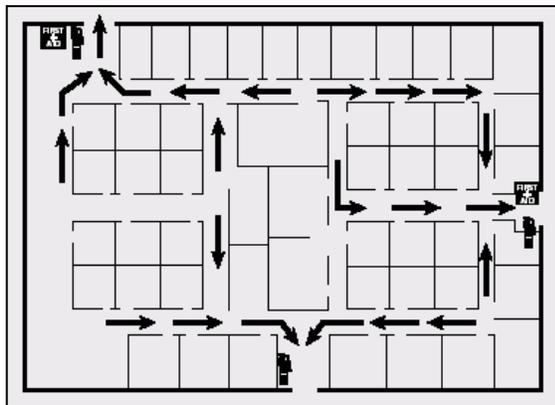
Developing and Practicing Emergency Response Plans

Some businesses are required to have an Emergency Action Plan which meets the requirements of OSHA Standard 29 CFR 1910.30. To learn more about complying with OSHA's emergency standards use their [Evacuation Plans and Procedures eTool](#) website at www.osha.gov/SLTC/etools/evacuation/index.html.

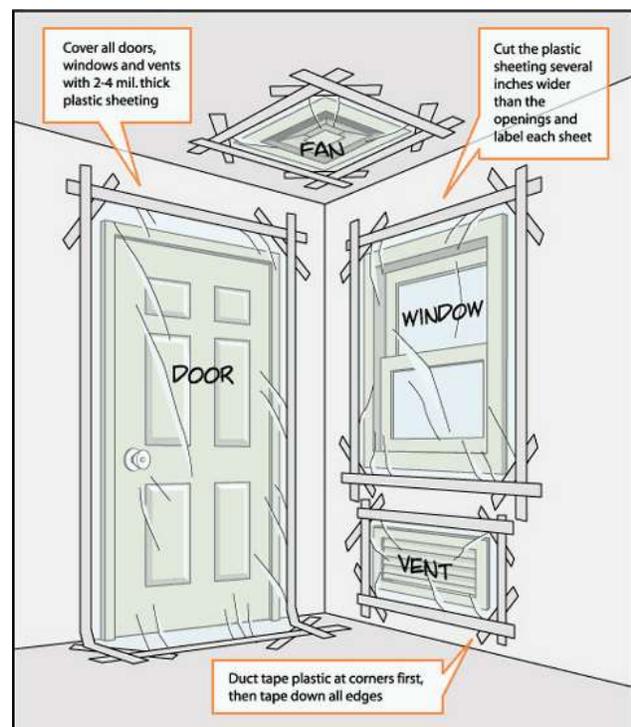
A wide variety of emergencies may require employees to either evacuate quickly or to take shelter immediately where they are located in a building. At a minimum, it is important for employers to develop emergency response plans such as evacuation and shelter-in-place plans.

Basic guidelines for an **Evacuation Plan** include:

- Identify emergency exits and evacuation routes
- Designate an evacuation site away from the main business
- Assign staff required closing tasks
- Set-up a system to record the number of individuals at the evacuation site
- Ensure you have access to emergency contact information for your employees
- Practice your plan with your employees



Sample Evacuation Route and Exit Map



Sample Diagram to Seal a Room

Basic guidelines for a **Shelter-in-Place** plan include:

- Understand the difference between taking immediate shelter and sealing a room to shelter from contaminants
- Designate an interior room or one with no or few windows
- Prepare a kit to seal a room including duct tape and plastic sheeting
- Know how to turn off all air vent systems
- Ensure you have access to emergency contact information for your employees
- Practice your plan with employees

Training Staff

If any employees will be required to respond to an emergency, it is important to ensure all employees assigned to perform such duties will have been properly trained and equipped to carry out their responsibilities safely. It is up to you to determine your policy regarding such duties, to provide adequate training as well as comply with any regulations for your industry.

Providing Weather Awareness Information

The arrival of a new season brings with it new weather conditions, especially during the spring and winter months. Severe weather awareness fact sheets are available for download from the [American Red Cross](http://www.redcross.org) at www.redcross.org under the Preparing and Getting Trained tab.

Encouraging Individual and Family Preparedness

Preparedness for emergencies starts at home and www.Ready.gov provides a wealth of information and templates on individual and family preparedness.

Property

In the I.C.E. Toolkit, you should have already identified some of the property resources required to maintain critical business functions as well as your unique equipment.

Property protection includes but is not limited to:

- Buildings
- Machinery
- Equipment
- Computer equipment
- Other physical assets

In addition to the identification of your property assets, there are procedures outlining strategies you can do to reduce the impact of damage to your property in terms of both prevention and mitigation planning. Use the **Property Protection Checklist** to review property vulnerabilities in high winds, tornados/hail, and freezing weather.

Property Protection Checklist

Protecting Your Building and Its Contents
Open for Business®



The following checklist is designed to help you look for items that have an important bearing on the safety of your building, and to protect your building and its contents from damage. It is not meant to be an all-inclusive list of how to protect your property from damage in the event of wind (high winds, tornado/hail), flood, or freezing weather occurrence, but it contains key elements for disaster resistance.

Though building owners have more control over their property than renters, business tenants have many of the same concerns, as the issues are virtually the same whether the occupants own the building or rent space in it. Renters may want to discuss items with their landlord or building manager.

The checklist can serve multiple purposes. In addition to giving you an idea of steps for improving building security, the checklist can be used to guide decisions regarding building upgrades and maintenance. Replacement windows and doors, materials for a new roof and other items can have a big impact on building integrity and building safety. These checklist items are also useful for businesses that are considering buying or leasing new space. Reviewing the checklist as you inspect a piece of property may help you decide where to locate.

Regular checks and maintenance of the building exterior and major mechanical components, such as heating and cooling equipment, are important no matter where a building is located. This keeps small problems from becoming big ones, while ensuring building integrity.

For more detailed information about property protection, visit www.disastersafety.org.

In windstorm areas (high wind, tornado/hail)

Check for:

- ✓ Roof condition. A roof in good condition has all metal flashing secured to the structure and free of rust, preventing uplift and peeling off of roof coverings. Roof coverings are secure and show no signs of weather damage (cracking, rust, punctures, etc.) All vents and other roof penetrations are flashed and sealed, and all roof equipment is bolted down. The roof drainage system is working properly, with no "ponding" of water. There are no leaves or other debris blocking drainage.
- ✓ On asphalt shingle roofs, shingle tabs that overlap and adhere to the shingles below. Loose shingle tabs can be fixed by applying a dab of asphalt cement on their underside.
- ✓ If you have a low slope roof ("flat roof"), and/or a steep slope roof with any kind of roof covering other than asphalt shingles, have a roofing consultant evaluate your roof's condition to determine if there is a need for repair or replacement.

Re-roofing in hail-prone areas:

- ✓ If you plan on using asphalt shingles or metal roofing, consider an impact resistant product that has been tested to meet the UL2218 Class 4 standard.
- ✓ If you plan on using wood or tile as your roof covering, consider an impact resistant product that meets the FM 4473 Class 4 standard.

Re-roofing in high wind areas:

- ✓ If you plan on using asphalt shingles, consider using a wind-resistant shingle that meets the ASTM D 3161 (110 mph) standard.
- ✓ Roof-to-wall straps, brackets, or other connectors that attach each rafter or roof truss (whether wood or light frame steel) to the wall, to keep the roof from blowing off the building.
- ✓ Carports, canopies, and/or overhangs secured to the structure with rust-free anchors and tightened bolts/nuts.
- ✓ Signs, vent stacks, rooftop mechanical equipment and other vertical projections secured to the structure or the site foundation with rust-free anchors, tightened bolts/nuts, guy wires, or other secure methods - *do not use sheet metal screws alone.*
- ✓ Exterior windows and doors with a minimum design pressure rating of 50 pounds per square foot. Look for a label or sticker in the corner of the glazing or inside the frame itself or contact the window/door manufacturer.

- ✓ Exterior doors with a deadbolt and supported by at least three hinges. In general, the more hinges your doors have, the more wind resistant they are. A deadbolt latching mechanism adds to wind resistance and security.
- ✓ Exterior double doors with head and foot bolts on the inactive door, or another method of securing the door, such as locking it into a mullion/center post.
- ✓ Impact-resistant windows and doors. Look for a sticker or label in the corner of the glass or frame itself, indicating it meets one or more of the following standards: ASTM E 1996 (9lb), SSTD 12, Dade County PA201, or FBC TAS201.
- ✓ An exterior lightning protection system. Look at your roof to see if there are metal rods or probes. The lightning protection system needs to be securely anchored to the roof. Otherwise it may whip around in a storm and damage the building.
- ✓ Surge protectors on all computer systems, telephone lines, and other electronic systems to protect against lightning damage that often occurs in windstorms.

In freezing weather areas

Check for:

- ✓ A secondary moisture barrier that extends from the edge of the eaves to at least 24 inches beyond the inside of the exterior wall, if the roof is sloped. Heat that escapes into the attic space warms the underside of a sloped roof, causing snow to melt and then refreeze when it reaches the roof eave, outside the area of warmth. Moisture barriers prevent melted snow that backs up underneath the roof covering from entering the building.
- ✓ No attic or mechanical room with heat sources directly under the roof. Heat sources directly beneath a roof can cause ice damming and water backups.
- ✓ Sealed and insulated recessed light fixtures that may be installed in the ceiling immediately below the attic space or mechanical room. This keeps heat from melting snow on the roof, causing water backups.
- ✓ Attic penetrations properly sealed and insulated to prevent heat intrusion into the attic.
- ✓ Access doors to attic space or mechanical room properly insulated, weather-stripped or sealed with a gasket to prevent heat intrusion into the attic.
- ✓ Insulation installed over water or sprinkler supply piping located in exterior walls, unheated drop ceilings, or other unheated spaces, to prevent frozen or burst pipes.

Additional information on protection measures can be found on the Federal Emergency Management Agency's Protect Your Property or Business from a Disaster website at www.fema.gov/plan/prevent/howto/index.shtm.

Items covered include:

- [Fire](#)
- [Flooding](#)
- [High Winds](#)
- [Installing a Generator](#)
- [Business Records and Inventory](#)

Property Insurance

Insurance coverage and policies vary depending on your particular industry and the size and location of your business. The key to protecting your investment is to understand your coverage if your business is damaged, destroyed or closed for a period of time.

How can you be more informed about your coverage against disasters or interruptions?

1. Review your current policy and coverage and then meet with your insurance provider to discuss your policy terms, conditions and exclusions in detail.
2. Understand what your policy covers and what it does not cover.
Do you need additional coverage for any of the following?
 - Business inventory
 - Leased equipment
 - External structure
 - Flood, hail or fire
 - Other business interruption
3. Understand what your deductible is and how it is applied, if applicable.
4. Plan how you will provide for your own income and the income of your employees.
5. Learn what records your insurance provider will need to see after an emergency and prepare a file of documentation for all of your insured assets, including any digital photos. Keep a copy remotely and offsite of policy and documentation.

Additional Resources

Nebraska Department of Insurance

<http://www.doi.ne.gov/>

Small Business Association

<http://www.sba.gov/category/navigation-structure/starting-managing-business/managing-business/running-business/insurance>

Insurance Information Form

Today's Date: _____

Company Information

Company: _____
Policy Number: _____
Owner of Policy: _____
Insured: _____

Agency Information

Agency Name: _____
Agent Name: _____
Last *First*
Address: _____
Street Address
_____ *City* *State* *Zip Code*
Work Phone: _____ Cell Phone: _____
24 hr Phone: _____ Alternate Phone: _____
Email Address: _____

Policy Information

Type of Insurance: _____
Start Date: _____ End Date: _____
Deductible: _____

Description:

Type of Insurance: _____
Start Date: _____ End Date: _____
Deductible: _____

Description:

STEP 6

C. P. R.: REVIEW & REVISE

How do I keep my plan current?

In order for your plan to stay viable you should review and revise your plans on a regular basis. The schedule below is only a sample timeline of actions you should take to maintain your disaster recovery plan.

Every 3 months:

- ✓ Review your backup data to check that it is current and readable.

Every 6 months:

- ✓ Review and revise your contact lists.
- ✓ If you have any new employees, add their contact information to your files and update your employee emergency contact cards. New employees should also be informed and trained about preparedness procedures if this information was not previously provided to them.

Once a year:

- ✓ Exercise your plan during a staff meeting or employee retreat. The exercise does not need to be all encompassing. You can walk through one type of event to see if you and your employees are confident in the plan. Update areas that need improvement with the feedback you receive from the meeting.
- ✓ Review your insurance coverage and update your policies if needed.
- ✓ Take new pictures of your property and equipment and store offsite.

ADDITIONAL RESOURCES

Ready Business

www.ready.gov/business

Prepare My Business

www.preparemybusiness.org

American Red Cross Ready Rating Program

www.readyrating.org

The Institute for Business and Home Safety's Open for Business

www.disastersafety.org

FEMA's Private Sector Division

www.fema.gov/privatesector/

Continuity Central – Small and Medium Sized Business Sector

www.continuitycentral.com/sme.htm