Always Be Prepared

Emergency Management: Planning, Preparing, Responding and Recovering for your Homes and your Businesses
Agenda

* Emergency Management
  * Business Continuity
  * Personal Planning

* Plan
  * Risks

* Prepare
  * Make a Kit
  * Exercises

* Respond
  * All Hazards
  * Emergency Response

* Recover
  * Back to Normal
Business continuity is the activity performed by an organization to ensure that critical business functions will be available to customers, suppliers, regulators, and other entities that must have access to those functions. ... Business Continuity refers to those activities performed daily to maintain service, consistency, and recoverability.

Business Impact of Emergencies

* Up to 40% of businesses affected by a natural or human-caused disaster never reopen. (Source: Insurance Information Institute)

* News travels fast and perceptions often differ from reality. Businesses need to reach out to customers and other stakeholders quickly.

* An Ad Council survey reported that nearly two-thirds (62%) of respondents said they do not have an emergency plan in place for their business.
Personal Preparedness

* Protect and Take Care of your Home and your Family
* Ensure Communications with your Friends and Family
  * Locally
  * Everyone
What Could Happen to You?

* Fire
* Severe Weather
* Hurricanes
* Medical Emergencies
* Flu Outbreak
* Cyber Attack
Plan: Risk Assessments for Businesses

* Identify hazards
* Determine risk profile
  * Likelihood of hazard
  * Consequences of hazard occurrence
* Provide rationale for risk mitigation
* Ensure compliance
* Provide justification for risk planning and disaster recovery
General Risks and Vulnerabilities

Hazard Identification
- Hazards
  - Fire
  - Explosion
  - Natural hazards
  - Hazardous materials spill or release
  - Terrorism
  - Workplace violence
  - Pandemic disease
  - Utility outage
  - Mechanical breakdown
  - Supplier failure
  - Cyber attack
- Probability & Magnitude

Vulnerability Assessment
- Assets at Risk
  - People
  - Property including buildings, critical infrastructure
  - Supply chain
  - Systems/equipment
  - Information Technology
  - Business operations
  - Reputation of or confidence in entity
  - Regulatory and contractual obligations
  - Environment

Impact Analysis
- Impacts
  - Casualties
  - Property damage
  - Business interruption
  - Loss of customers
  - Financial loss
  - Environmental contamination
  - Loss of confidence in the organization
  - Fines and penalties
  - Lawsuits
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Plan: Develop Business Continuity Plan

* Mission Essential Functions
* Roles and Responsibilities
* Response Plans for various Risks
* Emergency Communications Plan
* Employee Training

Saint John the Evangelist Catholic Church Business Continuity Plan

Last Modified: July 24, 2014
* Learn your Risks of your Environment
* Take Stock of your Possessions
  * Inventory
  * Insurance
  * Technology – backup?
* Determine what you Need
  * Others that rely on you? Children, Pets, Neighbors
* How will you Communicate with Co-Workers, Friends and Family?
Personal: Make a Plan

- Plan for your risks
- How will you communicate with your loved ones?
- Specific considerations:
  - Evacuation
  - Timeline (a few hours without power is different than being displaced for one month)
  - Different locations
Prepare: Risk Mitigation

* Processes for reducing risk to acceptable levels
  * Nothing can remove all risk
  * Prioritization
  * Cost Considerations
  * Probability

* Mitigation Structure
  * Possible Options
  * Recommendations
Prepare: To Stay or Go?

- Set up “Shelter-in-Place” Procedures
  - Stock of emergency resources
  - Renew resources as appropriate
- Develop Evacuation Plans
  - Employees need to have 3 ways out
Prepare: Test, Training, and Exercise

* Test the Plans
  * Ensures plans actually work
  * Keeps checklists up-to-date
* Training for All Employees
  * Learn the plans and procedures
  * Help them think about their personal preparedness
* Exercise
  * Drills help reinforce training
Prepare: Stay Informed

* Use all Communications Tools Available
  * Social Media
  * Federal, State, Local Emergency Management
  * News Outlets
  * Friends and Family
Prepare: Personal Checklists

* Make a Plan
  * Who to Call
  * Where to Go
  * What to Bring

* Set up Communications
  * Cell Phones
  * Email Lists
  * Social Media
Prepare: Build a Kit

- Water, one gallon of water per person per day, for drinking and sanitation
- Food, at least a three-day supply of non-perishable food
- Battery-powered radio and a NOAA Weather Radio with tone alert, and extra batteries for both
- Flashlight and extra batteries
- First Aid kit
- Whistle to signal for help
- Infant formula and diapers, if you have an infant
- Moist towelettes, garbage bags and plastic ties for personal sanitation
- Dust mask or cotton t-shirt, to help filter the air
- Plastic sheeting and duct tape to shelter-in-place
- Wrench or pliers to turn off utilities
- Can opener for food (if kit contains canned food)
Respond: All-Hazards

- Life-Safety
  - Evacuate / Shelter-in-Place
- Facilities
  - Command and Control
  - Local Response
- Technology and Communications
  - Resiliency
  - Backup and Cloud Services
Respond: Crisis Communications

* Multiple Channels
  * Voice
  * Internet
* Alerts
  * Description of event
  * Commands and procedures to enact
* Notifications
  * Follow-up communications
  * Additional information
Response: Personal Preparedness

- Evacuate vs. Shelter-in-Place
- Communications to Friends and Family
- Circumstances Change - Adapt
Recovery: Assess and Reconstitute

- Damage Assessment
- Insurance Support
- Establish Remote Workforce
  - Alternate sites
  - Dispersed workforce
- Helping Others
- Communicate Capabilities and Timeframes
- Reconstitution
  - “Back to normal”
  - Asses for next event
Assess Damage to Home and Possessions
Health and Safety Issues
Disaster Assistance
Helping Others
Coping with Disasters
Thank you so much!!