

# Planning for an Incident Which Interrupts Your Business

(Including a Pandemic)

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PLANNING STEP 1	PLANNING STEP 2	PLANNING STEP 3	PLANNING STEP 4	PLANNING STEP 5	PLANNING STEP 6
Assess Risks	Mitigating The Risks	Information Technology (IT) Issues	Interruption Due to Facility Damage or a Pandemic	Communication Plan	Employee Welfare
<p>List the 3 most important activities, function or facilities that your business depends upon.</p> <p>For example: Inventory, computer data, records, customer/vendor, etc.</p> <p>F1. F2. F3.</p> <p>Determine Critical Work and what can be delayed in times of an emergency or a pandemic.</p>	<p>List 3 alternative ways to keep your business operating if F1-F3 are unavailable.</p> <p>A1. A2. A3.</p>	<ul style="list-style-type: none"> <li>• Backup your data.</li> <li>• Store the backup at a different facility regularly.</li> <li>• Backup the programs that use the data, also.</li> <li>• Develop procedures for restoring the programs and data.</li> <li>• Document configuration of your desktop computers and servers – standardize if possible.</li> <li>• Ensure that IT service agreements are in place and address response times and help for emergencies.</li> <li>• Protect vital paper records and reduce your need for paper if possible.</li> <li>• Determine if work can be done at home and how to access computer resources.</li> </ul>	<ul style="list-style-type: none"> <li>• Plan where you could set up your facility at an alternate location. Options may include temporary trailers, vacant office space, home, etc.</li> <li>• For a pandemic: consider working at home with necessary equipment and access to data</li> <li>• Document policies and procedures for such things as payroll, financial transactions, data recovery, invoicing, ordering supplies, working at home.</li> <li>• Document inventory and other major company assets and their approximate value to help with insurance and loss claims. Take pictures of assets.</li> <li>• Evaluate your insurance policies periodically.</li> </ul>	<ul style="list-style-type: none"> <li>• Plan with whom you need to communicate, and fill in the information on the “Emergency Contact” sheet for Staff, Vendors, customers, Insurance.</li> <li>• Create a procedure for forwarding telephone lines so customers can reach you in an emergency.</li> <li>• Determine if office phone extensions can be transferred to staff members’ homes.</li> <li>• Establish the ability to make a conference call.</li> <li>• Work with your telephone provider on expectation in an emergency.</li> <li>• Draft a communications plan that can be modified quickly to fit the situation.</li> <li>• Plan for succession and delegation. Communicate these to key people.</li> </ul>	<p>Investing in the health of your staff during a crisis is vital to organizational resiliency and operations. It is important that you let your employees know that the organization is concerned about their day-to-day welfare and family functioning during a crisis.</p> <ul style="list-style-type: none"> <li>• Encourage employees and their families to be self-sufficient.</li> <li>• Promote family preparedness. Obtain information form CERN’s programs at <a href="http://www.cernhc.org">www.cernhc.org</a></li> <li>• Health Best practices – Wash your hands often Cover your Cough Stay home if ill Lean surfaces regularly Avoid touching nose, mouth and eyes Practice other good health habits</li> </ul>
<p>What are 3 circumstances that could threaten your top 3 activities, functions or facilities that you listed in F1-F3?</p> <p>T1. T2. T3.</p>	<p>What are 3 steps you could take to mitigate the threats listed in T1-T3?</p> <p>S1. S2. S3.</p>	<p>Personal Computers</p> <ul style="list-style-type: none"> <li>• Consider laptops for key staff.</li> </ul>	<ul style="list-style-type: none"> <li>• Decide on evacuation routes from your building and assembly points and have practice drills.</li> <li>• If advised that you not leave your building and you need to shelter-in-place, what can you do to survive for 2-3 days?</li> </ul>	<ul style="list-style-type: none"> <li>• Prepare a list of phone numbers for key employees and contacts.</li> <li>• Keep staff informed.</li> <li>• Appoint a person to monitor key web sites in case of a pandemic: <a href="http://www.hchealth.org">www.hchealth.org</a> <a href="http://www.cdc.gov">www.cdc.gov</a> <a href="http://www.pandemicflu.gov">www.pandemicflu.gov</a> <a href="http://www.who.int">www.who.int</a> <a href="http://www.cernhc.org">www.cernhc.org</a></li> </ul>	<ul style="list-style-type: none"> <li>• Social Distancing Best Practices</li> </ul> <p>Stay home if ill Restricting shaking hands Restricting face-to-face meetings Expanding working hours Staggering working hours</p>

