READY

NEW YORK

EMERGENCY PLANNING
A Guide for Small & Mid-Sized Companies

New York City Office of Emergency Management
New York City Department of Health and Mental Hygiene

Michael R. Bloomberg, Mayor

Preface

Emergency Planning – A Guide for Small & Mid-Sized Companies presents an overview of workplace emergency planning. The guide may assist New York City companies in developing workplace-specific emergency preparedness and business continuity plans.

Using the resources in this guide does not ensure compliance with federal, state, or local regulations. Federal and local regulations should be consulted directly to address specific questions regarding compliance.

The guide was produced by the New York City Office of Emergency Management and the New York City Department of Health and Mental Hygiene.

INTRODUCTION

Every year, emergencies take their toll on businesses — in lives and dollars. For New Yorkers, the 9/11/01 World Trade Center disaster and the 2003 Northeast power outage immediately come to mind. In addition to these well-publicized emergencies, the city experiences many smaller emergencies on a regular basis, such as: fires, hazardous materials release, severe weather, transportation accidents, water supply failures, radiological accidents and explosions. Though not all emergencies can be prevented, businesses can increase resiliency, limit injuries and damages and return more quickly to normal operations if they plan ahead.

What is Emergency Planning?

Emergency planning is the process of preparing for, mitigating the risk of, responding to, and recovering from an emergency.

In this guide, an emergency is defined as any unplanned event that can cause death or significant injury to employees, customers, or the public; shut down a business; disrupt operations; cause physical or environmental damage; or threaten a facility's financial standing or public image.

What are the Benefits of Emergency Planning?

Some of the benefits for emergency planning may include:

> protecting employees, the community, and the environment
> complying with local, state and federal regulatory requirements
> enhancing a company's ability to recover from financial losses, regulatory fines, loss of market share, damages to equipment or products, or business interruption
> reducing exposure to civil or criminal liability in the event of an incident
> enhancing a company's image and credibility with employees, customers, suppliers, and the community
> reducing a company's insurance premiums

Using the Emergency Planning Guide

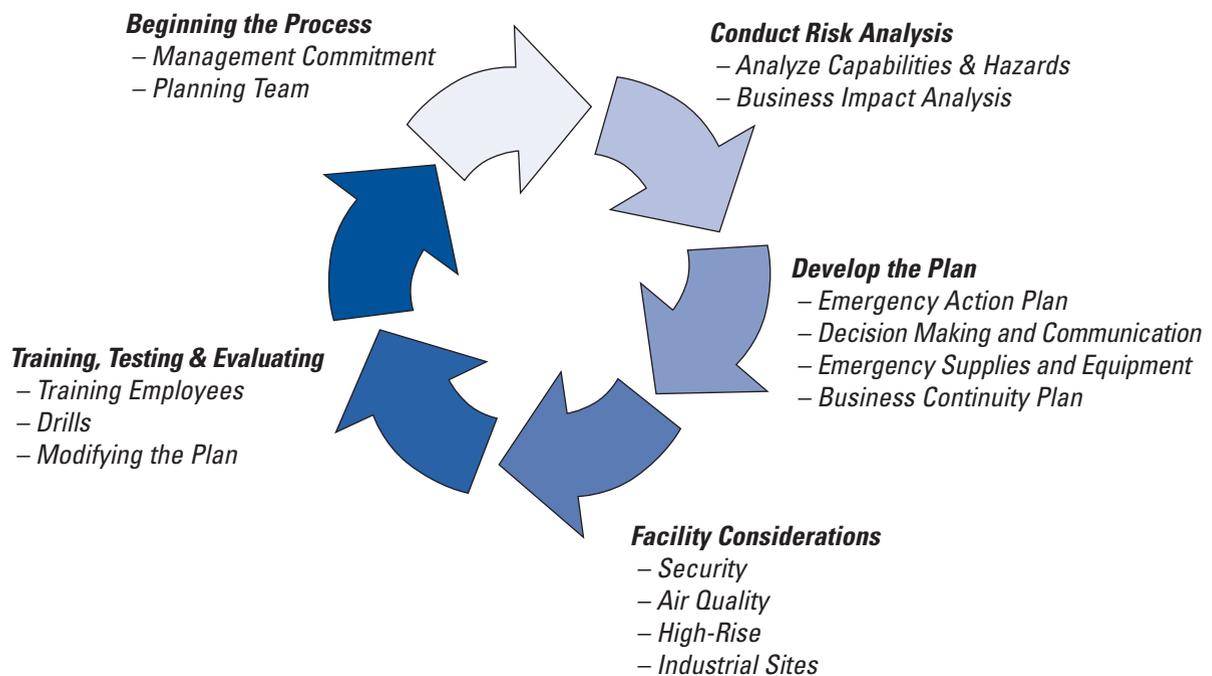The resources outlined in this guide can help businesses become better informed and prepared in their effort to mitigate the impact that emergencies can have. Refer to nyc.gov/smallbizlinks for detailed information on each resource presented in this guide. This is not an exhaustive list of available resources; other resources exist which may be helpful based on the needs of the particular organization.

If a plan already exists, this guide can help to assess and update it. Planning checklists and other support materials can be found in the Appendices.

OVERVIEW OF THE EMERGENCY PLANNING PROCESS

Emergency preparedness is about planning ahead and thinking about possible emergencies that can affect your business operations. The emergency planning process is a multi-step activity, involving cooperation of many individuals within a company as well as those associated, such as suppliers, partners, etc. Key activities include assessing hazards, developing a written plan, conducting training and drills, testing equipment, backing up records, and coordinating activities with neighboring businesses and emergency service providers. Some of the major steps are illustrated in Figure 1.

Figure 1. The Emergency Planning Process

Beginning the Process
– *Management Commitment*
– *Planning Team*

Conduct Risk Analysis
– *Analyze Capabilities & Hazards*
– *Business Impact Analysis*

Develop the Plan
– *Emergency Action Plan*
– *Decision Making and Communication*
– *Emergency Supplies and Equipment*
– *Business Continuity Plan*

Facility Considerations
– *Security*
– *Air Quality*
– *High-Rise*
– *Industrial Sites*

Training, Testing & Evaluating
– *Training Employees*
– *Drills*
– *Modifying the Plan*

1 – MANAGEMENT COMMITMENT AND FORMING THE PLANNING TEAM

Commitment to emergency planning must come from the top of the organization. Without this, real progress is difficult if not impossible. Confidence in the plan and its benefits must be developed in the beginning and championed by senior management. Ultimately, this will result in employees at all levels embracing the plan and its goals.

A planning team should be formed to begin the planning process. The size of the planning team will depend upon the organization's operations, specific requirements and resources. Usually, involving a diverse group of people is best because it broadens company participation and enhances the usability of the final plan. At a minimum, input should be provided by all functional areas.   Managers should assign roles and responsibilities and hold team members accountable for the execution of the plan.

2 – RISK ANALYSIS

After obtaining authority and the resources to begin emergency planning, the next step is to assess the foreseeable risk your organization or facility faces. Conduct a risk analysis. Determine the types of emergencies that may occur at or near your location and the types of hazards that may affect your business. Consider both physical and financial impacts. Consider how the emergency will affect your business as well as your employees. Rank the different types of interruptions in order of probability of occurrence; prioritize the risks your organization faces and assign resources to address those risks as appropriate. Confirm whether proper plans, policies, and equipment are available to mitigate each type of emergency. Use the information gathered from the hazards and capabilities assessment to perform a business impact analysis.

2a – Hazards and Vulnerabilities

A key step to incorporate when conducting a risk analysis is determining which hazards your business may be most vulnerable to. See Appendix A for specific hazards, which may occur in New York City. Use the list to identify and determine the potential impact for each of the hazards.

CHECKLIST TO DETERMINE HAZARDS AND VULNERABILITIES	YES	NO
√ Have you reviewed the specific hazards listed in Appendix A?	❏	❏
√ Have you assessed other types of workplace hazards which might occur?	❏	❏
√ Is the business in a critical industry or part of a critical infrastructure*?	❏	❏
√ Is your business located in or near a sensitive location or region?	❏	❏
√ Does your business have a security system?	❏	❏
√ Does the business depend heavily on technology?	❏	❏
√ Have you accounted for the potential for human error?	❏	❏
√ Have you considered the effects of a critical employee being ill or injured, being unable to get to work due to transportation issues, or going on strike?	❏	❏
√ Do you have a contingency plan for the event a supplier your business depends on fails or cannot supply your business' needs?	❏	❏

*As defined by the Department of Homeland Security, critical infrastructure sectors include: agriculture and food, water, public health, emergency services, defense industrial base, telecommunications, energy, transportation, banking and finance, chemicals and hazardous materials, postal and shipping.

2b – Resources and Capabilities

Once your risk analysis is complete, the next step is to assess the current capabilities and requirements of your organization. Documents to review include: evacuation plan, fire protection plan, safety and health program, environmental policies, security procedures, insurance programs, facility closing policy, employee manuals, hazardous materials plan, risk management plan and existing mutual aid agreements. Can your employees provide services from home? Do you have a back-up generator to keep your company functioning when there is a blackout? All factors, positive and negative, must be considered as you analyze risk and business impacts. When the assessment is complete, you will have a better understanding of your organization's current preparedness, along with the require- ments you must meet and the internal/external resources available for you to meet them.

CHECKLIST TO ASSESS RESOURCES AND CAPABILITIES

	YES	NO
√ Do you have emergency plans and procedures in place that would adequately address the potential hazards which could impact your business?	❏	❏
√ Have you reviewed all existing plans and procedures to see whether they are in agreement as to outcomes and methods to achieve them?	❏	❏
√ Do you have agreements with other organizations (e.g., suppliers of emergency equipment, general contractors and insurance carriers, etc.) to ensure their availability in the event of an emergency?	❏	❏

2c – Business Impact Analysis

No matter how small or large your business, consider engaging in a business impact analysis to identify what the operation needs to do to protect itself in the face of a disaster. The primary purpose of a business impact analysis is to determine which parts of the business need to be up and running as soon as possible following a disaster. Large corporations often hire risk managers to handle this task, and some companies also hire consultants with expertise in disaster planning and recovery to assist with planning. Smaller businesses often do the analysis and planning on their own. A small investment of time now may prevent serious damage to your business in an emergency.

CHECKLIST WHEN DEVELOPING A BUSINESS IMPACT ANALYSIS

	YES	NO
√ Have you identified your company's most critical business processes?	❏	❏
√ Have you taken steps to protect your building and other assets?	❏	❏
√ Have you determined the financial and operational impact if your business shuts down for a day, a week or an entire revenue period? Is the impact minimal, serious, or catastrophic?	❏	❏
√ Do you have emergency plans with your suppliers?	❏	❏
√ Does the business have temporary relocation contingencies?	❏	❏
√ Is the business adequately insured?	❏	❏
√ Do you have back-ups for all vital records?	❏	❏
√ Have you performed an assessment of short-term impacts vs. permanent impacts? Physical vs. human impacts?	❏	❏

3 – DEVELOPING THE EMERGENCY PLAN

Once you have assessed your organization's current state, the next step in the process is to create the emergency plan. The plan should contain detailed procedures on how to restore critical functions in your business when faced with various hazards. An Emergency Action Plan (EAP) should be developed to address life safety. A Business Continuity Plan (BCP) should be developed to address business functions. The plan should also outline the roles and responsibilities of the key emergency personnel (e.g., how the crisis team would implement the plan). Be sure to include emergency supplies and equipment as part of your company's overall preparedness.

The following items are some of the things you should consider for your plan: executive summary, emergency procedures and responsibilities, challenges and priorities, training schedule, coordination with other office locations, coordination with external organizations, external and internal communication, plan update schedule, plan distribution. Investigate best practices from similar organizations to include in your plan. Determine if there are any "lessons learned" that might be helpful for your business.

3a – Emergency Action Plan

The Emergency Action Plan (EAP) is the life safety component of workplace emergency preparedness. It describes the actions employers and employees should take to ensure their safety in case of emergencies. The employer must review the Emergency Action Plan with appropriate employees when the following occurs:

> a) The plan is initially developed or an employee is initially assigned to an emergency role.
> b) An employee's responsibilities under the plan change.
> c) The plan is changed.

In many industries, businesses may be required to have their EAPs regulated by government agencies such as the Occupational Safety and Health Administration (OSHA). Please check with your legal counsel to ensure your business complies with governmental regulations.

CHECKLIST WHEN DEVELOPING AN EMERGENCY ACTION PLAN (EAP)

	YES	NO
√ Are there procedures for your employees to report emergencies?	❏	❏
√ Are there procedures to inform employees of the Emergency Action Plan and train them regularly in their roles?	❏	❏
√ Are there procedures to notify employees in case of an emergency (e.g., alarm systems)?	❏	❏
√ Are there evacuation and shelter-in-place policies and procedures in place?	❏	❏
√ Are there procedures for staff in charge of emergency response?	❏	❏
√ Are there procedures to account for employees and visitors?	❏	❏
√ If your business has medical staff, do they have assigned duties and responsibilities?	❏	❏
√ Does your business regularly update contact information? Is there a central business number employees can contact to confirm their safety and receive updated information?	❏	❏
√ If your business is located in a multi-tenant building, have you coordinated with your building management's emergency plans?	❏	❏

> Evacuation/Shelter-In-Place Policies and Procedures

Key to a successful EAP is knowing how and when to evacuate the workplace or shelter-in-place. Without this, evacuation and sheltering-in-place can become disorganized, resulting in injury and property damage. An informed decision to evacuate or shelter-in-place can minimize, if not prevent, injury and damage by adequate planning and foresight. According to OSHA, workplaces with more than 10 employees are required to have a written evacuation plan that is kept in the workplace and available for employees to review. Facilities or workplaces with 10 or fewer employees are still required to have a plan, although it doesn't need to be in writing and can be communicated orally to employees.

Things To Consider When Developing An Evacuation Plan

Determine your most likely evacuation and shelter-in-place scenarios and ensure that your plans cover all examples.

Evacuation: In some cases, you may be instructed by City officials via media to evacuate with direct warnings.

> Evacuate immediately when:
- Directed to do so by an emergency official
- There is immediate danger

> Develop an evacuation checklist that secures your vital records, business equipment, facility, and protects your employees.

> Develop a chain of command system and designate a person in your business who is authorized to order an evacuation or shutdown.

> Develop specific evacuation procedures, including routes and exits. Designate assembly areas where employees can gather following an evacuation.

> Develop a training program to inform employees of their roles/responsibilities and train employees on how to evacuate the workplace in a safe and orderly manner.

> Develop procedures for assisting people with disabilities or who do not speak English.

> Identify who is responsible for bringing the Business Go Bag (checklist in Appendix C).

Disaster Sheltering: Some emergencies may require that you leave your place of business and travel to an emergency shelter, or seek shelter at home or with friends or relatives outside the affected area. The City has a list of shelter sites appropriate for various types of disasters. Shelter sites change based on the emergency, so stay tuned to local media or access nyc.gov. City officials will inform you when sheltering is necessary and where to go. Take your Business Go Bag to the shelter with you.

Things To Consider When Developing A Shelter-In-Place Plan

Shelter-in-Place: When it is safer to stay inside and evacuation is either inappropriate or impossible, you may be asked to stay where you are. This could be as simple as remaining in your facility while officials clear a nearby area of hazard, or it could require more active measures during emergencies involving contaminated air. Shelter-in-place may also be called invacuation.

When officials advise you to shelter-in-place, act quickly and follow instructions. Your main objective should be to get to a safe indoor location.

Develop shelter-in-place procedures:

> Go inside your place of business.

> Take shelter in either a pre-identified interior room within your facility or in a room with no or few windows. Ideally, a room to shelter-in-place should allow at least 10 square feet per person.

> If there is time, close all doors and windows.

> If contaminated air is of concern, then turn off all ventilation systems.

> Stay tuned to your radio or television for emergency information and updates.

> Make use of the Emergency Supply Kit (checklist in Appendix D).

Occupational Safety and Health Administration (OSHA) - U.S. Department of Labor
How to Plan for Workplace Emergencies and Evacuations, Publication 3088
Evacuation Plans and Procedures eTool
osha.gov

Federal Emergency Management Agency (FEMA)
Emergency Management Guide for Business and Industry
fema.gov

National Fire Protection Association (NFPA)
NFPA's Life Safety Code 101
Introduction to Employee Fire and Life Safety
NFPA 1600
nfpa.org

National Institute for Chemical Studies
Shelter-In-Place at Your Office
nicsinfo.org

American Red Cross
Fact Sheet on Shelter-in-Place
redcross.org

New York State Insurance Department
Property Casualty Insurance: A Small Business Guide
ins.state.ny.us

U.S. Department of Homeland Security
Ready Business Guide
ready.gov

ASIS International
Business Continuity Guideline
asisonline.org

Public Entity Risk Institute
Risk Management for Small Business
riskinstitute.org

Resources To Consider Model Emergency And Evacuation/Shelter-In-Place Plans
Using a model plan as a reference can be of great assistance when creating facility emergency, shelter-in-place, and evacuation plans. While model plans should not be used verbatim with company name substitutions, they may provide a useful framework upon which to develop a site specific plan. For direct website links to these resources, visit nyc.gov/smallbizlinks.

OSHA's eTool
Osha's Evacuation Plans and Procedures eTool
osha.gov

U.S. Department of Homeland Security
Ready Business Guide
ready.gov

> Special Needs

Job Accommodation Network
Employer's Guide to Including People with Disabilities in Emergency Evacuation Plans
jan.wvu.edu

New York City Office of Emergency Management (OEM)
Ready New York Guide to Emergency Preparedness for Seniors and People with Disabilities
nyc.gov/oem

> Regulations on Emergency Planning

There are several key regulations that cover employer and facility responsibilities for emergency planning and evacuations. These regulations detail the minimum legal requirements; include your legal counsel in the development of your plans. Best practices often dictate implementing additional measures specific to the work site.

CHECKLIST REGULATIONS	YES	NO
√ Have you determined which regulations apply to you?	❑	❑
√ Is there a procedure in place to monitor compliance?	❑	❑
√ Is there a procedure in place to stay updated with news and regulation changes that could affect your business?	❑	❑

New York City Building Code
NYC Building Code
Local Law 5 (1973): fire and life safety regulations for hotels and high rises
Local Law 126A (2004): regulations for emergency incidents other than fire
nyc.gov/dob

Occupational Safety and Health Administration (OSHA)
Exit Routes, Emergency Action Plans and Fire Prevention Plans
Compliance Policy for Emergency Action Plans and Fire Prevention Plans
osha.gov

National Fire Protection Association (NFPA)
NFPA Life Safety Code 101
nfpa.org

3b – Decision Making and Communication

In order to improve communications and interaction between different organizations and groups involved in an emergency situation, a standardized command system is desirable, and often necessary. The federal government has adopted the Incident Command System. Use of this system is required when the EPA or OSHA address hazardous substance releases. The City of New York has also adopted this system. The system establishes an organized structure, chain of command and common vocabulary that can greatly assist those organizations who use it when they need to work together.

While the Incident Command System may be too complex for small businesses, companies should establish an Incident Management Team approach to identify first responders in an emergency and the person responsible for managing site-specific emergency procedures, who will provide coordination and direction to all private response personnel at the scene of an emergency until the FDNY or NYPD responds. At this point, the company resources fall under the larger umbrella of the local authorities. Employees should be made aware of the Incident Management Team.

CHECKLIST DECISION MAKING AND COMMUNICATION		
	YES	**NO**
During a crisis, how a company communicates is as critical as having functioning communication systems. Do you have procedures on how and when to:		
√ inform public safety – call 911	❏	❏
√ warn employees of danger	❏	❏
√ keep employees and their families informed during an emergency	❏	❏
√ contact emergency response teams	❏	❏
√ contact customers and vendors	❏	❏
√ notify the media	❏	❏
√ notify the community	❏	❏
√ gather information	❏	❏
• listen to local news radio stations during emergencies		
• join e-mail alert listings, such as OEM's CorpNet information sharing program		
√ communicate to employees or customers during non-working hours	❏	❏

3c – Emergency Supplies and Equipment

Businesses should equip themselves with proper emergency equipment. Different facilities and operations will need different types of equipment ranging from simple supplies, such as flashlights, to more complex needs, such as automated external defibrillators (AEDs).

Every business should assemble a Business Go Bag consisting of items that may be necessary during an evacuation as well as an Emergency Supply Kit to be used when sheltering-in-place. These kits require regular maintenance (frequent restocking and replacement). Business Go Bags and Emergency Supply Kits should be strategically placed (e.g., in locations designated for shelter-in-place or near means of egress).

CHECKLIST DEVELOPING EMERGENCY KITS	YES	NO
√ Are Business Go Bags in place? A checklist of items is presented in Appendix C.	❏	❏
√ Are Emergency Supply Kits in place? A checklist of items is presented in Appendix D.	❏	❏
√ Are the emergency supplies stored in an accessible location?	❏	❏
√ Are employees aware of the location(s) of emergency supplies?	❏	❏
√ Are employees trained on how to use the emergency supplies?	❏	❏

Things To Consider When Preparing Your Business For An Emergency

EMERGENCY SUPPLIES & INFORMATION

What about costs? This list will provide some idea of material costs you may encounter when putting together a disaster protection/recovery plan.

No Costs

> Identify two or three contractors or supply sources for emergency plywood window coverings.

> Ask your insurance company or agent about policy coverage and prices.

> Write a short checklist of recovery action items for your firm.

> Elevate inventory after consulting FEMA Flood Insurance Rate Map (fema.gov), but remember that NYC has water main breaks.

> Write a checklist for how to stay abreast of possible flood watches or warnings.

> Instruct employees on what to do if there is a telephone outage (have an out-of-state back-up number in the event local phone service is inoperable).

> Identify how employees can be contacted or how they can contact you if the phone service is disrupted.

> Establish "rally points" in the event of a disaster: a location near the office, and a location outside the neighborhood.

> Conduct fire and evacuation drills regularly.

Things To Consider When Preparing Your Business For An Emergency

EMERGENCY SUPPLIES & INFORMATION *(continued)*

Under $500

> An emergency supply kit.

> Elevate valuable contents on shelves above base flood level.

> Calculate the cost of business interruptions for one week, one month, and six months.

> Purchase a small back-up generator, spare fuel, and have back up fuel vendors.

> Maintain your sump pump, if you have one, or purchase one.

> Store duplicate records off-site (small firm).

> Purchase a removable computer storage device; store data off-site.

> In a small firm (less than 10 employees), provide CPR training.

> Purchase plywood shutters (pre-cut to cover windows).

More than $500

> Purchase and install (outdoors) a multi-KV generator, pre-wired to the building's essential electrical circuits.

> Install permanent shutters over windows or retrofit the windows to enhance their resistance to wind-borne debris.

> Re-roof with an impact-resistant roof covering, strongly attached to resist high wind.

> Hire an engineer to evaluate the wind resistance of your building.

> Provide CPR training for employees in medium-sized and large firms.

> Maintain emergency supplies for more than 10 employees.

> Send the key safety/emergency response employee to several days of training or conferences.

> Purchase additional insurance (business interruption, flood).

> Store duplicate records off-site at secure facility (in a larger firm).

> Establish a phone voice-mail system, if your business does not have one.

Source: Institute for Business & Home Safety's "Open for Business – A Disaster Planning Toolkit for the Small Business Owner."

Resources To Consider Emergency Supplies And Equipment

For direct website links to these resources, visit nyc.gov/smallbizlinks.

American Red Cross
Resources on preparing disaster supply kits
redcross.org

U.S. Department of Homeland Security
Planning for emergencies and preparing kits for emergency supplies
ready.gov

New York City Office of Emergency Management (OEM)
Ready New York, A Household Preparedness Guide
nyc.gov/oem

National Institute for Occupational Safety and Health (NIOSH)
Emergency response resources
cdc.gov

Occupational Safety and Health Administration (OSHA)
OSHA Safety and Health Topic: PPE
OSHA's Responder Page
osha.gov

ACOEM Guideline Automated External Defibrillation
acoem.org

3d – Business Continuity

Business continuity ensures a business's viability before, during, and after an emergency. Even if your business escapes a disaster unharmed and employees are unhurt, there is still a risk that the business will suffer significant losses. These losses can be broken down into two types:

Upstream losses are those you will suffer when one of your suppliers is affected by the disaster and cannot deliver the goods or services the business needs. This upstream loss will affect the firm, even if it's undamaged.

Downstream losses occur when a key customer and/or the lives of residents in the community are affected by a disaster. If everyone in town is dealing with a disaster, your business will not have the same number of customers. The business will suffer a downstream loss even if it escaped unscathed from the disaster itself. When local businesses fail, there is a chain reaction because of the negative impact on the local economy.

Management techniques employed to reduce both exposure and vulnerability through smart business practices are called managerial mitigation. These techniques include diversifying the organization's customer base, diversifying the location of the organization's inventory, protecting organizational electronic and hard copy data, and having multiple ways to do business with your customers. Managerial mitigation practices include measures as simple as having sensible lease provisions – provisions that allow an organization to move out from a building if it fails to meet necessary performance characteristics and the owner cannot bring them back promptly.

Source: Institute for Business & Home Safety's "Open for Business – A Disaster Planning Toolkit for the Small Business Owner."

CHECKLIST BUSINESS CONTINUITY

	YES	NO
√ Are you appropriately insured for potential losses?	❏	❏
√ Do you have appropriate expertise to address risk management issues?	❏	❏
√ Does your company have a diversification plan for supplies and inventory?	❏	❏
√ Do you have an updated supplier contact list in your Business Go Bag?	❏	❏
√ Do you have an updated customer contact list in your Business Go Bag?	❏	❏
√ Do you have procedures in place to communicate to your suppliers and customers in times of crisis?	❏	❏

Things To Consider When Preparing Your Business For An Emergency

BUSINESS CONTINUITY

How quickly your company can get back to business after a disaster depends on the planning done today. Start planning now to improve the likelihood that your company will survive and recover.

> Identify which staff, materials, procedures and equipment are absolutely necessary to keep your business operating.

> Identify existing critical businesses you may need in case of an emergency.
  - Create a contact list for existing critical business contractors and others you plan to use in an emergency. Keep this list with other important documents on file, in your emergency supply kit and at an off-site location.

> Identify alternate suppliers, shippers, resources and other businesses you may need in case of an emergency.
  - Develop professional relationships with more than one company to use in the event your primary contractor cannot service your needs. A disaster that shuts down a key supplier can be devastating to your business.

> Plan what you will do if your building is not accessible. This type of planning is often referred to as a continuity of operations plan, and includes all facets of your business.
  - Consider if you can run the business from a different location.
  - Develop relationships with other companies to use their facilities in case a disaster makes your location unusable.

> Define crisis management procedures and individual responsibilities in advance.

> Coordinate with others.

- Meet with other businesses in your building.
- Talk with first responders, emergency managers, community organizations, and utility providers.
- Plan with your suppliers, shippers, and others you regularly do business with.
- Share your plans and encourage other businesses to set in motion their own continuity planning; offer to help others.

> Review your emergency plans annually.

Source: U.S. Department of Homeland Security – "Ready Business".

INSURANCE

Businesses large and small must protect themselves from financial loss. An important part of such protection centers on insurance. Some types of insurance are required by law; others simply make good business sense.

To ensure adequate insurance protection, your business should consider the following steps:

> Meet with your insurance agent or provider to review current coverage for such things as physical losses, liability losses, flood coverage, and business interruption.

> Understand what it covers and what it does not.

> Understand what your deductible is, if applicable.

> Understand your policy limits.

> Consider how you will pay creditors and employees.

> Plan how you will provide for your own income if your business is interrupted.

> Find out what records your insurance provider will want to see after an emergency and store them in a safe place.

What types of insurance will your business need if it is affected by an emergency?

> Property insurance protects the contents of your business against fire, theft and other perils.

> Business Interruption insurance can provide funds to pay your fixed expenses and lost business income during a period of time when your business is not operational.

> Extra Expense coverage will reimburse you for covered expenses while temporarily relocated at another premise during your reconstruction due to a covered loss.

> Key Person coverage – If you (and/or any other individual) are so critical to the operation of your business that it cannot continue in the event of your illness or death, you should consider "Key Person" insurance.

> All-in-One Package Policies such as a Business Owners Policy or a Commercial Multi-Peril Policy are popular one-stop shopping policies, combining many coverages under one policy, usually at a cost effective price.

RECORDS

> Have back-ups of all vital computer records and maintain the records off-site. How often do the records need to be updated? Daily, weekly, monthly, yearly?

> Regularly back up payroll, tax, accounting, production records, and customer lists. This information is crucial following a disaster.

> Keep the inventory list current and consider making a photographic or videotaped record of the inventory.

> Make certain on-site computers have surge protectors. An uninterrupted power supply device might also be helpful in protecting data during a power outage.

> Ensure that all computer hardware and software licenses are up to date and arrange with vendors to replace or repair your computer system immediately.

> Keep hardcopy records, such as the lease, insurance policies, etc. in a secure location (and photocopies in a different location).

> When choosing a secure location to store back-up records, determine how much access you will need and ensure the facility will be able to accommodate your needs.

Your business may have additional insurance needs. Contact your insurance agent or broker.

Source: New York State Insurance Department's "Property Casualty Insurance, A Small Business Guide;" U.S. Department of Homeland Security's ready.gov.

4 – FACILITY CONSIDERATIONS

Inspect your business' physical plant(s) and assess the impact a disruption of service would have on your facilities. Identify what risks the facility might face and prioritize. Consider assets such as people, equipment, information, etc. If the business operates in an older building, consider having it evaluated by a professional engineer. Keep in mind that an ideal time to make improvements is during a major addition or renovation. Ensure that plans conform to local building code requirements. Work with the building management to develop and coordinate your plans. If your business is located in a building with other business(es), evaluate the value of and threats against the other business(es). Familiarize yourself with the surroundings and increase your situational awareness.

CHECKLIST FACILITY CONSIDERATIONS

	YES	NO
√ Is the facility co-located with or in the proximity of a likely target?	❏	❏
√ Does your facility have special requirements (e.g., high-rise, in flood zone)?	❏	❏
√ Did you conduct a risk analysis to assess hazards that are most likely to affect each of your facilities?	❏	❏
√ Have you taken into account security issues? (e.g., the guard force, number of entrances and exits, availability of an uninterrupted power supply, accessibility of air intakes, unauthorized visitors, etc.)	❏	❏
√ Do you conduct frequent walkthroughs to evaluate facility conditions?	❏	❏

4a – Security Issues

Developing, implementing, and regular review of a security plan can help prevent or minimize the impact of emergencies, such as workplace violence and terrorism.

Controlling access to the building, the HVAC system and the control rooms, and establishing surveillance with response capabilities at all access and egress points is one step in securing your facility. The goal is to control human traffic without interfering with the function of the business operation.

Businesses should also take measures to protect data and information technology. Protect your systems with anti-virus software, firewalls; use caution when using the internet.

	YES	NO
√ If your facility is located in a multi-tenant building, do you know the building's safety and security protocols?	❏	❏
√ Does your building have an access control policy and/or visitor policy?	❏	❏
√ Do you know if the building's guard force (if any) is contractual or proprietary? Do you know their policies in the event of an emergency?	❏	❏
√ Do you know what the policy is for emergency egress?	❏	❏
√ Does your building have policies for stairwell access and control?	❏	❏
√ Do you know if your building has emergency communication and lighting capabilities?	❏	❏
√ Do you know your police precinct contact?	❏	❏
√ Has your security staff been trained on emergency procedures?	❏	❏
√ Do you have adequate firewalls and regularly updated anti-virus software to protect your IT systems?	❏	❏

Resources To Consider Security Issues
For direct website links to these resources, visit nyc.gov/smallbizlinks.

American Society for Industrial Security (ASIS)
General Security Risk Assessment Guideline
asisonline.org

National Institute of Justice
A Method to Assess the Vulnerability of U.S. Chemical Facilities
ncjrs.org

Office and Office Building Security Second Edition
by Ed San Luis, Louis A. Tyska, and Lawrence J. Fennelly. Copyright 1994 Elsevier Science USA-Division-Butterworth-Heinemann.

4b – Air Quality in Buildings

Building air quality plays an important role in worker health and safety. All occupied buildings require a supply of outside air to minimize odors and contaminants associated with human occupancy and work processes. Some buildings rely on natural ventilation or exhaust fans to remove odors and contaminants. Others have an HVAC (Heating, Ventilation and Air Conditioning) system designed to regulate heating/cooling/humidity and filter outdoor air to maintain comfortable conditions within a building. The building's ventilation system type and design may play a role in occupant safety in the event of a fire or contaminant-release emergency. Depending on the system configuration and the emergency scenario, the ventilation system may isolate or disperse the contaminant.

CHECKLIST AIR QUALITY IN BUILDINGS

	YES	NO
√ Are the locations of fresh air intakes known?	❏	❏
√ Are the intakes away from possible contamination sources?	❏	❏
√ Are the intakes protected from unauthorized personnel?	❏	❏
√ Is there a regular HVAC maintenance program or plan?	❏	❏
√ Has the facility reviewed emergency plans to determine which measures to take in the event of an emergency with respect to the HVAC?	❏	❏

Resources To Consider Air Quality In Buildings
For specific website links to these resources, visit nyc.gov/smallbizlinks.

American Society of Heating, Refrigerating and Air-Conditioning Engineers (ASHRAE)
Risk Management Guidance for Health, Safety and Environmental Security
under Extraordinary Incidents
ashrae.org

National Institute for Occupational Safety and Health (NIOSH)
Guidance for Protecting Building Environments from Airborne Chemical, Biological,
or Radiological Attacks (NIOSH).
cdc.gov/niosh

**U.S Army Edgewood Chemical Biological Center's Homeland Defense Building
Protection Program**
Protecting Buildings and Their Occupants from Airborne Hazards
sbccom.army.mi

4c – High-Rise Building Issues

The effective evacuation of a high-rise requires cooperation between building management, tenant companies, government authorities, contractors and individual employees.

New York City's Local Law 5 (1973) requires that high-rise, multiple-tenant office buildings (Group E occupancy) have a fire safety plan and designated personnel (a fire safety director and a deputy fire safety director) to coordinate this effort. All designated personnel must be certified. In addition, Local Law 5 requires that buildings conduct regular fire drills. Fire safety plans also may include a building evacuation supervisor, fire safety brigade, floor wardens and searchers. These individuals must have appropriate training and may be qualified to perform other emergency response activities. Refer to Local Law 5 for additional requirements (nyc.gov/html/dob/pdf/ll_0573.pdf).

Local Law 126 A (2004) requires owners of high-rise buildings (Group E occupancy) to develop building emergency action plans that include evacuation procedures for the building. Refer to webdocs.nyccouncil.info/textfiles/Int%200126-2004A.htm for details.

Multi-tenant, high-rise buildings pose unique challenges because many individual evacuation plans must be coordinated. Good communication between various parties is essential to ensure that different tenants know how their plans will impact and be impacted by other tenants' plans.

CHECKLIST FOR A HIGH-RISE BUILDING	YES	NO
√ Are all employees familiar with the building's emergency action plan? An employee should be aware of at least two exits from every room/area at the workplace.	❏	❏
√ Are all employees familiar with the sound/signaling method of the fire/evacuation alarms?	❏	❏
√ Are all employees familiar with the locations of the fire/evacuation alarms? Do they know how to use them?	❏	❏
√ Are all fire exits accessible and obstacle free? Don't lock fire exits.	❏	❏
√ Are back-up systems and safety systems tested regularly (e.g., emergency lighting, communications systems, etc.)?	❏	❏

Resources To Consider High-Rise Building Issues
For direct website links to these resources, visit nyc.gov/smallbizlinks.

National Safety Council (NSC)
Evacuation Systems for High-Rise Buildings
nsc.org

Occupational Safety and Health Administration (OSHA)
Evacuating High-Rise Buildings
osha.gov

4d – Industrial Sites

Industrial workplaces present additional challenges when preparing an emergency and evacuation plan, primarily because of the potential use of hazardous materials. A hazardous material spill or release can pose a risk to life, health, or property. The scope can vary dramatically, from an incident that affects a handful of people in a small area of the facility to an event that impacts the entire facility or part of the surrounding community.

In addition to on-site hazards, companies should be aware of the potential for an off-site incident that may affect operations. In such situations, establishing agreements among neighboring companies to share expenses and resources can be beneficial.

CHECKLIST INDUSTRIAL SITES

		YES	NO
√	Do you transport hazardous materials?	❏	❏
√	Do you have spill containment and spill prevention plans?	❏	❏
√	Do you store any hazardous materials above the federal regulatory threshold in your building?	❏	❏
√	Are hazardous materials stored in a manner to prevent theft or tampering?	❏	❏
√	Has your facility been assessed for fire hazards and ignition sources?	❏	❏
√	Do you comply with all applicable laws (e.g., NYC Right-To-Know)?	❏	❏

Resources To Consider Industrial Sites
For direct website links to these resources, visit nyc.gov/smallbizlinks.

Code of Federal Regulations (CFR)
gpoaccess.gov

Occupational Safety and Health Administration (OSHA)
OSHA Standards
OSHA's Emergency Preparedness and Response
osha.gov

National Institute for Occupational Safety and Health (NIOSH)
Chemical Safety
cdc.gov/niosh

U.S. Department of Transportation (DOT)
U.S. Transportation Regulations
dot.gov/rspa

U.S. Environmental Protection Agency (EPA)
U.S. Environmental Regulations
epa.gov

NYS Department of Conservation (NYS DEC)
state.ny.us

NYC Department of Environmental Protection (NYC DEP)
nyc.gov

New York City Community Right to Know (NYC RTK) Law
Reporting compliance for hazardous substances
state.ny.us

5 – TRAINING, TESTING AND EVALUATING

In order for the plan to work, the plan must become an integral part of the company's operations. Do you have full support for the plan, and understanding of roles and responsibilities within all levels of the organization? Is everyone properly trained and ready to perform his or her responsibilities during an emergency? How will you evaluate the success of the implementation and of the plan itself?

Everyone who works at or visits the facility should receive some form of emergency training. When developing a training program, consider the training and information needs for different audiences, including managers, employees, and visitors. Training materials should be provided for easy reference. Training materials may be as simple as an emergency procedures handout card for visitors or a complete manual for evacuation team members.

Plans must be tested on a regular basis to ensure that they are effective during an emergency. Testing also provides practice for you, your employees and your business systems. It is critical to determine what needs to be fixed or changed prior to an emergency rather than during an emergency.

As your company changes, so will the problems and issues that arise with emergencies. Plans must be continuously evaluated and updated to remain consistent with your business needs. Perhaps the risks have changed, or maybe it's the resources and capabilities, or even the company's leadership. All factors must be considered to provide a comprehensive mitigation and recovery strategy that keeps up-to-date with today's fast-moving world.

CHECKLIST TRAINING/TESTING/EVALUATING	YES	NO
√ Are all employees trained in the following?		
• Types of potential emergencies	❑	❑
• Alarm/notification systems	❑	❑
• Shelter-in-place and evacuation plans	❑	❑
• Shutdown procedures	❑	❑
√ Are training sessions held regularly to communicate emergency plan elements to employees?	❑	❑
√ Are "tabletop exercises" conducted where key emergency management team members work through scenarios in a conference-type setting to test and review plan elements?	❑	❑
√ Are small-scale walkthrough or functional drills conducted for employees to practice specific aspects of the emergency plan (e.g., building evacuation)?	❑	❑
√ Are full-scale exercises conducted to simulate real life situations? Do these involve all levels of response structure?	❑	❑

Resources To Consider Training/Testing/Evaluating

For direct website links to these resources, visit nyc.gov/smallbizlinks.

Federal Emergency Management Agency (FEMA)

Independent Study Course IS 39: Introduction to Exercise Design
fema.gov

Occupational Safety and Health Administration (OSHA)

Emergency Preparedness and Response
osha.gov

National Fire Protection Association (NFPA)

Introduction to Employee Fire and Life Safety
nfpa.org

Department of Homeland Security

Exercise and Evaluation Program (HSEEP)
dhs.gov

APPENDIX A: Specific Hazards

Possible Hazards	Things To Consider	Resources/Insurance Considerations
Hurricanes, Nor'easters, Tornados, Thunderstorms & Lightning. New York City is susceptible to severe weather particularly in the form of Nor'easters, thunderstorms and lightning. - Heavy rain - Wind - Lightning - Large hail Falling trees & flying debris, flash floods, property damage	**Preventative Measures:** ❑ Determine whether you are in a flood zone and what type it is (store.msc.fema.gov). ❑ Find out whether your business falls within a NYC hurricane evacuation zone (nyc.gov/emols or dial 311). ❑ Find out your area's base flood elevation (BFE). Buildings with floors below the BFE can install & maintain a sump pump system; build barriers for basement windows and doors; raise all utilities/ equipment (e.g., water heater, oil tanks, etc.) above the BFE level; store inventories above the BFE level. ❑ A properly installed/maintained system of lightning protection equipment can minimize the damage from lightning strikes. **Response:** ❑ Pay attention to local weather forecasts issued by the National Weather Service on local radio and television stations. ❑ Follow instructions of local safety officials.	**Insurance:** - Coverage for wind damage is readily available either by purchasing an extended coverage endorsement to a fire policy or by purchasing a package policy. Discuss your windstorm deductible with your agent or broker and the possibility of buying back coverage to lower the deductible level. - If your property is located in a community designated as a special flood hazard area that implements and enforces measures to reduce future flood risks, your agent or broker can purchase flood insurance for you through the National Flood Insurance Program (NFIP) operated by the Federal Emergency Management Agency (FEMA). fema.gov/media/fhm/firm/ ot_firm.htm - Consult your agent or broker for special coverage information.

APPENDIX A: Specific Hazards (continued)

Possible Hazards	Things To Consider	Resources/Insurance Considerations
Extreme Heat - Heat indices of ≥ 100° F for > two consecutive days - National Weather Service (NWS) issues a heat advisory or heat warning. Increased demand for energy & water, strain on the city's electrical distribution system, power disruptions, heat related illnesses	**Preventative Measures:** ❑ Periodic preventative maintenance on air conditioning and ventilation systems. ❑ Raise employee awareness. **Response:** ❑ Keep employees hydrated. ❑ For employees working outdoors, ensure adequate rest breaks and look for signs of heat related illnesses. ❑ Follow guidelines of energy providers to reduce consumption.	**Insurance:** - Coverage for heat related damage may be available by purchasing endorsements to the standard fire policy or by purchasing a package policy. - Consult your agent or broker for special coverage information.
Winter Weather - Extreme cold - Heavy snow - Ice - Sleet/freezing rain Transportation disruptions; above-ground power lines can snap, resulting in power disruptions; frozen pipes/gas mains can lead to ruptured pipes, disrupting utility service; with improper removal, ice can also lead to slips & falls	**Preventative Measures:** ❑ Maintain a supply of snow & ice removing equipment (e.g., shovels, etc). ❑ Make sure drains are clear. **Response:** ❑ Make sure sidewalks, parking lots & fire exits are clear of snow/ice.	**Insurance:** - Consult your agent or broker for special coverage information.

APPENDIX A: Specific Hazards (continued)

Possible Hazards	Things To Consider	Resources/Insurance Considerations
Fire. Fire is one of the most common hazards in New York City. - Fire - Smoke - Water used to fight fire Injuries/death, property damage, disrupted utility service, building evacuation	**Preventative Measures:** ❏ Practice fire drills on a quarterly basis. ❏ Appoint a fire marshal, whose duty is to ensure that all employees get out safely. Understand the differences in fire safety for high-rise office buildings vs. low-rise dwellings. ❏ Have several ABC fire extinguishers (for ordinary combustibles, flammable liquids or electrically energized fires) within easy access on each floor as well as working smoke detectors. ❏ Check fire sprinklers for proper working order, and test smoke detectors on a regular basis. **Response:** ❏ Remain calm. ❏ In high-rise office buildings, only evacuate if the fire is on your floor or the one above it, and descend to the second floor below the fire floor. Other occupants should remain on their floor and monitor the PA system for further instructions. ❏ If a fire breaks out in a non-fireproof building, get out as quickly as possible. ❏ When evacuating, do not use the elevator, use fire escapes or stairs. ❏ Call 911 from a safe place.	**Insurance:** - Fire insurance is readily available and can be purchased either as a separate policy or as a package policy. If purchased as a separate policy, an extended coverage endorsement can be added to insure against other perils or causes of loss such as windstorm or explosion. If a package policy is purchased, additional coverages are combined under one policy, usually at a cost effective price. It is important to note that fire and extended coverages are subject to a coinsurance clause requiring the insured to carry insurance at least equal to a specified percentage (usually 80% or higher) of the actual cash value of the property insured. Failure to insure to the amount required by the applicable coinsurance provision may result in a penalty for underinsurance at the time of loss adjustment. If you are unable to find an insurance company that will sell you fire and extended coverage, such coverage can be obtained from the New York Property Insurance Underwriting Association (NYPIUA). NYPIUA is a pool of insurance companies writing these coverages usually at a higher premium than coverage offered in the voluntary market. Contact information for NYPIUA is provided at nypiua.com - Consult your agent or broker for special coverage information.

APPENDIX A: Specific Hazards (continued)

Possible Hazards	Things To Consider	Resources/Insurance Considerations
Explosion - Fire - Smoke - Water used to fight fire Injuries/death, property damage, disrupted utility service, building evacuation	**Response:** ❑ In an emergency, remain calm, gather your employees and get out quickly. ❑ Do not use the elevator, use fire escapes or stairs. ❑ Call 911 from a safe place.	**Insurance:** - The extended coverage endorsement to a fire insurance policy, or a package policy covers most explosions with the exception of steam explosions. However, a covered cause of loss that ensues from a steam boiler explosion is covered. Steam boiler explosions are covered under a Boiler and Machinery policy, which must be purchased separately. - Consult your agent or broker for special coverage information.
Building Collapse - Collapse - Rubble - Fire Injuries/death, property damage, disrupted utility service, ruptured pipes (e.g., gas pipes, etc.), building evacuation	**Preventative Measures:** ❑ Ensure that your building complies with the New York City Building Code. ❑ Ensure that all construction complies with the New York City Building Code and the contractor is licensed to work in New York City. **Response:** ❑ In an emergency, remain calm, gather your employees and get out quickly. ❑ Do not use the elevator, use fire escapes or stairs. ❑ Call 911 from a safe place.	**Insurance:** - The extended coverage endorsement to a fire insurance policy, or a package policy covers building collapse. - Consult your agent or broker for special coverage information.

APPENDIX A: Specific Hazards (continued)

Possible Hazards	Things To Consider	Resources/Insurance Considerations
Nuclear & Dirty Bombs - Contaminated air Injuries/death, building contamination, hysteria	**Response:** ❑ There are 3 general guidelines which will minimize exposure to radiation: - <u>Time</u>: radioactive materials become less radioactive over time. Stay inside until authorities alert you the threat has passed. - <u>Distance</u>: the greater the distance between you and the source of the radiation, the better. Authorities may call for an evacuation of people from areas close to the release. - <u>Shielding</u>: put as much heavy, dense material between you and the source of the radiation as possible. Authorities may advise you to stay indoors or underground for this reason. Close and seal windows and turn off any ventilation.	**Insurance:** - Generally protection against losses resulting from nuclear, biological and chemical accidents is available in a general liability policy or the liability portion of a package policy. Nuclear losses are excluded in a fire and extended coverage policy and in the property portion of a package policy. However, a fire that ensues from a nuclear accident is covered under such policies. - Consult your agent or broker for special coverage information.
Chemical (e.g., nerve agents, blister agents) - Contaminated air Injuries/death, building contamination, hysteria	**Response:** ❑ Stay upwind of the material if possible. ❑ Seek medical attention as soon as possible if needed. ❑ If there's an event indoors, try to get out of the building without passing through the contaminated area. Otherwise, it may be better to move as far away from the event as possible and shelter-in-place. ❑ If exposed, remove outer layer of clothes, separate yourself from them, and wash yourself. ❑ In some circumstances, after being exposed to hazardous materials, it may be necessary to be "decontaminated" by specially trained emergency personnel.	**Insurance:** - Generally protection against losses resulting from nuclear, biological and chemical accidents is available in a general liability policy or the liability portion of a package policy. Depending on the type of policy purchased chemical and biological hazards may be covered. - Consult your agent or broker for special coverage information.

APPENDIX A: Specific Hazards (continued)

Possible Hazards	Things To Consider	Resources/Insurance Considerations
Utility Disruptions - Power loss Injuries/death, property damage, power disruptions, phone service outage, gas leak	**Response:** ❑ If you lose power, check to see if a fuse is blown. Call your power provider to report the outage. ❑ Disconnect or turn off all appliances that will go on automatically when service is restored to avoid overloading electrical circuits. ❑ If you smell gas, leave the area IMMEDIATELY and call your gas provider to report a gas leak. Do not smoke or light lighters or matches; do not use your telephone, switch on electrical appliances, lights or flashlights in the area where you smell gas — any spark could cause a fire.	**Insurance:** - Policies can be endorsed to provide coverage for utility services interruption. However, there are some limitations to this coverage. For coverage to apply, the cause of the loss to the utility service must result from a covered peril under your policy. For example, if the utility interruption resulted from a fire at the utility's site, you would have coverage under your fire policy for any losses that ensued. - Consult your agent or broker for special coverage information.
Water Supply Failures - Flooding Property damage, street & sidewalk closures, traffic & business disruptions	**Preventative Measures:** ❑ It is always a good idea to have a supply of bottled water. **Response:** ❑ If you see water coming up from the ground or roadway, or suspect a water main break, call 311 to reach the Department of Environmental Protection (DEP). ❑ If you have no water or very low water pressure, call DEP via 311. ❑ If authorities determine that there is a concern about drinking water quality, you will be advised of what actions to take. In some cases, you may be told not to use the water for cooking or drinking purposes unless it is boiled, treated with bleach or iodine, or disinfected by other means. In an extreme case, you may be told not to use the water at all.	**Insurance:** - Under a fire and extended coverage policy or a package policy water damage from a water main or pipe breakage occurring off the insured's premises is generally not covered. However, if the breakage occurs on the insured's premises, coverage would normally apply. - Consult your agent or broker for special coverage information.

APPENDIX B: The Emergency Action Plan Checklist

Source: OSHA

General Issues		Yes	No
Does the plan consider all potential natural, man-made or internal sources of emergencies that could disrupt your workplace?	E.g., fires, explosions, floods, hurricanes, tornadoes, toxic material releases, radiological/biological accidents, civil disturbances, work violence.		
Does the plan consider the impact of these internal & external emergencies on the workplace's operations and is the response tailored to the workplace?	Determine what would be the likely impact on your operation & devise appropriate responses.		
Does the plan contain a list of key personnel with contact information as well as contact information for local emergency responders, agencies and contractors?	List names & contact information for individuals responsible for implementation of the plan.		
Does the plan address how rescue operations will be performed?	Make sure any external departments and agencies identified in your plan are prepared to respond as outlined in your plan (e.g., fire department, etc.).		
Does the plan address how medical assistance will be provided?	Make arrangements with local medical facilities to handle emergency needs. If a facility is not available, ensure that onsite person(s) have adequate training in first aid (for info on training: Red Cross, insurance provider, local safety council, fire department, etc.). Consult with a physician to order appropriate first aid supplies for emergencies. Treatment of a serious injury should begin within 3-4 minutes of the accident.		
Does the plan identify how or where personal information on employees can be obtained in an emergency?	Keep a list of employee home telephone numbers, the names & telephone numbers of their next of kin, medical information in a secure location.		

APPENDIX B: The Emergency Action Plan Checklist (continued)

Source: OSHA

Evacuation Policy & Procedures		Yes	No
Does the plan identify the conditions under which an evacuation would be necessary?	The plan should address the types of actions expected of different employees for the various types of potential emergencies. Depending on the hazard, shelter-in-place may be necessary.		
Does the plan identify a clear chain of command and designate a person authorized to order an evacuation or shutdown of operations?	The coordinator should be responsible for assessing the situation to determine whether an emergency exists requiring activation and management of the emergency procedures, overseeing emergency procedures, notifying and coordinating with outside emergency services, and directing shutdown of utilities or plant operations if necessary.		
Does the plan designate who will stay to shut down critical operations during an evacuation?	All individuals remaining behind to shut down critical systems/utilities must be capable of recognizing when to abandon the operation or task and evacuate themselves.		
Does the plan outline specific evacuation routes & exits? Are these posted in the workplace where they are easily accessible, clearly marked and well lit?	Most employers create maps from floor diagrams with arrows that designate the exit route assignments.		
Does the plan address procedures for assisting people during evacuations, particularly people with disabilities or who do not speak English?	Many employers designate evacuation wardens to help employees during an emergency (one warden for every 20 employees should be adequate).		
Does the plan identify one or more assembly areas as necessary for different types of emergencies and a method for accounting for all employees?	Consider taking a head count after the evacuation. The names and last known locations of those not accounted for should be passed on to the person in charge.		
Does the plan address how visitors will be assisted during an emergency?	Some employers require visitors to sign in. Wardens can assist with evacuation.		

Source: OSHA

Reporting Emergencies & Alerting Employees in an Emergency		Yes	No
Does the plan identify any method for reporting emergencies and alerting employees during an emergency?	Dialing 911; use of internal numbers; intercom systems; alarm systems.		

Employee Training & Drills		Yes	No
Does the plan identify how and when employees will be trained and retrained so that they understand the types of emergencies that may occur, their responsibilities and actions as outlined in the plan? Does the plan address if and how often drills will be conducted?	Training should address: individual roles/responsibilities; protective actions for specific threats; communications procedures; emergency response procedures; evacuation/shelter/accountability procedures; location/use of emergency equipment; emergency shutdown procedures; other training. Employees should be trained when the plan is developed or when employees are hired. Employees should be retrained when the plan changes. Hold regular practice drills; if necessary, evaluate and modify the plan.		

APPENDIX C: Does Your Facility Have a Business Go Bag?

Does your facility have the items listed below in your Business Go Bag?

	Yes	No
Contact information for emergency personnel		
Communication device (e.g., phone, walkie-talkies, etc.) with extra batteries		
AM/FM radio with extra batteries (NOAA weather radio)		
Flashlight with extra batteries		
Extra set of car, building and business keys		
First aid kit		
Food ❑ Bottled water ❑ Non-perishable food (e.g., energy or granola bars)		
Copies of important documents in a waterproof, portable container ❑ Emergency plan/contact and meeting place information for employees ❑ Regional map ❑ Insurance policies ❑ Lease/deeds ❑ Important business contacts ❑ Cash in small denominations		
Comfort Gear ❑ Walking shoes or sneakers ❑ Raingear ❑ Mylar blanket		
Personal Hygiene ❑ Soap ❑ Feminine hygiene products ❑ Toothbrush & toothpaste ❑ Paper towels/moist towelettes ❑ Germicidal hand cleaner		

APPENDIX D: Does Your Facility Have an Emergency Supply Kit?

Does your facility have the items listed below in your Emergency Supply Kit?

	Yes	No
Contact information for emergency personnel and business partners/ regional map		
Communication device (e.g., phone, walkie-talkies, etc.) with extra batteries		
Extra set of car, building and business keys		
First aid kit/first aid book		
Food ❑ Bottled water (1 gallon per person per day) ❑ Non-perishable food (at least a 3-day supply) ❑ Non-electric can opener, paper cups, plates and plastic utensils		
Copies of important documents in a waterproof, portable container ❑ Emergency plan/contact and meeting place information for employees ❑ Insurance policies/lease/deeds ❑ Cash in small denominations		
Tool Kit ❑ Basic tools (e.g., wrench, pliers, screwdrivers, hammer, etc.) ❑ Plastic sheeting/duct tape/gloves ❑ Flashlight with extra batteries/matches ❑ AM/FM radio with extra batteries (NOAA weather radio) ❑ Signal flare/whistle/paper/pens ❑ Portable generator ❑ Sump pump and discharge hose (for businesses with basements)		
Comfort Gear ❑ Walking shoes or sneakers ❑ Raingear ❑ Mylar blanket		
Personal Hygiene ❑ Soap/germicidal hand cleaner/paper towels/moist towelettes ❑ Toothbrush and toothpaste ❑ Feminine hygiene products		

APPENDIX E: Sample Basic Company Information Form

Company Name
Company Location (Address with closest cross roads; alternate access routes)
Contact Information (Name/Phone/Pager) ❑ Emergency contacts ❑ Contract or proprietary security ❑ Key management ❑ Location where emergency responders will meet ❑ Primary/alternate locations for command center
Information & Background ❑ Type of company or business ❑ Number of employees
Type of Building Construction ❑ Wood, block, open steel, concrete slab, etc. ❑ Special construction (walls for explosion venting) ❑ Truss direction (north/south/east/west)
Facility Size ❑ Number of floors ❑ Square feet ❑ Number of shifts and personnel assigned
Facility Fire, Security or Other Asset Protection Technology ❑ CO_2, sprinklers, foam, etc. ❑ Type of fire control systems and locations ❑ Evacuation alarms ❑ Close circuit television systems

Independent Water Supplies

❏ Water tank, pond, etc.

Contiguous Areas

❏ Hazardous facilities in close proximity

❏ Waterways, railroad tracks, airport flight paths, etc.

❏ Surrounding civilian population, schools, churches, etc.

On-site Emergency Resources

❏ Equipment

❏ Personnel

Off-site Emergency Resources

❏ Company/contract/mutual aid pact

Other Information Considered Pertinent

❏ Material safety data sheets

❏ Hazardous material(s) and location(s)

❏ Number and training of emergency personnel

❏ Number of medical personnel at facility

❏ Security and fire control central station

❏ Facility diagram and/or photographs

❏ Name and phone number of person completing information sheet

APPENDIX F: Emergency Contact List

Keep this emergency contact list available for you and your employees in the event of an emergency. Attach a list of employee emergency contact numbers to this list.

Local Police Department
Local Fire Department
Ambulance Service
Poison Control
Hospital
Insurance
Insurance Company
Agent
Policy Number
Local Small Business Administration Office
Building Staff
Facility Manager
Emergency Director
Utilities
Telephone Company
Gas and Heat Company
Electric Company
Communications
Local Newspaper
Local Radio Stations
Local Television Stations

APPENDIX G: General Contact Information

	Contact Information	Website
American Red Cross in NY	1-212-787-1000	nyredcross.org
Association of Contingency Planners International	1-800-445-4ACP	acp-international.com
Consolidated Edison	1-800-752-6633	coned.com
Federal Emergency Management Office (FEMA) FEMA Region II	1-800-480-2520 1-212-680-3600	fema.gov
KeySpan Home Energy Services	1-718-643-4050	webdev.webstack.net/keyspan.html
National Emergency Management Association	1-859-244-8000	nemaweb.org
National Weather Service		weather.gov
New York City Department of Buildings (DOB)	Dial 311	nyc.gov/html/dob/home.html
New York City Office of Emergency Management	Dial 311	nyc.gov/html/oem
New York State Emergency Management Office	1-518-457-2200	nysemo.state.ny.us
New York State Insurance Department	1-212-480-6400	ins.state.ny.us
Occupational Safety and Health Administration (OSHA)	Region II Office: 1-212-337-2378	osha.gov
U.S. Centers for Disease Control and Prevention	1-800-311-3435	cdc.gov
Small Business Services Small Business Administration (NY District Office)	Dial 311 1-212-264-4354	nyc.gov/smallbiz
U.S. Department of Energy (DOE)	1-800-342-5363	energy.gov
U.S. Department of Homeland Security	1-800-237-3239	ready.gov
U.S. Environmental Protection Agency (EPA)	1-800-424-8802	epa.gov

Notes

NYC
Health

nyc.gov/health

New York City
AWARE

READY
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