



BEEP GUIDE

Business and Employer Emergency Preparedness



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About This Guide:

We would like to acknowledge that this guide is an adaptation of the BEEP (Business and Employer Emergency Preparedness) Guide created by the City of Vancouver. We would also like to acknowledge that some sections of this guide have been adapted from the forms found on www.preparemybusiness.org.

This guide is intended to serve as a starting point with basic information, tools and suggestions on preparing your business to respond to hazards and risks. There are many kinds of businesses in Tumbler Ridge and risks affect each business differently. Certain sections of this guide will be more relevant to some businesses than others—it is up to each business to determine what tools and steps make the most sense for your organization. Even one simple step taken now can help to make a big difference for your business in the event of an emergency in the future. The better prepared each of our local businesses are, the stronger the community will be as a whole.

From the City of Vancouver BEEP Guide:

The City of Vancouver wishes to acknowledge North Shore Emergency Management (NSEM) for developing the content of this guide in conjunction with the School of Community and Regional Planning at the University of British Columbia. Thank you to NSEM for generously sharing and allowing the adaptation of this valuable resource within the City of Vancouver.

INTRODUCTION – BUSINESS AND EMPLOYER EMERGENCY PREPAREDNESS

Emergencies and disasters are inevitable. The question is not if they will happen, but when. While it is impossible to know the specifics ahead of time, using the best available information to plan for what might happen is the most effective way to be prepared for what does happen.

This is just as important for businesses as it is for households. Recent disasters have shown how devastating these catastrophic events can be to businesses and local economies. Small businesses—which are the majority of businesses in Tumbler Ridge—are especially vulnerable to the impacts of disasters.

Well prepared businesses are better able to survive a disaster—to protect their employees and operations—because they have already considered the possible impacts to their business and developed strategies ahead of time for dealing with them.

Having local businesses up and running after a disaster or emergency is also a very important part of community recovery. The sooner people can return to work and have access to needed goods and services, the sooner the community can move forward.

Disaster planning and preparedness can be your lifeline to staying in business. With proper education, planning, testing and disaster assistance, you will be able to stay in business through any interruption and beyond.

Planning

Major disasters, such as pandemics, wildfires and large-scale power outages, are rare. Smaller disasters, such as server failure, burst pipes and fires however happen every day. Companies often prepare for the worst but forget the everyday challenges, which can be just as crippling.

When disaster strikes, having a plan and being able to put it into immediate action can mean the difference between staying open to service the needs of your customers and community or shutting down for a few days. Having a plan can ensure that you're back in business quickly and able to provide products and services to your community.

Education

Remember, a good preparedness plan is a living document. Stay informed and update your own plan as you learn new challenges and best practices.

Testing

Testing is a critical component of business continuity planning, and will help ensure you are ready for any disaster, large or small. If your systems went down, how long would it take to get them up and running again, and what would be required to achieve that goal? Where are the gaps in your recovery plan and how can you close those gaps before a disaster strikes?

Testing your continuity plan is the best way to ensure that your business will remain in operation no matter what, or that it can be quickly restored under any circumstances. For many companies, testing is necessary for meeting compliance requirements. Through testing, you will reduce both recovery time and risks, ultimately protecting your business and the employees and customers who rely on you.

Disaster Assistance

When faced with a disaster, remember that you are not alone. There are many resources available, including information to help you prepare ahead of time, free sample emergency plans, business preparedness checklists, and templates, as well as resources to help you get back on your feet after a disaster has struck. Using resources that are available can help reduce your risk and help get your business back on its feet fast.

BEEP GUIDE OVERVIEW

This guide covers a number of important emergency preparedness topics for your business to consider. Each section provides a short introduction to the topic with more details and additional resources listed in the Appendices.

If you're just starting to think about emergency preparedness for your business, it will be most helpful to start with the basic preparedness checklist on the next page and work from there. If your business has already taken some preparedness steps, you may want to review the summary of the different sections below and decide which are most appropriate for you to focus on.

A basic preparedness checklist can be found on the next page (p.5), followed by a list of Tumbler Ridge hazards (p.6) and the kinds of risks to your business those hazards might create.

A few important preparedness considerations for home-based businesses (p.7) are discussed, followed by an overview of the basic steps for developing a business emergency preparedness plan (pp.8-9).

The guide suggests a number of key points when considering employee safety (p.10), building safety (p.11), and preparing for possible utilities disruption (p.11) in a disaster.

It is also very important that your preparedness activities include an emergency communications plan (p.12) and a review of your insurance policies (p.13) to make sure your business has sufficient coverage.

Finally, the guide highlights issues to think about when preparing for disaster impacts to your broader business network (p.14) and important information regarding eligibility for government disaster financial assistance (p.14).

The Appendices (pp.16-47) contain many useful resources, including: key emergency contact information; risk analysis and business impact assessment templates; evacuation and shelter-in-place guides; workplace emergency kit, earthquake safety, and crisis communication checklists; and links to additional resources.





BASIC PREPAREDNESS CHECKLIST

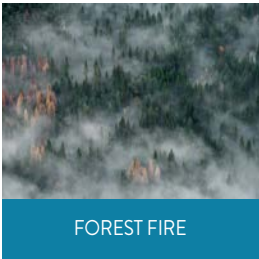
A brief list of items to consider when preparing your business to respond to emergencies or disasters in the future. These topics and others are discussed in the following sections.

<input type="checkbox"/>	Check your insurance policy to ensure important business assets are covered in the event of a disaster
<input type="checkbox"/>	Make sure emergency contact information is posted in your office
<input type="checkbox"/>	Backup critical business data and retain an off-site copy
<input type="checkbox"/>	Review checklists for building safety
<input type="checkbox"/>	Keep first aid kits well stocked & consider offering basic first aid training to employees
<input type="checkbox"/>	Maintain fire extinguishers to keep in working order
<input type="checkbox"/>	Regularly check smoke detector batteries
<input type="checkbox"/>	Keep a properly stocked emergency kit in the office
<input type="checkbox"/>	Develop & train employees on a Business Emergency Preparedness Plan, including: <div> <input type="checkbox"/> Business Risk Analysis <input type="checkbox"/> Crisis Communications Plan <input type="checkbox"/> Evacuation & Shelter-in-Place Plans <input type="checkbox"/> Aiding employees or customers with special needs </div>
<input type="checkbox"/>	Discuss emergency plans with business network partners (suppliers, service providers, etc.)
<input type="checkbox"/>	Consider contingency plans in case of utility disruption
<input type="checkbox"/>	Encourage employees to develop household emergency plans

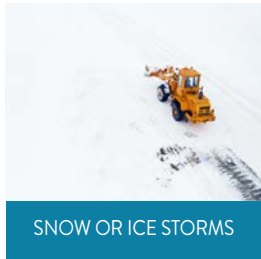
HAZARDS & TUMBLER RIDGE

Tumbler Ridge faces a number of hazard risks. Some of these risks include:

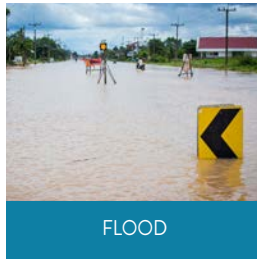
NATURAL



FOREST FIRE



SNOW OR ICE STORMS



FLOOD

HEALTH EMERGENCIES



DISEASE OUTBREAK

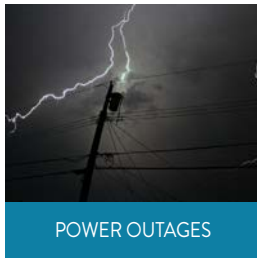
TECHNOLOGICAL & ACCIDENTAL



CARBON MONOXIDE



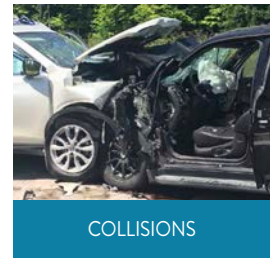
HAZARDOUS MATERIALS



POWER OUTAGES

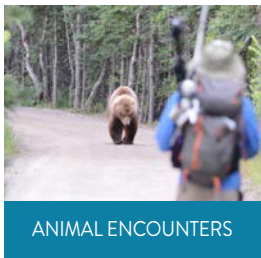


STRUCTURE FIRE



COLLISIONS

OTHER HAZARDS



ANIMAL ENCOUNTERS



ACTIVE SHOOTER



CHEMICAL, BIOLOGICAL,
RADIOLOGICAL, NUCLEAR

HAZARDS & BUSINESS RISKS

A common definition of risk in emergency preparedness planning is the likelihood of a particular hazard event occurring and the impact that hazard would have on people, property and businesses. The hazards listed in the previous section could impact businesses in any number of ways, several of which are listed below. It is important to think about how your business would be affected by situations like these when beginning to develop a business emergency preparedness plan (see “Emergency Preparedness Plan,” pp.8-9).

- Loss of electrical service
- Loss of water service
- Loss of natural gas service
- Loss of telecommunications service
- Building damage
- Damage to parking facilities
- Damage to neighbouring buildings
- Loss of important files & critical business data
- Damage to inventory
- Damage to equipment
- Employee injury
- Damage to employee homes
- School closures
- Damage to road & transportation networks
- Disruption to business network

HOME-BASED BUSINESSES

If your business is based out of your home, disaster and emergency preparedness are still important. Below are some important things you should consider to get started.



Develop a Household Emergency Plan

Planning to keep your family safe in the event of an emergency is a top priority. Knowing what you will do if you need to evacuate, are separated and need to reunite, lose water and power for several days, etc. are important situations to plan for.

Will you have enough food, water, medicine and supplies?

Are copies of all of your important documents accessible to you?

Do you know how your family will communicate with each other if separated?

Home Safety

Different types of hazards, like floods or fires, can cause different types of damage and dangers in your home. Know the hazards in your area, review home safety checklists on preparing for them, and speak with a professional about options for dealing with any structural issues (see “Building Safety,” p.11).

Insurance

Don’t assume your business operations are covered by your homeowner’s insurance! Many things—such as liability, lost data or lost income—typically are not and this could be a costly mistake. Discuss with your insurance agent exactly what is covered by your existing policy and what additional coverage might be appropriate for your business. If your home-based business is the major source of income for your household, lost income insurance may be especially important to consider (see “Insurance,” p.13).

Know what is (and isn’t eligible) for Provincial Disaster Financial Assistance

Only certain businesses and types of disaster-related losses are eligible to apply for financial assistance from the provincial government. Make sure you understand eligibility requirements and develop appropriate plans ahead of time to cope with the financial impacts of potential disaster-related losses (see “BC Disaster Financial Assistance,” p.14).

Protect your Important Business Files

In the event of an emergency, having ready access to copies of your important business files can mean the difference between getting your business up and running again in a timely fashion or being closed for a long period of time. Safe storage of your important data and documents—whether a secure offsite location, online cloud storage, in your emergency Grab and Go Bag (see “Appendix E” p.36), etc.—is a preparedness priority.

EMERGENCY PREPAREDNESS PLAN

A business emergency preparedness plan (BEPP) helps to ensure that an organization has the information and resources needed to deal with an emergency. BEPPs can be developed in a number of ways, and the final plan will look different depending on the needs and priorities of the individual business, but in essence all BEPPs will:

- Identify local hazards
- Take stock of critical business assets & processes
- Analyze what risks those hazards pose to business assets & processes
- Develop strategies to reduce those risks

This section describes a basic process for developing a BEPP for your business. Later sections highlight some key considerations for this process, and the Appendix provides further examples and useful resources when creating your own plan.

Step 1: Put Together a Planning Team

The first step in developing a BEPP is determining who will be involved in the planning process. For small businesses with just a few employees, it may make the most sense to have a single person (often the owner) working on the plan; for larger businesses, it will be valuable to put together a team of people.

What is important is that those involved, have enough collective knowledge of the business to ensure that all the critical assets and processes are covered in the plan. It is also key—especially with larger organizations where the owner is unlikely to be part of the planning team—to seek out support from senior leadership at the very beginning. Having your organization’s leaders on-board at the start of the process is a good way to help develop organizational commitment to emergency preparedness.



Step 2: Identify Risks & Assess Impacts

The second step in the process is identifying the risks to which your business is exposed and what kind of impacts those risks might have on your operations, briefly outlined below.

See Appendices B & C for detailed steps, examples and links to templates for risk analysis and impact assessments.

1. Start with a **list of all the hazards** your business might face, including how likely they are to occur and how severe the impact would be if they did.
2. Next, create an inventory of **critical business assets and processes**: what things are essential to keeping your business running.
3. Using the two lists, develop a **risk analysis** for your business by imagining how each hazard might affect the items in your critical business inventory.
4. Develop a **business impact assessment** using your risk analysis to identify the financial and operational implications of each risk for your business.

Step 3: Risk Reduction - Mitigation & Preparedness

After identifying the greatest risks to your business, it is time to start thinking about how to reduce those risks. Since we can't change how likely storms or earthquakes are to happen, we instead need to focus on how we can make their impacts less severe.

Mitigation and **preparedness** are two ways to do this. You will see many different definitions of what “mitigation” is and what “preparedness” is, but a simple way to think of them is this:

- **Mitigation** - something you do now to reduce risk so you don't have to act later
- **Preparedness** - getting ready now to act later to reduce risk



For example, a mitigation measure might be applying a waterproof sealant to the lower level of your building to help keep water out in the event of a flood, and a preparedness measure would be stockpiling emergency supplies to use later if a flood closes roads and you have to shelter in your building. Both are ways to reduce the impact that a flood might have on your business. Work with your planning team to develop reduction strategies for the risks you identified.

See Appendix D for more information on mitigation, preparedness and sample risk reduction strategies.

Step 4: Response Plans

While both mitigation and preparedness activities take place before a hazard event, response activities are designed to take place during and immediately after an event. Response activities in your BEPP are focused on ensuring the physical safety of employees and in-store customers first, then securing facilities as much as is safe to do so and conducting initial damage assessments.

The “Employee Safety” (p.10) and “Building Safety” (p.11) sections later in this guide discuss some of the considerations for each of these topics in more detail.

Note that even though response activities take place once an emergency has happened, you still need to plan for them in advance.

Step 5: Recovery Plans

Recovery plans are just what they sound like — focusing on repairing any damage and bringing business operations back online. As with response plans, you should think ahead of time about what this might entail.

Some of the questions you might consider include:

- If you need to conduct a comprehensive damage assessment, who do you call?
- Where will you bring in cleanup crews from to handle any debris?
- What contractors might you need to make repairs?
- What suppliers will you need to turn to for any replacement equipment or inventory?
- If you need a temporary alternate work location, what options are available to you?
- Do you plan to offer any assistance programs to employees whose families or homes may have been affected by the emergency?

Answering these questions will help you develop a roadmap for how to get your business back on track should an emergency disrupt your operations.

Step 6: Test & Update

As with any business plan, it is important to test the plan to see how well it works and to regularly review to see if it needs updating. Trying out your emergency communications plan and making sure your backup supplier lists are current are two of the many things you can do to keep your BEPP relevant. The point isn't to put together a binder that sits on a shelf and gathers dust, but rather to focus on gathering important information and developing useful strategies that will actually work for your business in the event of a crisis in the future.

EMPLOYEE SAFETY

Ensuring employee safety is paramount in any emergency plan, not only to protect the health and well-being of the people working for your organization, but also because your business needs its employees to operate.

There are a number of items to consider when planning for employee safety. Some of these include:

- Keep first aid kits well stocked
- Consider offering first aid classes to employees
- Keep a properly stocked emergency kit in the office and encourage employees to create their own kits (see Appendix E for more information)
- Familiarize staff with your organization's emergency preparedness plan
- Develop and train employees on Evacuation and Shelter-in-Place plans (see Appendices F & G for more information)



- Regular drills for relevant emergency situations, such as fire drills
- Account for any special needs of employees—if mobility, vision, hearing or language is a consideration for any of your employees, be sure that your emergency preparedness plans take these into account and address the needs accordingly. The Disability Alliance of BC has a range of resources and training available to help you.

<https://disabilityalliancebc.org/program/emergency-preparedness/>

- Plan ahead so that you can communicate effectively with employees in the event of an emergency (see “Communications” p.12 – for more information)
- If some employees are able to carry out their responsibilities remotely, consider developing telework/workfrom-home contingency plans in the event that employees are unable to reach the office
- Encouraging all employees to develop a Household Emergency Plan—safe homes and families means employees are more likely to be able to return to work following an emergency.

<https://www.getprepared.gc.ca/cnt/rsrscs/pblctns/yprprdnssgd/index-en.aspx>

BUILDING SAFETY

Building safety is an important part of protecting your customers, employees and operations. There are many steps you can take to help improve building safety as part of your emergency preparedness planning process.

Understanding what hazards your building is exposed to will help to determine what measures might be appropriate for you to consider. For example, floods and earthquakes pose very different kinds of risks to your building, so you will need to take different kinds of actions to address them.

The following are some items to consider when evaluating the safety of your building(s) and what to do in an emergency:

- If you manage building utilities, designate individuals who will be responsible for shutting them off in an emergency if needed
- Identify contact information for any inspection & repair professionals you may need after an emergency
- Identify alternate work locations in the event that your building becomes severely damaged or inaccessible
- Discuss with a professional, available options for addressing any structural safety issues regarding earthquakes, floods, etc.
- Keep property well maintained to ensure proper storm drainage, lessen risk of trees falling on structures/power lines, etc.
- Review insurance policies to ensure building structure and contents are adequately covered (see “Insurance” (pp.13) section for more information)

UTILITIES DISRUPTION

What utilities are vital to your day-to-day operations? Do you have sensitive manufacturing operations that cannot be interrupted, refrigerated stock that must be kept cold, etc.?

In the event of a major disaster, some areas could lose utility services for significant periods of time. Planning ahead for extended disruptions of electricity, gas, telecommunications, sewer, and water service is the best way to help minimize the impact of utility loss to your company.

- Know the emergency and outage reporting lines for all of your utility service providers (see Appendix A: Emergency Contact Information)
- Identify back-up options (generators, water storage, alternate power sources, etc.)
- Plan a secondary means of accessing the internet if it is vital to your day-to-day operations
- If food storage or refrigeration is critical, identify in advance, a vendor of ice and dry ice and/or establish a partnership with another company which has their refrigeration on backup power



COMMUNICATIONS

Knowing how you will communicate with employees, customers, business partners, service providers and (if necessary) the media during an emergency is an important part of the preparedness process. How will you use your business website, social media, email, telephone? Creating a Crisis Communication Plan (see Appendix K) is a valuable tool for developing these communications strategies ahead of time.

Encouraging employees to develop their own emergency communication plans with family as part of a household preparedness plan is also very important. Ensuring that their loved ones are safe will be your employees' first priority, so knowing how they will contact each other ahead of time will make it easier to communicate with each other in the event of an emergency.

Finally, your business should think about where and how you will get up-to-date information in an emergency. Knowing ahead of time what sources (like news media and local government agencies) you should monitor will help ensure your business gets the information it needs in a crisis.



INSURANCE

Having proper insurance coverage is one of the most important things businesses can do to strengthen their ability to recover from the impacts of an emergency or disaster. Never assume you have coverage for a particular loss; it is important to know exactly what you are covered for, as well as the limits of that coverage. This is especially important as businesses are not eligible to apply for government disaster financial assistance if insurance was available for a particular loss and businesses chose not to obtain coverage.

Insurers recommend that businesses have a “risk management plan” which identifies and addresses risks that could adversely affect business operations. The risk assessment, business impact analysis, and risk reduction steps of developing an emergency preparedness plan are good foundations to developing a comprehensive risk management plan for your business.

Businesses should ask three key questions:

1. *What can go wrong?*
2. *What can be done to prevent the harm from occurring and in response to the harm or loss?*
3. *How will we pay if something happens?*

These answers help to define insurance needs: to determine what is important to insure, what losses the organization can absorb themselves, and what action plans can be put into effect to reduce potential losses.

When considering disasters and emergencies, coverage for such things as earthquakes, floods, loss of income, stock spoilage, equipment damage, loss of valuable papers, and debris removal can be especially valuable.

The next section lists examples of the types of insurance coverage that may be available to you. Speak with your insurance representative about disaster risks and what insurance options make the most sense for your business. Be sure you are familiar with the insured perils on your existing insurance policy; speak with your insurance representative if you are in doubt or have any questions.

Examples of Business Insurance Coverage Options

- Boiler & Machinery
- Business Interruption
- Contents
- Contents at Unnamed location
- Contractors Equipment Replacement Cost
- Data Coverage – named perils
- Debris Removal
- Earthquake
- Employees Tools
- Equipment Breakdown
- Exterior Signs
- Extra Expense
- Fine Arts
- Flood
- Gas in underground tanks – named perils
- Insured Tools
- Hazardous Substance Cleanup
- Leased, Rented or Borrowed Equipment
- Loss of Earnings – Contractor
- Pollution
- Professional Fees
- Non-Owned Auto
- Stock Spoilage
- Supply and Distribution Chain Disruption
- Tools
- Transit
- Valuable Papers
- Water Damage/Sewer Backup

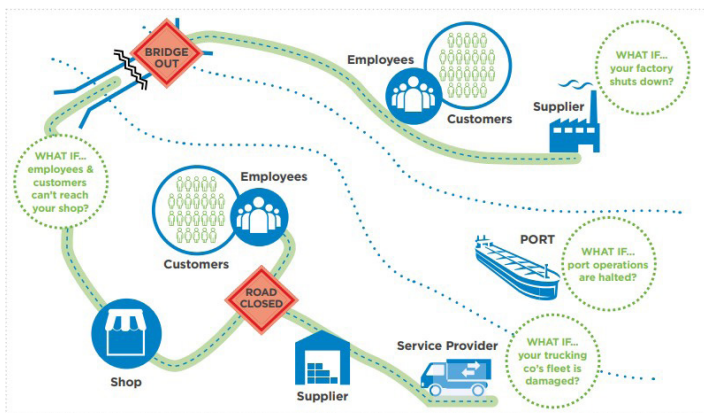
BUSINESS NETWORK

With a good plan and good luck, your organization may weather an emergency or disaster with minimal direct disruptions to business operations. However, disruptions to your business network—like your suppliers, service providers, clients and customers—will ultimately impact your own operations. Therefore, it is important that your emergency preparedness plans take into consideration how damage to your business network might affect your operations.

For example:

- If the transportation network is damaged, do you have alternate service strategies for clients who can't reach the office?
- If a manufacturer is forced to temporarily shut down or a service provider's equipment is damaged, do you have backup companies identified?
- If rail or port operations are halted, do you have alternate ways of transporting your goods to customers?

Discussing preparedness plans with business network partners in advance helps to inform each other of how organizations intend to handle various disruptions. Quality of preparedness planning is also a useful measure to consider when evaluating future suppliers and service providers.



BC DISASTER FINANCIAL ASSISTANCE

When the province of British Columbia has declared an event eligible for Disaster Financial Assistance (DFA), the program can provide financial assistance to help individuals and communities recover from catastrophic events, which have resulted in uninsurable property and infrastructure damage.

In order to apply for assistance, businesses must meet all DFA program eligibility criteria. Only uninsurable items essential to the operation of the business will be considered for financial assistance.

Losses for which eligible small businesses can apply for assistance must be uninsurable; if coverage was available but a business chose not to purchase insurance, that loss is not eligible for DFA consideration.

Examples of eligible losses may include repair/replacement of: parking areas, books and papers required to carry out the business, tools and equipment essential to the business, business furnishings, and inventory at replacement cost.

Applications for financial assistance must be submitted within 90 days of the DFA authorization date.

To learn more about British Columbia's Disaster Financial Assistance Program, eligibility requirements and application process, visit: <https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-recovery/emergency-response-and-recovery/disaster-financial-assistance>

DFA BUSINESS ELIGIBILITY CRITERIA

- the business must be managed by the owner on a day-to-day basis,
- the business must be the major source of income
- the business must have gross sales of less than \$1 million per year and employ less than 50 employees at any one time, and
- the owner must demonstrate that, without the claimed assistance, the future of the business could be placed in financial jeopardy (financial jeopardy is defined as when the assistance payment to repair the damage would exceed 10 percent of the net income of the business)

[September 2015, Emergency Management BC]

APPENDICES

APPENDIX A: IMPORTANT CONTACT INFORMATION

Remember that if you are in an emergency situation, ALWAYS CALL 911.

Name	Phone	Website
Tumbler Ridge Fire Department (non-emergency)	(250) 242-3939	www.districtoftumblerridge.ca
Tumbler Ridge Police Department (non-emergency)	(250) 242-5252	www.rcmp-grc.gc.ca/detach/en/d/237
Tumbler Ridge Medical Clinic	(250) 242-4251	www.northernhealth.ca
Tumbler Ridge Town Hall	(250) 242-4242	www.districtoftumblerridge.ca
Tumbler Ridge Community Centre	(250) 242-4246	www.districtoftumblerridge.ca
Tumbler Ridge Public Works Emergency After Hours	(250) 242-3578	
BC Hydro (To report a power outage)	1 (800) 224-9376	www.bchydro.com
Pacific Northern Gas (PNG)	1 (800) 667-2297	www.png.ca
PNG Gas Emergency 24-Hour Service	1 (800) 663-1173	
TELUS Mobility	1 (866) 558-2273	www.telus.com
TELUS Home Services	1 (888) 811-2323	www.telus.com
Bell Mobility	1 (800) 667-0123	www.bell.ca
Report a Wildfire BC	1 (800) 663-5555	
Fire Information Line BC	1 (888) 336-7378	www2.gov.bc.ca/gov/content/safety/wildfire-status
Emergency Info BC		emergencyinfobc.gov.bc.ca
River Forecast Centre (Flood Watches & Warnings)		bcRFC.env.gov.bc.ca/warnings
Oil & Gas Incident Reporting	1 (800) 663-3456	
WorkSafeBC		www.worksafebc.com
BC Centre for Disease Control		www.bccdc.ca
HealthLink BC	8-1-1	www.healthlinkbc.ca
BC Poison Control Centre	1 (800) 567-8911	www.dpic.org
Argo Road Maintenance (South Peace)	1 (800) 663-7623	www.argoroads.ca
Drive BC		www.drivebc.ca
Provincial Highways Condition Centre	(604) 660-9770	
310 Mental Health Support	310-6789	

APPENDIX B: RISK ANALYSIS

There are three main parts to the business risk analysis process:

Identify hazards

To begin, develop a list of all the hazards your business might face, like those listed on p.6. Checking with your local municipality for any available hazard maps is a good way to learn more about any flood, landslide, liquefaction, etc. risks in your neighbourhood. It is also important to think about the likelihood of each hazard occurring and the level of severity if it did occur. For example, earthquakes happen infrequently in this area, but there is the potential for catastrophic damage if a major one did occur. Past history of events in the area, weather reports, and university research studies are also useful resources to consider when thinking about how likely or severe a hazard might be. The start of a hazards list might look like the example to the right.

Next, create an inventory of critical business assets and processes. Critical assets and processes are the equipment, supplies, inventory, administrative processes, manufacturing operations, sales actions, client services, etc. that are essential to keeping your business running. A bakery, for example, may start their inventory by including some of the items to the right.

These two lists will help you develop a risk analysis for your business—in short, how might the hazards on your list affect the items in your critical business inventory? Work with your planning team to brainstorm the possible impacts each hazard could have on your critical business assets. Examples of impacts that could be listed and included in the analysis are on the right.

There are many different formats that can be used to develop a risk analysis. How simple or complex your analysis is depends on the needs of your business—as your planning team begins to think about how the hazards you identified might affect your business operations, you can determine what format and level of detail you need to develop a risk analysis that you feel confident covers all the important aspects of your business. For some smaller businesses, creating your own version of the three lists above as a basic risk analysis will be enough to get you started on your preparedness planning. Many other businesses—especially those with more complex operations and a larger number of employees—will find it helpful to develop an analysis that includes more detail and prioritizes its risks. A sample Risk Analysis chart can be found on the next page - Appendix C: Risk Analysis Chart.

Inventory critical business assets

Analyze impacts and risks

1

Sample Hazards List		
Hazard	Probability	Impact
Forest Fire	Possible	Severe
Flood	Possible	Moderate
Snow or Ice Storm	Possible	Moderate

2

Sample Critical Business Assets and Processes Inventory	
Employees	
Refrigerated Inventory	
Daily Baking	
Online customer ordering portal	

3

Sample Impact List	
Employee Injury	
Refrigerator, freezer damage	
Power outage	
Damage to transportation network	

This example is organized by critical business asset. For each asset or process in your inventory, the table lists the possible hazards it could be exposed to and the likelihood of that hazard occurring. To help with prioritizing risks later in the analysis, each hazard in this example is given a score based on how likely it is to occur (i.e. those hazards which occur often receive higher scores and those which happen very rarely receive lower ones).

Possible impacts each hazard could have on business assets follow in the next column. Sitting down with your planning team and brainstorming “what if” in each of the hazard situations is a good way to fill in this column...“If there was a forest fire, what are all the ways that our employees could be affected?” This is why it is especially important that your planning team knows all of your business processes well so that they are each covered thoroughly in the analysis.

This analysis also assigns a score to how severe the impacts you just brainstormed are—would they disrupt your operations for a few hours? A few days? Shut your business down completely?

Sample Risk Analysis					
ASSET	HAZARD	PROBABILITY SCORE	POTENTIAL IMPACT/SCENARIOS	IMPACT SCORE	RISK RATING
Employees	Forest Fire	Likely (4)	<ul style="list-style-type: none"> • Injury • Damage to homes/schools • Disruption to transportation network (ie. closed highways) 	Severe (5)	Extreme (20)
	Flood	Possible (3)	<ul style="list-style-type: none"> • Damage to homes/schools • Disruption to transportation network (ie. closed highways) 	Moderate (3)	Medium (9)
	Snow/Ice Storm	Possible (3)	<ul style="list-style-type: none"> • Damage to homes/schools • Disruption to transportation network (ie. closed highways) 	Moderate (3)	Medium (9)
Refrigerated Inventory	Forest Fire	Unlikely (4)	<ul style="list-style-type: none"> • Damage to refrigerators/freezers • Power outage 	Significant (4)	High (16)
	Flood	Possible (3)	<ul style="list-style-type: none"> • Damage to refrigerators/freezers • Power outage 	Significant (4)	High (12)
	Snow/Ice Storm	Possible (3)	<ul style="list-style-type: none"> • Power outage 	Moderate (3)	Medium (9)

Sample Probability & Impact Scores						
SCORE		1	2	3	4	5
Probability	(How likely is a hazard to occur)	Very Unlikely	Unlikely	Possibility	Likely	Very Likely
Impact	(How great an impact the hazard might have)	Negligible	Low	Moderate	Significant	Severe

Estimating the severity helps to prioritize what risks you might want to think about addressing first in your preparedness plan. How you score probabilities and impacts is completely up to you, but it can be a useful way to organize which risks are the most serious to your organization.

This example prioritizes risks by giving each of them a rating. How likely a risk is to happen and how severe its impact would be if it did are combined to produce an overall “risk rating” (e.g. Forest Fire Risk to Employees: Probability Score 4 x Impact Score 5 = Risk Rating 20). Those risks with the highest ratings are the most dangerous to your business and are logical places to start when thinking about how to reduce disaster and emergency risks.

Some businesses find it helpful to add one more step to their risk analysis by creating a risk matrix. A risk matrix helps to organize your risk ratings into levels or categories. As you can see in this example, the probability and impact scores on each side of the matrix match those used in the risk analysis table, and the risks ratings they produce are grouped into “Low,” “Medium,” “High” and “Extreme” levels based on the value. While not necessary for your risk analysis, developing risk levels can be useful for quickly identifying groups of risks you may want to spend more or less time focusing on in your emergency preparedness plan. There are many different ways to create a risk matrix—as always, it is up to your business to decide what makes the most sense for you.

Sample Risk Matrix						Risk Level
Very Likely (5)	5	10	15	20	25	Extreme (20-25)
Likely (4)	4	8	12	16	20	High (10-19)
Possible (3)	3	6	9	12	15	Medium (4-9)
Unlikely (2)	2	4	6	8	10	Low (1-3)
Very Unlikely (1)	1	2	3	4	5	
	Negligible (1)	Low (2)	Moderate (3)	Significant (4)	Severe (5)	

APPENDIX C: BUSINESS IMPACT ASSESSMENT

It is often useful for businesses to take the risk analysis a step further and develop a business impact assessment. A business impact assessment (BIA) takes a more detailed look at all of the impacts you identified in the risk analysis to determine what financial and operational implications they have for your business. A BIA also identifies how timing factors in—how damaging a disruption might be if it occurs for a certain length of time or at a certain time of year—and what your business’s goals or minimum requirements are when it comes to restoring that process after a disruption. When conducting a BIA, it can be helpful to start out with those risks that you rated the highest in your risk analysis since those are the ones with the most potential to harm your business.

As with risk analyses, there are many ways to develop a BIA. On the next page is a basic example. It begins with the highest risk from the risk analysis (i.e. injuries to employees resulting from an earthquake) and estimates what the financial and operational impact of injured employees would be to the business. It notes whether there are any legal requirements associated with each risk (for example, building code requirements or food safety regulations). It then discusses what targets the business has determined for restoration—what is the minimum functionality your business needs from that asset and how soon in order to keep running. Having a minimum of 6 employees working within 12 hours of the event or backup power in place within 4 hours are examples of restoration targets.

Finally, taking into account, the likelihood of each impact and how severely it would affect the business, the planning team would assign a priority to each impact. This can be done using whatever method makes sense for your business, but priorities are important as all businesses have limited time and resources so you need to decide which risks to tackle first.

Sample Risk Analysis										
Asset/ Process	Risk/Impact (Hazard)	Like- lihood	Duration/ Timing	Financial Impact	Other Impacts	Legal Requirements	Severity	Restoration Targets Functionality Restore Time		Priority
Employees	Injury (Earthquake)	Likely	Most vulner- able morn- ings, when greatest # of staff are in	\$\$\$ in productiv- ity loss, \$\$ sales loss per day	Reduced workforce	Yes - Building Code, Work- Safe	Severe	Prevention focus - office and employee safety to prevent injury		Extreme
Employees	Some can't come to office due to road or school closures (Earthquake, Windstorm or Flood)	Possi- ble	Most vul- nerable early mornings, holidays when great- est # of staff are needed	\$\$ in pro- ductivity loss, \$ sales loss per day	Reduced workforce	No	Signifi- cant	Minimum 3 employees in office; 3 working from home	Minimum staff work- ing within 12 hours	Medium
Refrigerated Inventory	Power Loss (Earthquake, Windstorm or Flood)	Possi- ble	Food spoilage if tempera- tures exceed 4°C for more than 2 hours	\$\$ in direct inventory loss, \$\$ sales loss per day	Reduced customer satisfaction levels	Yes - Food Safety regula- tions	Moderate	Backup power or alternative cooling options	Backup power/dry ice within 4 hours; full power/ alternative within 12 hours	Medium

APPENDIX D: RISK REDUCTION - MITIGATION & PREPAREDNESS

As mentioned earlier, mitigation and preparedness are two categories of actions that businesses can take to reduce risks and both can be very helpful. As your planning team discusses the various risks you've identified, you can determine what kinds of risk reduction options exist and which make the most sense for your business. It is important to consider cost, time required, and the expected benefit of each option when deciding which is the best fit for your business. From the previous BIA example, listed below are possible risk reduction strategies that a business might consider employing to address these impacts.

Sample Risk Reduction Strategies					
Asset/Process	Risk/Impact (Hazard)	Restoration Targets Functionality Restore Time		Priority (H, M, L)	Risk Reduction Opportunities Mitigation Preparedness
Employees	Injury (Earthquake)	Prevention Focus - office and employee safety to prevent injury		High	Conduct building safety check and take necessary actions (e.g. secure non-structural items that could fall down in an earthquake) Hold earthquake drills
Employees	Some can't come to office due to road or school closures (Earthquake, Windstorm or Flood)	Minimum 3 employees in office; 3 working from home	Minimum staff working within 12 hours	Medium	Develop work-from-home plan
Refrigerated Inventory	Power Loss (Earthquake, Windstorm or Flood)	Backup power or alternative cooling options	Backup power/dry ice within 4 hours; full power/alternative within 12 hours	Medium	Install a backup generator. Stock spoilage insurance. Identify area dry ice providers

Brainstorming all the potential risk reduction options with your planning team then allows you to compare which are the most appropriate for your business given the cost, timing, benefit and priority of the risk. For example, perhaps purchasing a backup generator does not fit into your current budget, but you can develop a list of dry ice vendors so you know who to contact right away if you need to keep inventory cold in the event of a power outage.

There are numerous resources available from government, safety, insurance and research organizations on mitigation and preparedness options and strategies for businesses. The sites listed below and in Appendix R (p.46) are good places to start.

- FEMA – Protect Your Property from Natural Hazards Brochures

<https://www.fema.gov/flood-maps/products-tools/know-your-risk/homeowners-renters/protect-property>

- Institute for Catastrophic Loss Reduction – Open for Business™ downloadable forms (MS Word and fillable PDFs)

<https://www.iclr.org/small-business/>

- Insurance Institute for Business & Home Safety – Risks

<http://www.disastersafety.org/>

APPENDIX E: EVACUATION GUIDE

Some emergencies may make staying put dangerous. In such cases, it may be safer for you to evacuate the immediate area and go to family or friends houses or an emergency reception centre. The authority to order an evacuation can rest with different levels of government (local, provincial or federal), and a standard three-stage evacuation process has been adopted by all levels of government, described below.

How will you know if there is an evacuation alert or order?

Various methods will be used to advise Tumbler Ridge residents and businesses in the event that emergency messaging is needed, including an “evacuation alert” or an “evacuation order.” Tools include going door-to-door (if applicable), patrol cars or fire vehicles using PA systems, alerting the media (radio, TV, internet), and social media (District of Tumbler Ridge Facebook and website). Every emergency is different and people may be asked to evacuate to a specific location or shelter-in-place.



GET READY – (BEFORE the evacuation)

Advance Planning & Preparation

- ☐ **Prepare business and employee “Grab and Go” bags** for use in case of emergency.
- ☐ **Develop an evacuation plan**, including:
 - routes and exits from your building
 - emergency shut off procedures for utilities, equipment, processes, etc. as necessary
 - procedures for assisting those with disabilities
 - designated post-evacuation assembly area (note that this might need to be changed during an evacuation emergency if your assembly area is inside an evacuation zone)
 - system for accounting for all personnel during an evacuation
- ☐ **Designate an individual to coordinate** your business’s evacuation process.
- ☐ **Ensure that employees are aware of the evacuation plan** and all emergency exits.

Stage 1: Evacuation Alert

Individuals are advised of the potential need to get ready for evacuation. The alert highlights the nature of the danger and that evacuation may be required at any time. Information will be provided on where to go if the evacuation is ordered. Whenever possible, emergency officials will provide as much notice as possible so people have time to get ready.

- ☐ **Ensure all employees and visitors are aware** of the evacuation alert information.
- ☐ **Make sure business and individual Grab and Go bags**, along with any required medications, are close at hand

GO – (DURING the evacuation)

Stage 2: Evacuation Order

All persons in the affected area are ordered to leave the area immediately and provided again with the information required. In some instances there will not be time to alert the impacted individuals to get ready in advance and for safety an evacuation order will be immediately made. Listen carefully to the instructions being provided and act quickly. Emergency officials may provide you with a specific evacuation route.

- ☐ **Move quickly and calmly** and follow instructions provided by emergency officials.
- ☐ **Carry out emergency shut off procedures** for utilities, equipment, etc. if necessary.
- ☐ **Take your business and individual Grab and Go bags** (employees should remember to bring along any medication they require).
- ☐ **Assist those with mobility issues** or disabilities to evacuate as needed.
- ☐ **Close and lock your windows and doors.**
- ☐ **Evacuation coordinator should account for personnel and visitors** after evacuating and take note of any missing individuals.
- ☐ **Employees should send a message** to their out of area contacts.

RETURN – (AFTER the evacuation)

Stage 3: Evacuation Rescind

All persons in the affected area are advised that the emergency is under control and the area has been declared habitable and safe and the evacuation order has been rescinded.

- ☐ **Listen carefully to emergency officials;** they will advise you when it is safe to return and if there is anything you need to do to ensure it is safe to re-enter your place of work.
- ☐ **Employees should inform out-of-area contacts** that they have safely returned.



APPENDIX F: SHELTER-IN-PLACE GUIDE

For some emergencies, such as a hazardous material spill or chemical fire, it may be safer to stay inside your facility than to leave. In such a case, emergency officials will recommend that you stay indoors with your windows closed, or, if you are outdoors, to seek refuge inside a nearby building. This procedure is called “sheltering-in-place” and is only for a few hours. You will be instructed by emergency officials when you need to shelter-in-place, and when it is safe to leave.

GET READY – (BEFORE the shelter-in-place emergency)

Advance Planning & Preparation

- ☐ **Pre-select an interior room(s)** with the fewest windows or vents, such as
 - Conference rooms
 - Storage rooms
 - Hallways
 - Room(s) should have adequate space for everyone to be able to sit down
 - Ideally a room with an adjoining bathroom
 - Avoid rooms with mechanical equipment like ventilation blowers or pipes
 - Avoid overcrowding by selecting several rooms (consider # of employees, possible # of visitors, clients, etc.)
- ☐ **Prepare a Shelter-in-Place Kit** containing the following:
 - A battery-operated/hand cranked AM/FM radio and batteries
 - Plastic sheeting (preferably, pre-cut to size to cover windows & doors and labelled)
 - Duct tape for sealing cracks around doors and windows
 - Alternate lighting, in the event of a power outage – e.g. lantern(s) for overall lighting, flashlight(s), headlamps (keeps your hands free), batteries and light-sticks
 - Bottled water for drinking and to wet towels
 - Ready to eat, non-perishable snack food and drinking water
 - Enough towels to block the bottoms of each door in the room
 - First-aid kit
 - Paper, pens, list of important phone numbers
 - Shelter-in-Place signage to post on all entrances of your business

Note: Plan to account for all staff, visitors, and customers as you would in a fire drill.

- ☐ **Ensure a hard-wired telephone** is in the room(s) you selected. If not, plan to bring in a cellular phone(s).
- ☐ **Create a Shelter-in-Place announcement** for staff, customers /clients/visitors in the building. It is important to provide for the safety of everyone by asking them to stay and not leave. When authorities advise to shelter-in-place, they want everybody to take those steps immediately and not walk outdoors or drive. In general, employees, clients/visitors cannot be forced to shelter.

- ☐ **Pre-assign Shelter-in-Place duties.** They should be assigned to Facility Manager/specific employees.
- ☐ **Conduct a Shelter-in-Place drill** twice a year.
- ☐ **Check the supplies** of the Shelter-in-Place Kit every six months (when you change your clocks in the spring and fall is a good time to do this).

SHELTER-IN-PLACE – (DURING the shelter-in-place emergency)

- ☐ **Announce to staff** there is a Shelter-in-Place emergency and inform staff to stay.
- ☐ **Request visitors, clients, customers to stay** and not leave.
- ☐ **Instruct everyone outside to come inside** immediately.
- ☐ **Close all doors, windows** and any openings to the outside.
- ☐ **Post Shelter-in-Place signage.**
- ☐ **Shut down air handling equipment** (e.g. heating, ventilation/air-conditioning, etc.).
- ☐ **Consider security** concerns (e.g. cash, inventory, etc.).
- ☐ **Direct staff and all visitors** to the designated Shelter-in-Place room(s).
- ☐ **Retrieve the Shelter-in-Place Kit** once inside the Shelter-in-Place room(s).
 - Seal any doors, windows, vents with plastics sheeting and tape
 - Place wet towels at base of door(s)
 - Monitor media for updates (e.g. radio, cell phones, etc.)
- ☐ **Account for all employees and visitors.**
- ☐ **Remain in the Shelter-in-Place room(s)** until an ALL Clear is given by emergency officials.

ALL CLEAR – (AFTER the shelter-in-place emergency)

- ☐ **When the 'All Clear' is issued** have all staff/visitors/clients leave the Shelter-in-Place room(s).
- ☐ **Open all doors and windows** to ventilate.



APPENDIX G: RECOVERY OVERVIEW

Disaster planning is vital to a successful recovery. The following checklist is a comprehensive outline of the disaster recovery process. Before you begin, it is advisable to outline a schedule and budget.

✓	Recovery Team
<input type="checkbox"/>	Determine primary and back-up Crisis Manager.
<input type="checkbox"/>	Determine primary and back-up Recovery Management Team.
<input type="checkbox"/>	Establish and notify employees involved in recovery and clarify roles.
<input type="checkbox"/>	Communicate recovery action steps to all employees.
✓	Risks and Hazards
<input type="checkbox"/>	List natural and man-made events that may impact your business.
<input type="checkbox"/>	Rate the likelihood of occurrence for each event.
✓	Alternate Location
<input type="checkbox"/>	Locate and confirm an alternate recovery location and back-up location.
<input type="checkbox"/>	Develop relationships with recovery vendors and/or neighboring businesses.
<input type="checkbox"/>	Assess suitability of other branches or locations for recovery.
<input type="checkbox"/>	Set aside space for an emergency command center.
✓	Communications
<input type="checkbox"/>	Develop plan to communicate both internally and externally (including the media).
<input type="checkbox"/>	Create an employee phone tree and store copy(s) off-site.
<input type="checkbox"/>	Record and store external emergency contact information (electrician, plumber, insurance, etc.).
<input type="checkbox"/>	Determine a plan for re-routing critical existing phone numbers.
<input type="checkbox"/>	Ensure plan includes multiple methods of communication (text, email, cell phone, etc.).
✓	Employees
<input type="checkbox"/>	Establish plan for emergency payroll.
<input type="checkbox"/>	Develop a password-protected page, email or a voice recording emergency communication system.
<input type="checkbox"/>	Engage people with disabilities in emergency planning.
✓	Technology and Data
<input type="checkbox"/>	Document technology hardware, software and licensing information.
<input type="checkbox"/>	Develop technical recovery procedures to be followed in the event of an interruption.
<input type="checkbox"/>	Determine and list individuals/vendors to manage technical recovery.
<input type="checkbox"/>	Determine source for back-up technical resources (PCs, servers, printers, etc.)
<input type="checkbox"/>	Document critical data to be restored and back-up all data in off-site location.
✓	Operations
<input type="checkbox"/>	Document critical business functions.
<input type="checkbox"/>	Develop plan to restore critical business functions.
<input type="checkbox"/>	Determine employees responsible for restoring each critical business function.
<input type="checkbox"/>	Create crisis management plan.
<input type="checkbox"/>	Develop plan for expedited financial decision-making and disaster cost tracking.
<input type="checkbox"/>	Review insurance coverage and assure it is adequate for all possible disasters.

✓	Supply Chain
<input type="checkbox"/>	Develop plan to communicate with vendors and suppliers.
<input type="checkbox"/>	List key clients, suppliers, and critical recovery contacts and store copy(s) off-site.
<input type="checkbox"/>	Assure key vendors and suppliers have actionable recovery plans.
<input type="checkbox"/>	Develop relationships with alternate suppliers in case primary vendors are unavailable
✓	Safety
<input type="checkbox"/>	Assemble disaster recovery kit.
<input type="checkbox"/>	Create an evacuation plan.
<input type="checkbox"/>	Create an emergency shelter plan.
✓	Testing and Maintenance
<input type="checkbox"/>	Test the disaster recovery and business continuity plan.
<input type="checkbox"/>	Conduct a post-test review and report results.
<input type="checkbox"/>	Communicate changes in plan to all employees



APPENDIX H: VENDOR ASSESSMENT

The main objective of a vendor assessment is to determine your vendors' ability to continue service despite any sort of interruption in normal operations. This could include its ability to respond during an interruption to your organization or within its own organization. It is important to complete this assessment for each of your critical vendors so you can understand the level of risk that each poses and for alternatives in the event of a recovery.

Step 1: Determine who is a Critical Vendor

Complete the vendor contact information. Then answer each of the questions below to determine the level of vitality to your organization. A "Yes" to any of the statements below would classify this vendor as critical. There may also be vendors who don't meet one of the criteria below, but could still be a critical vendor. If this is the case, put the reasons under "Special Circumstances."

Vendor Name:		
Vendor Business Description:		
Contact Name:		
Contact Phone:		
Contact Email:		
Address:		
City:	Province:	Postal Code:

Question	Yes/No	Notes
Has access to critical company data		
Performs one or more critical business functions		
Has access to sensitive/confidential customer data		
Has direct impact on revenue or expenses		
Directly impacts your ability to perform one or more critical business functions		
This vendor is the only one who can provide this product/service		

Special Circumstances: Another reason, or special situation where this vendor may be critical to business continuity.

Critical Vendor? (Y/N)

Step 2: Determine the Level of Risk this Vendor Poses to your Organization

Use the chart below to determine the level of acceptability and impact for your vendors in key areas on business preparedness. This should help you determine your level of risk for each critical vendor. Determine the level of “acceptability” for each statement in the second column – how acceptable is the vendor’s functionality for the “attribute” in question? You should also determine the impact of this function – how important is this attribute in the vendor’s ability to meet your needs as a customer; should that vendor experience an interruption? Areas with Low Acceptability and High Impact pose the greatest risk while areas with Low impact and High Acceptability pose the lowest risk.

Attribute	Impact & Acceptability	Notes
Example: Has 24 hr customer support	Acceptability <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low Impact <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low	Vendor promises 24 hr support by phone, low level of risk in this area.
Insurance coverage is adequate	Acceptability <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low Impact <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low	
Business continuity plan in place	Acceptability <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low Impact <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low	
Business continuity plan is updated at least annually	Acceptability <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low Impact <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low	
Information security policy meets our organizational standards	Acceptability <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low Impact <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low	
Remote access to this vendor	Acceptability <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low Impact <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low	

Free of negative publicity	Acceptability <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low Impact <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low	
Will remain financially viable for the foreseeable future	Acceptability <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low Impact <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low	
Has a clearly defined service level agreement with our organization	Acceptability <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low Impact <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low	
Provides a guarantee for availability	Acceptability <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low Impact <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low	
Contractual terms consistently met or exceeded	Acceptability <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low Impact <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low	
We have timely access to another vendor(s) that can provide the same product/service for us	Acceptability <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low Impact <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low	
A non-disclosure agreement is in place between parties	Acceptability <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low Impact <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low	
	Acceptability <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low Impact <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low	

	Acceptability <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low Impact <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low	
	Acceptability <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low Impact <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low	
	Acceptability <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low Impact <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low	

Vendor Assessment Summary – detail your plans to build a strategy with this vendor to mitigate risks during a recovery:

- Step 1

- Step 2

- Step 3

- Step 4

- Step 5

APPENDIX I: EMERGENCY COMMUNICATIONS

Communication in the aftermath of an interruption is vital – and creating an Emergency Communications Plan is an important step in assuring your business is able to communicate both internally and externally no matter what the scenario.

Determine Roles and Responsibilities
<input type="checkbox"/> Appoint primary decision maker/coordinator.
<input type="checkbox"/> Appoint back-up decision maker(s).
<input type="checkbox"/> Outline roles and responsibilities for additional participants.
Determine Entities With Which You Communicate
<input type="checkbox"/> Employees
<input type="checkbox"/> Stakeholders
<input type="checkbox"/> Shareholders
<input type="checkbox"/> Clients/Customers
<input type="checkbox"/> Regulatory Agencies
<input type="checkbox"/> Media
<input type="checkbox"/> Other:
Document When to Activate Plan, Using Criteria Such As:
<input type="checkbox"/> Length of time of outage/interruption.
<input type="checkbox"/> Severity of interruption.
<input type="checkbox"/> Percentage/Number of employees, departments impacted.
<input type="checkbox"/> Prolonged loss of contact with clients and/or vendors.
<input type="checkbox"/> Other:
Determine, document and publicize an emergency communications plan:
<input type="checkbox"/> Phone/email tree (include spouse/family information for employees).
<input type="checkbox"/> Employee evacuation plan
<input type="checkbox"/> Website emergency messaging system
<input type="checkbox"/> Phone/Voice mail emergency messaging system
<input type="checkbox"/> Plan for multiple forms of communication: text, email, voicemail, etc.
Educate employees about the communications plan
<input type="checkbox"/> Document in hard-copy and electronic formats.
<input type="checkbox"/> Train current and new employees.
<input type="checkbox"/> Remind employees about emergency communication plan, including pocket cards, fold-out cards, brochures and booklets.
<input type="checkbox"/> Update information regularly and re-educate employees.

APPENDIX J: PHONE RECOVERY

Communication is crucial to your business and has a great impact on the public perception of your organization. This template is focused on your telecommunications and will help you define and document your phone redirection strategy. Contact your phone vendor(s) now, during the planning process, in order to discuss their available methods of emergency redirection.

The following chart will help you document what numbers you will need rerouted at time of interruption and the procedure for each.

Phone Number	Type	Related Function	Telephone Provider	Contact Information	Destination Instructions / Special Instructions
Example: 800-555-6666	Toll Free	All Public Inbound	Telus	Prim: Adam Smith (D) 737-555-8888 Alt: Sheila Jones (D) 737-555-8877	Redirect to
Example: 901-555- 6666	Dedicated Call Center	Sales	Telus	Prim: Adam Smith (D) 737-555-8888 Alt: Sheila Jones (D) 737-555-8877	Redirect to
Example: 901-888-4445	Fax		Telus	Prim: Adam Smith (D) 737-555-8888 Alt: Sheila Jones (D) 737-555-8877	Redirect to

APPENDIX K: CRISIS COMMUNICATIONS CHECKLIST

During an emergency, it is imperative that those within your organization know how to communicate effectively. This includes both internal and external communications. The following checklist will highlight some recommendations for developing and executing a well-rounded communications strategy in the face of any disaster scenario.

✓	DEVELOPING YOUR CRISIS COMMUNICATIONS PLAN
<input type="checkbox"/>	Start with a General Risk Assessment: <ul style="list-style-type: none"> • Identify the top threats to your organization and any vulnerabilities • Analyze what business functions are critical to your operations • Identify the resources needed to protect those critical business functions (People, Processes, Technology required and Communications needs associated with each)
<input type="checkbox"/>	Establish a Crisis Management Team, and those within that group responsible for Communications
<input type="checkbox"/>	Develop and regularly update an Emergency Contact List to include: <ul style="list-style-type: none"> • Home Phone • Alternate Mobile • Personal Email • Family Contact Information • Evacuation Plan
<input type="checkbox"/>	Consider setting up an Alert Notification System capable of multiple means of communication to employees, stakeholders & clients. Test this system regularly and ensure employees are familiar.
<input type="checkbox"/>	Ensure that employee, vendor & supplier mobile voice communications are not reliant on a single network. Utilize multiple carriers and train all critical personnel on the use of text messaging.
<input type="checkbox"/>	Establish a separate, formal notification plan for employees' immediate families and close relatives in the event of loss of life, missing personnel, etc. Additionally, ensure that caregivers and daycare operators upon whom employees depend can receive appropriate information.
<input type="checkbox"/>	Ensure that a formal system exists to integrate new hires into the Crisis Communications Plan.
<input type="checkbox"/>	Consider establishing a public hot line, or a "dark" Website that can be activated on short notice to provide information during an emergency to everyone in the community.
<input type="checkbox"/>	Consider an Online Social Networking Platform for web-based crisis communications (Facebook, Twitter, LinkedIn, etc.).
<input type="checkbox"/>	Establish a universal and easily accessible database of information about the company and disaster strategies and plans. Database should include company background information, critical documents, key contacts, passwords, etc. Consider setting up a password-protected online message board specific to your organization.
<input type="checkbox"/>	Establish remote hosting for your corporate website Ensure proper bandwidth capability for spikes in traffic during and after crises. Ensure remote access to your website, and establish a team to manage updates to the site during disasters.
<input type="checkbox"/>	Develop a tactical response plan for Voice/Phone redirection.
<input type="checkbox"/>	Establish processes & plans to re-establish your network connectivity: Email, Virtual Private Network (VPN), Remote Services
<input type="checkbox"/>	Coordinate all Crisis Communications Planning with key vendors and suppliers to ensure seamless transition.

✓	DEVELOPING YOUR MEDIA COMMUNICATIONS STRATEGY
<input type="checkbox"/>	<p>Develop and test your Media Communications Strategy:</p> <p>Designate primary and secondary spokespersons</p> <p>Ensure all employees know WHO the spokesperson is</p> <p>Arrange for media to have 24-hour access to a spokesperson</p> <p>Ensure designated spokespersons receive training in dealing with the media</p> <p>Establish a policy for all employee interaction with Media, ON and OFF-SITE</p> <p>Maintain trustworthy, credible relationships with the media all of the time. If you do, the media will be less suspicious and more cooperative in the midst of a crisis.</p> <p>Identify key audiences and develop a strategy for each.</p> <p>Create key messages & talking points to ensure consistent messaging</p> <p>Ensure you have a media kit at the ready containing information about your company or organization, as well as a list of approved contacts</p> <p>Discuss possible problem areas and potential negative impacts</p>
<input type="checkbox"/>	Identify main media outlets through which information about your organization will be disseminated (Radio & TV stations, print media, etc.).
<input type="checkbox"/>	Find a signage vendor to use for signage needs after a disaster.
✓	DURING THE CRISIS
<input type="checkbox"/>	Have all employee, vendor, client & media contact information on hand.
<input type="checkbox"/>	Be the first to break the news about how your organization is responding. Even if the situation is still evolving, begin with full disclosure. ALWAYS respond to media requests.
<input type="checkbox"/>	Continue to communicate with all key audiences until the crisis has passed. Consistency is important.
<input type="checkbox"/>	Continuously monitor online and offline conversations in order to evaluate the strengths and weaknesses of your strategy and messaging.
<input type="checkbox"/>	NOTHING is “off the record.” Confirm facts; communicating openly and accurately about the situation.
<input type="checkbox"/>	Your communications team must know the proper, approved messages.
<input type="checkbox"/>	During an evacuation have a central point of contact for all employees, and ensure you know where your people are located.
<input type="checkbox"/>	During an evacuation consider your phones lines - redirection to cell phones, answering service, or backup lines could be critical.
✓	AFTER THE CRISIS
<input type="checkbox"/>	Following the crisis, notify all critical people of next steps.
<input type="checkbox"/>	Learn from the experience and anticipate the next crisis. Plan for likely and even unlikely scenarios based on this most recent crisis, and know the steps you are going to take before you have to take them.
<input type="checkbox"/>	Debrief staff on their experiences, commending employees for what went well.
<input type="checkbox"/>	Improve your plan as needed, and aim to regularly update it, including response to lingering fallout from the most recent crisis.

APPENDIX L: WORKPLACE EMERGENCY KIT CHECKLIST

A disaster, no matter how great or small, can be a hectic time in both your professional and personal life. Preparing several kits and making them easily accessible will help restoration procedures to begin immediately. This checklist will provide a breakdown of necessary items to initiate recovery. One of the primary functions of any recovery kit should be protecting the important records and emergency items in order to ensure a smooth reconstruction of vital information and operations following any disaster.

Important Business Records*

- ☐ Insurance policies*
- ☐ Fixed asset inventory*
- ☐ Contracts*
- ☐ Employee information*
- ☐ Other*: _____

Software & Office Supplies

- ☐ Software installation disks & licencing keys*
- ☐ Hardware serial numbers*
- ☐ Pens, notepads & printer paper
- ☐ Stapler, staples & tape
- ☐ Company letterhead & stamps
- ☐ Calculators
- ☐ Other: _____

Tools & Supplies

- ☐ Duct tape
- ☐ Pocket knife, wrench/pliers & screw driver
- ☐ Lighter/matches (sealed in plastic bag)
- ☐ Leather-palmed work gloves
- ☐ Safety goggles or glasses
- ☐ Hard hats for falling debris
- ☐ For snow/ice: shovel, sand & rock salt

Sanitation

- ☐ Dust filters/masks

- ☐ Moist towelettes
- ☐ Plastic garbage bags
- ☐ Paper towels
- ☐ Toilet paper

Emergency Supplies

- ☐ First Aid Kit
- ☐ Bottled water (4 liters per person per day)
- ☐ Non-perishable food (canned foods & juices, energy bars, ready-to-eat packaged meals, etc.)
- ☐ Can opener for food
- ☐ Flashlights
- ☐ Extra alkaline batteries
- ☐ Light sticks
- ☐ Whistles (3 short blasts for help)
- ☐ AM/FM radio (windup and/or battery operated)
- ☐ Emergency blankets & ponchos
- ☐ Emergency cash in small denominations

Individual Employees

- ☐ Medications
- ☐ Personal hygiene items
- ☐ Cell phone/battery charger
- ☐ Change of clothing and footwear (including longsleeved shirt, long pants, boots or closed-toe shoes)
- ☐ Extra pair of glasses (if used)
- ☐ Family emergency contact information* (daycare, school, family work numbers, out of area contact numbers, etc.)

If you cannot return home, consider in advance:

- ☐ Alternate accommodation arrangements with coworkers, family or friends
- ☐ Designated person(s) to pick up and care for your children, other dependent individuals and pet(s)

***Store important records securely; backup copies should be stored in accessible, offsite storage or included in your business's "Grab and Go" bag along with other essential business supplies.**

APPENDIX M: UNIQUE SUPPLIES

Chances are, you use some supplies on a daily basis that don't fit into the category of "general" office supplies. These unique items must be re-ordered in a timely fashion during the recovery process. This could be anything from special forms used for customer orders, to special toner required for a printer, to chemicals required in a manufacturing process.

Please list any of these unique items – do not include basic office supplies such as paper and pens, office furniture, or computers in this section.

Item	Quantity	Description	Vendor	Contact #	Warranty (Y/N)	Acct. # (if applicable)	Cost
Example	2	MICR Toner – for check printing	HP	555-5555	Y	123-456	\$400
Example	30	Employee ID Badges	Secure ID	555-5556	N	9876-54	\$500

APPENDIX N: TABLE TOP EXERCISE

Testing is the crux to creating and preserving a viable recovery plan. One popular way of starting a testing program is a table top exercise. This approach is cost effective and focuses on your employees and their specific recovery tasks. This checklist will guide you through steps and suggestions to plan and facilitate a successful table top exercise.

✓	Item	Description
<input type="checkbox"/>	Identify team for table top exercise	Be sure key decision makers are involved, whether they are participants, or their absence is written into the scenario.
<input type="checkbox"/>	Establish a crisis command center	The location of the table top exercise - conference bridges are recommended for remote parties to dial into. All information gathered will also be stored in this location.
<input type="checkbox"/>	Log all activities	Appoint a scribe to document actions and open items for later review.
<input type="checkbox"/>	Determine scenario	In doing so, be creative but practical. Take your risk assessment into consideration, and consider what will be appropriate based upon time allotted for this exercise.
<input type="checkbox"/>	List assumptions	This includes closed roadways, key personnel that are absent, extent of damage and outages, expected duration of outages, etc.
<input type="checkbox"/>	Rules for the exercise	Clearly define which actions will be taken vs. assumed since there isn't time to do each step in real-time that would be taken in a recovery.
<input type="checkbox"/>	Split the scenario into sessions	Make these time-appropriate for the overall time of the exercise. After each session the participants/observers will review and document what was learned. With each session you can pose a new list of assumptions.
<input type="checkbox"/>	What critical business functions were affected?	From the assumptions, the participants should identify which functions are crippled, and how to meet recovery time objectives for each function. This will assist in prioritizing what functions to recover first.
<input type="checkbox"/>	Vendors	Will your third party vendors: phone service, IT, data backup, facilities, etc. be involved in this exercise? If so, make sure you provide them with adequate notice related to their responsibilities in the exercise. If not, write into the rules how vendors will be simulated.
<input type="checkbox"/>	Time frame	At the beginning of each session, clearly define the number of hours participants have to work on each session as well as how much time passes in 'exercise time' compared to 'real time'.

<input type="checkbox"/>	Talking points for each session	<p>After each session and list of assumptions is presented, have your team(s) ask/answer these questions:</p> <ul style="list-style-type: none"> • What should happen now? • What do we know at this point? • What decisions do you have to make? • Who and how do we need to contact? • What documents / information are available to you? • What are the next steps?
<input type="checkbox"/>	Post exercise review	<p>Once you have completed the exercise, conduct a review before dismissing participants. Consider these questions:</p> <ul style="list-style-type: none"> • Did this exercise confirm actions required at each phase of the crisis timeline? • Did this exercise identify procedures for escalation and the declaration process during a crisis? • Were all gaps, new ideas, and recommendations for improvement identified and recorded?
<input type="checkbox"/>	Next steps	<p>Build on what you've learned by making appropriate changes and clarifications to your written plan. Establish a date to complete another testing exercise. It is recommended that you minimally test your recovery plan on an annual basis.</p>



APPENDIX O: WINTER WEATHER PREPAREDNESS

Winter weather brings concerns about heat and maximizing its retention, frozen pipes, and access to your place of business. The following checklist will help you identify the areas of your business that are most susceptible to winter hazards and to suggest ways to minimize damage. It is a good idea to develop a plan of action for your business and your staff to be ready for this type of interruption. Below you will find critical information and preparedness tools to assist in protecting your business and the most critical element of your business – your employees.

✓	Before the Storm
<input type="checkbox"/>	Check your insurance coverage for protection against winter hazards.
<input type="checkbox"/>	Develop a procedure for restoring electrical services on an item-by-item basis.
<input type="checkbox"/>	Develop a procedure for relocating salvageable and undamaged stock and supplies.
<input type="checkbox"/>	Add the following supplies to your disaster supplies kit: rock salt (to melt ice on driveways), sand (to improve traction), and snow shovels (or other snow removal equipment).
<input type="checkbox"/>	Determine your greatest risk potential: loss of heat, frozen pipes, and/or loss of access due to snow/ice.
<input type="checkbox"/>	Identify who is responsible for keeping heating equipment in good working order: business owner or landlord.
<input type="checkbox"/>	Identify who is responsible for snow/ice removal: business owner or landlord.
<input type="checkbox"/>	Determine what equipment needs to be protected from freeze-up, i.e. computers, telecommunications, manufacturing equipment, etc.
<input type="checkbox"/>	Are portable heaters or other emergency equipment needed?
<input type="checkbox"/>	If snow and/or ice prohibit access to your business, are there alternative ways to enter your premises?
<input type="checkbox"/>	Seal all openings with caulking and insulation where cold air can enter.
<input type="checkbox"/>	Repair walls and roofs to prevent drafts; inspect roof drains for debris.
<input type="checkbox"/>	Make sure storm windows are effective, if appropriate.
<input type="checkbox"/>	Make sure heating and heat-producing process equipment is in good condition and operating efficiently.
<input type="checkbox"/>	Arrange for snow removal from driveways, doorways, and roofs.
<input type="checkbox"/>	Drain all idle pumps and compressors, making sure jackets are vented.
<input type="checkbox"/>	Provide proper lubrication on equipment for cold weather operation (i.e., emergency generators, snow blowers).
<input type="checkbox"/>	Test cold weather equipment.
<input type="checkbox"/>	Clean and inspect boilers and firing mechanism/controls.
<input type="checkbox"/>	Maintain automatic sprinkler protection in idle buildings; promptly handle sprinkler system impairments; notify local fire department.
<input type="checkbox"/>	Monitor building temperature especially in hard-to-heat areas containing vulnerable equipment.
<input type="checkbox"/>	Keep temperatures above 40°F/ 5°C.
<input type="checkbox"/>	Mark hydrants near your business for ease in locating and clearing after a heavy storm.
✓	During the Storm
<input type="checkbox"/>	Heaters, snow blowers, generators, and cold-weather equipment should be located where it is most likely to be used.
<input type="checkbox"/>	Keep driveways, walkways, and doorways clear of snow and ice.
<input type="checkbox"/>	Open water faucets slightly to let them drip in order to keep water flowing through the pipes that are vulnerable to freezing. Ice may still form, but the open faucet helps prevent the pipe from bursting by allowing relief for any built up pressure.

<input type="checkbox"/>	Names and phone numbers of your heating contractor, plumber, fire department, insurance agent, and building owner should be easily accessible.
<input type="checkbox"/>	Have someone assigned to check indoor temperatures should your place of business be vacant for long periods of time.
<input checked="" type="checkbox"/>	Your Employees
<input type="checkbox"/>	Ensure you have an emergency communication plan in place prior to the storm, evacuation, or threat.
<input type="checkbox"/>	Have all employees, vendors, and client contact information on hand.
<input type="checkbox"/>	During evacuation consider your phones lines- redirection to cell phones, answering service, or Google Voice could be critical.
<input type="checkbox"/>	Following the storm, notify all critical people of next steps, based on damage.

Winter storms may range from a moderate snow in a short amount of time to a blizzard lasting for days. Some storms are regional and may affect several states, while others are more localized, depending upon geography and terrain. Common characteristics of winter storms are dangerously low temperatures, strong winds, ice, sleet, and freezing rain.

Know the Terms:

- Winter storm watch --- be alert, a storm is likely
- Winter storm warning --- take action, the storm is in or entering the area
- Blizzard warning --- snow and strong winds combined will produce blinding snow, near zero visibility, deep drifts, and life-threatening wind chill--seek refuge immediately!
- Winter weather advisory --- winter weather conditions are expected to cause significant inconveniences and may be hazardous, especially to motorists
- Frost/freeze warning --- below freezing temperatures are expected and may cause damage to plants, crops, or fruit trees



APPENDIX P: WILDFIRE PREPAREDNESS

Impacts of a wildfire include direct property damage, cost of suppression and damage to personal property and natural resources. The severity of effects is directly related to the intensity and extent of the wildfire.

Below is a checklist of just some of the things to consider to prepare your business for such an event as well as to ensure the safety of the people within your organization.

✓	Before the Onset of a Wildfire
<input type="checkbox"/>	Keep an adequate number of appropriate fire extinguishers in strategic locations (such as near loading docks and waste collection areas) and maintain them properly.
<input type="checkbox"/>	Train employees on how to use extinguishers correctly.
<input type="checkbox"/>	Consider maintaining a water supply at your facility to control small fires until emergency personnel can arrive. You might install a water tank or install hoses and pumps to an existing pond, river or lake. Be sure the hoses are long enough and inspect them regularly.
<input type="checkbox"/>	If your business is located in an area subject to freezing temperatures, be sure that water outlets and pumps are protected.
<input type="checkbox"/>	Evaluate water levels in extreme hot and cold weather conditions.
<input type="checkbox"/>	If your water pump uses electrical power, consider obtaining a gasoline- or diesel-powered pump or generator in case electricity is cut off during a fire. However, be aware of the risk of storing a large quantity of fuel. Use an appropriate storage facility that is protected against vehicle impacts and fire.
<input type="checkbox"/>	Have appropriate tools, such as rakes, axes, saws, buckets and shovels, available to help control small fires while waiting for emergency personnel to arrive.
✓	During a Wildfire
<input type="checkbox"/>	Go to a pre-designated shelter area such as a safe room, basement, storm cellar, or the lowest building level. If there is no basement, go to the center of an interior room on the lowest level (closet, interior hallway) away from corners, windows, doors, and outside walls. Put as many walls as possible between you and the outside. Get under a sturdy table and use your arms to protect your head and neck. Do not open windows. Evacuation orders will often be swift and accurate for affected areas. However, if unable to evacuate, stay inside and away from outside walls. Close doors, but leave them unlocked in case firefighters require quick access into your area.
<input type="checkbox"/>	Check online or turn on a battery operated radio to get latest emergency information.
<input type="checkbox"/>	If your office roof is accessible by ladder, prop the ladder against the building so you and firefighters have access to the roof.
<input type="checkbox"/>	Mark your position clearly with anything that may signal rescue workers to your presence inside the building. This could be articles of clothing or bright colored material attached to the outside of your location.
<input type="checkbox"/>	Close windows, vents, doors, blinds, etc. Shut off gas meters, pilot lights and propane tanks.
<input type="checkbox"/>	Turn on all lights in the building to increase visibility in heavy smoke.
✓	After a Wildfire
<input type="checkbox"/>	Immediately check the roof, put out any fires, sparks or embers (if accessible).
<input type="checkbox"/>	If there is no power, check to make sure the main breaker is on. Fires may cause breakers to trip.
<input type="checkbox"/>	If the breakers are on and power is still not available, contact the utility company.
<input type="checkbox"/>	ALWAYS contact 911 if any danger is perceived upon re-entry and contact local experts before finally moving back in.
✓	Your Employees

<input type="checkbox"/>	Train your employees in general fire safety, especially for tasks with a high fire risk, such as welding and cutting, fueling vehicles, working with flammable liquids, etc.
<input type="checkbox"/>	Teach employees about the importance of good housekeeping and grounds maintenance in preventing and controlling fires.
<input type="checkbox"/>	Have an adequate number of appropriate fire extinguishers and maintain them properly.
<input type="checkbox"/>	Train key employees in when and how to use fire extinguishers.
<input type="checkbox"/>	Consider when and how to evacuate employees if a wildfire threatens.
<input type="checkbox"/>	Establish an evacuation plan and keep it up to date.
<input type="checkbox"/>	Hold evacuation drills regularly so all employees will know who is in charge and so that they become familiar with evacuation routes and routines.
<input type="checkbox"/>	Make sure all employees can get out of the building, find shelter and communicate with a responsible person.
<input type="checkbox"/>	Plan primary and secondary exits from your buildings. Consider how employees will escape if doors or windows are blocked by an exterior fire.
<input type="checkbox"/>	Plan two evacuation routes out of your neighborhood. Consider how employees will evacuate on foot if roads are closed or impossible to use, such as if they are blocked by emergency personnel.
<input type="checkbox"/>	Remember that ponds, lakes, rivers and landscaping or swimming pools can serve as safety zones.
<input type="checkbox"/>	Keep appropriate emergency supplies on hand, including flashlights, battery-powered portable radio, extra batteries, first-aid kit, manual can opener, non-perishable foods and bottled water. If designated employees will be working to protect the property, have appropriate clothing available, such as work boots and gloves, personal protective equipment and sturdy work clothes.
<input type="checkbox"/>	Teach employees about wildfire risks and preparedness. Provide information to help employees protect their homes, too.
<input type="checkbox"/>	If you are located in a wildfire area, consider advising employees to keep personal disaster supplies and copies of important documents at work in case they need to evacuate from work without being able to get home.

Did You Know?

You can get information on current wildfire activity in B.C., including details about specific wildfires, fire response efforts, and Fire Danger Ratings across the province through the **BC Wildfire Service mobile app**.



APPENDIX Q: FLOOD PREPAREDNESS

Floods are one of the most common and widespread of all disasters, and continue to grow in frequency and severity. Businesses are more likely to flood than burn down, so it is vital to prepare now.

The following checklist will help keep your business afloat even if the worst happens. Most businesses can save between 20% and 90% on the cost of stock and movable equipment by taking action to prepare in advance of flooding. The following resources and tools will help mitigate your risk and protect not only your business, but also the most critical element of your business – your people.

✓	Before the Flood
<input type="checkbox"/>	Review Emergency Plan with team, and key employees
<input type="checkbox"/>	Take all necessary steps to prevent the release of dangerous chemicals that might be stored on your property - locate main gas and electrical shut-offs and anchor all fuel tanks.
<input type="checkbox"/>	Postpone any receipt of goods- deliveries, couriers, etc.
<input type="checkbox"/>	Contact insurance agent, discuss policy, etc.
<input type="checkbox"/>	Establish emergency communication method (Alert Notification System, phone tree, etc.); identify meeting place and time for all key employees in Crisis Management Team; create voicemail for when evacuated, or out of office, etc.
<input type="checkbox"/>	Update disaster recovery kits and begin crisis back-up procedures.
<input type="checkbox"/>	Maintain accurate inventory of product on site.
<input type="checkbox"/>	Use plugs to prevent floodwater from backing up into sewer drains, or install flood vents/or flood proof barriers.
<input type="checkbox"/>	Stay tuned to local media & community messaging.
✓	During the Flood
<input type="checkbox"/>	Life safety is paramount.
<input type="checkbox"/>	Begin next phase of your business continuity plan.
<input type="checkbox"/>	Send non-critical staff home.
<input type="checkbox"/>	Park vehicles away from waterways.
<input type="checkbox"/>	Raise elevators to the 2nd floor and turn off.
<input type="checkbox"/>	Move valuable items to upper floors.
<input type="checkbox"/>	Listen to local officials if you are asked to evacuate.
<input type="checkbox"/>	Take cell phones, charger, critical hardware, and emergency kits with you.
<input type="checkbox"/>	Unplug electrical items before leaving and raise electrical appliances off the ground if possible.
<input type="checkbox"/>	Consider your business phones and redirection to cell phones or an answering service.
✓	After the Flood
<input type="checkbox"/>	Do not return until authorities say it is safe.
<input type="checkbox"/>	Don't enter a building if you see buckled walls or floors.
<input type="checkbox"/>	Don't attempt to turn on electricity until the wiring has been professionally inspected.
<input type="checkbox"/>	Listen for news reports to learn whether the community's water supply is safe to drink.
<input type="checkbox"/>	Avoid floodwaters; water may be contaminated by oil, gasoline, or raw sewage - water may also be electrically charged from underground or downed power lines.
<input type="checkbox"/>	Be aware of areas where floodwaters have receded, roads may have weakened and could collapse under the weight of a car.

<input type="checkbox"/>	Clean and disinfect everything that got wet, mud left from floodwater can contain sewage and chemicals.
<input type="checkbox"/>	Implement Disaster Recovery plan, and monitor local authorities' communication.
<input type="checkbox"/>	Contact employees via determined method of communication and discuss next steps.
<input type="checkbox"/>	Before you start cleaning up after a flood, call your insurance company. Make a list of all damaged items. Take photos and keep related receipts.
<input checked="" type="checkbox"/>	Your People
<input type="checkbox"/>	Ensure you have an emergency communication plan in place prior to the storm, evacuation, or threat
<input type="checkbox"/>	Have all employees, vendors, and client contact information on hand
<input type="checkbox"/>	During evacuation have a central point of contact for all employees, and ensure you know where your employees are located
<input type="checkbox"/>	Following the flood, notify all critical people of next steps, based on damage

Know the difference between an **evacuation alert** and **order** if you're at risk for a flood.

Evacuation Alert: Be ready to leave on short notice. If you leave before or during this alert, it's called a voluntary evacuation.

Evacuation Order: You are at risk. Leave the area immediately.

Learn about preparing for floods at: preparedbc.ca/floods

Flooding Terms

Flood Warning: Means river levels have exceeded bankfull or will exceed bankfull imminently, and that flooding of areas adjacent to affected rivers will result.

Flood Watch: Means river levels are rising and will approach or may exceed bankfull. Flooding of areas adjacent to affected rivers may occur.

High Streamflow Advisory: Means river levels are rising or expected to rise rapidly, but no major flooding is expected. Minor flooding in low-lying areas is possible.

Freshet: Term used to describe spring flooding due to snowmelt and rainfall.

Did You Know?

A mere 6 inches of rushing water can knock an adult off their feet. Two feet of water can carry away most vehicles – including trucks and SUVs. NEVER attempt to drive, swim or walk across flooded areas.



APPENDIX R: ADDITIONAL RESOURCES

For more information on disaster preparedness and business continuity planning, the following are useful resources.

Emergency Preparedness for Industry and Commerce Council (EPICC)

EPICC is a non-profit government endorsed society supported by and for the benefit of business and institutions throughout British Columbia, to influence and help businesses prepare for emergencies and disasters.

<http://www.epicc.org/>

Prepared BC

Disasters happen, and can potentially leave your household on its own for several days. Sounds scary, but it doesn't have to be. PreparedBC can help you understand and prepare for the hazards in your area.

<https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/preparedbc>

Work Safe BC – Small Business Emergency Response Planning

Basic guidelines and plan template for emergency response planning for small businesses.

<https://www.worksafebc.com/en/resources/health-safety/information-sheets/how-to-prepare-an-emergency-response-plan-small-business?lang=en>

Ministry of Environment - Guidelines for Industry Emergency Response Plans

These guidelines help owners and operators of industrial facilities develop Emergency Response Plans for timely and effective response to emergencies involving the release of hazardous chemicals or dangerous goods to the environment.

<https://www2.gov.bc.ca/gov/content/environment/air-land-water/spills-environmental-emergencies/planning-prevention-response/industry-emergency-response-plans>

Government of Canada - Business Continuity Planning Resources

Learn more about how to create your organization's business continuity plan to ensure you have the resources and information needed to deal with the risk from potential disasters.

<https://www.canada.ca/en/services/policing/emergencies/continuity.html>

Preparing for and Responding to Trauma in the Workplace : A Manager's eGuide

Intended to help managers develop and maintain a supportive environment for employees who experience a traumatic workplace event and to support the delivery of critical services to Canadians during and after a major traumatic event.

<https://www.canada.ca/en/health-canada/services/environmental-workplace-health/reports-publications/occupational-health-safety/preparing-responding-trauma-workplace-manager-eguide.html>

ADDITIONAL BUSINESS CONTINUITY PLANNING EXAMPLES

These resources offer various examples and templates for developing a business continuity plan.

Institute for Catastrophic Loss Reduction – “Open for Business” Planning Tools

<http://iclr.org/businesses/openforbusinessstm.html>

Canadian Federation of Independent Businesses – Basic Emergency Management Guidelines

<http://www.cfib.ca/research/businfo/pdf/din0490.pdf>

Insurance Bureau of Canada – Risk Management

<http://www.ibc.ca/ab/business/risk-management>

Small Business BC - Preparing Your Business To Survive Disaster

<https://smallbusinessbc.ca/article/preparing-your-business-survive-disaster/>

Government of British Columbia -Hazard, Risk and Vulnerability Analysis

<https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/local-emergency-programs/hazard-risk-and-vulnerability-analysis>

US Federal Emergency Management Agency – Business Preparedness Planning

<http://www.ready.gov/business>

Business Preparedness Planning Resources & Templates

<https://preparemybusiness.org/>

Queensland Government – Business Continuity Planning

<http://www.business.qld.gov.au/business/running/risk-management/business-continuity-planning>

Non-profit New York - Disaster Planning, Emergency Preparedness & Business Continuity

<https://www.nonprofitnewyork.org/disaster-plan/>