

**Emergency Operations Plan for  
[Business Name]**

Version # - Last Revised [Date]

## Introduction

### *About This Model Plan*

Emergencies can occur quickly and without warning, and they can have a devastating impact on affected individuals, businesses, and community facilities. The plan outline and information in the accompanying presentation is intended to help you as a business owner/manager develop a comprehensive emergency operations plan in response to both common and uncommon hazards the City of Fairfax may face.

In some cases, specific courses of action based on a certain type of incident are recommended. In other cases, you will be prompted to answer questions to tailor a process specific to your business. This model plan was developed using best practices and lessons learned from across the nation to increase overall safety and reduce the potential for further harm.

This document was created to be fillable as you work through the process. Links to the presentation are included throughout the document to clarify and expand on the information that you should include in each section. You may need to go back and revise sections as you think through policies and procedures when working through the different sections of the plan. At the end of this template, you will be able to save and/or print your business plan without this clarifying information. This will allow for easy distribution, easy access and updates on an annual basis as well as the opportunity to share with other businesses in your community.

### *Benefits of Planning*

The City has developed this model in the hope that businesses within the community will take a proactive approach in preparing for an emergency and will make their customers and employees' safety a priority. Businesses may get the following benefits from developing a plan that they can implement during a time of emergency:

- Enhances a company's ability to recover from financial losses, regulatory fines, loss of market share, damages to equipment or products or business interruption.
- Facilitates compliance with regulatory requirements of Federal, State and local agencies.
- Reduces exposure to civil or criminal liability in the event of an incident.
- Enhances a company's image and credibility with employees, customers, suppliers and the community.

- May reduce insurance premiums.

### *Planning Steps*

The approach you take to completing this plan will vary depending on the individual needs of your business. Some businesses may want to form a planning team that is responsible for completing the plan; other businesses may assign it to an individual. Regardless of the approach you choose, the benefits of following this template will be to think about the risks that your business faces and how you may choose to respond in the case of an emergency.

After you complete the plan, distribute it to your employees and talk with them about how the plan should be implemented in the case of an emergency. This could be done through a formal training event or a staff meeting. Consider conducting a drill to exercise the plan and to gauge understanding by employees and evaluate how well the policies and procedures work for your business. Update the plan as outlined in the Plan Maintenance section.

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## Introduction

### Purpose

An emergency that involves [Business Name] could impact the operations of the business, cause physical damage to the facilities, and the short- and long-term viability of the business. The purpose of the Emergency Operations Plan (EOP) is to define the actions to be taken by [Business Name] in coordination with city, state, and federal agencies, and non-government organizations in the event of a significant disaster or emergency.

### Assumptions

The following assumptions with regard to disaster emergency situations may be made: *(These examples may be used and are not listed in priority order. You may also enter your own assumptions for your particular business here.)*

1. An emergency or disaster (a natural, human caused, technological or national security event) can affect the [Business Name] at any time.
2. Some emergencies or disasters will occur with sufficient warning that appropriate emergency notifications will be made to ensure some level of preparedness. Other situations will occur with little or no advance warning.
3. An emergency or disaster can cause the loss of power, Internet service, telephone service, and other utilities and result in a major threat to facility operations and the health and safety of people within the [Business Name].

The language to the left should be modified to fit the needs of your business. At a minimum, the language in orange should be changed.

### Purpose

This section should be concise and explain why your business has this plan. One purpose could be to make sure that the processes and procedures used by your business for the timely and efficient response to emergencies can be learned by all employees. Another purpose could be to collect contact information and other information needed if an event were to impact your business.

### Assumptions

An assumption is a pre-identified statement of fact or hypothesis that needs to be stated for planning purposes in order to make it possible to execute the EOP. Assumptions enable the Owner/CEO/Manager to complete an assessment of the situation and make a decision on the appropriate course of action.

Under this section, include situations or conditions that you assume to be true. An assumption may be related to number of staff, hours of operation, etc...

4. Incidents involving other businesses [Nearby business names] within or near the building may have short- and/or long-term impacts to [Business Name].
5. City of Fairfax residents and businesses will be expected to use their own resources and be self-sufficient following a significant disaster event for up to three days or more.
6. Widespread power and communication outages may require the use of alternate methods of providing information to employees and customers. Normal methods of communication may be difficult or even unavailable due to demand exceeding capacity (i.e., no cell phone service).
7. *Business-specific assumptions*

### *Authorities and References*

1. Virginia Uniform Statewide Building Code (USBC)
2. Virginia Statewide Fire Prevention Code, as amended by City of Fairfax
3. Virginia Department of Health Food Regulations
4. Virginia Department of Hotel Regulations
5. Virginia Occupational Health and Safety Standards
6. Community Crisis Guide, City of Fairfax Office of Emergency Management
7. Fairfax City Emergency Operations Plan
8. Fairfax City Debris Management Plan, August 2006
9. Northern Virginia Hazard Mitigation Plan – City of Fairfax Annex
10. City of Fairfax Model Care Facility Plan
11. City of Fairfax Reentry Annex
12. City of Fairfax Evacuation Plan

### Authorities and References

Authorities and References present the laws, regulations, and references that support the business's emergency operations plan and the authority to develop the plan and implement it.

The list in the model plan includes examples of authorities and references relevant to an emergency operations plan for City of Fairfax businesses.

Additional authorities or references specific to your business, such as franchise agreements, or company-wide emergency guidelines, may apply, and should be added to this area of the template. If it's a procedure you are requiring your employees to follow or you are required to follow, then it should be referenced.

- 13. ASIS SPC. 1-2009 Organizational Resilience: Security, Preparedness and Continuity Management System
- 14. NFPA 1600 Standard on Disaster/Emergency Management and Business Continuity Programs, 2013 edition
- 15. International Organization for Standardization, ISO 22301:2012: Societal security -- Business continuity management systems --- Requirements
- 16. Business specific authorities (e.g., franchise agreement)

*Business Points of Contact*

Role	Responsibility in an Emergency	Name	Phone Number	E-mail	Cell Phone Number

*Facility Information*

1. Business Contact Information	
Business/Facility Name:	
Street Address:	
City:	
State:	
Zip:	
Business Phone:	
E-mail Address:	

**Business Points of Contact**

Knowing your organization’s structure and roles in normal daily operations is, for the most part, clear. Employees know their day-to-day roles and expectations. When an emergency situation is presented, these roles and responsibilities can become blurred very quickly and may be dependent on who is working at the time of the event.

In order to quickly respond and manage an emergency situation, it is important that everyone in your business understand what those roles are, what responsibilities they will have during an emergency and who is responsible for actions associated with each role. It could range from starting a phone tree to accounting for all employees, to shutting off a gas main to avoid further danger.

In this section, provide basic information concerning the organization, the people in it and their role in an emergency response.

*Sample Roles & Responsibilities*

**Role:** Owner

**Responsibility:** Final-decision making authority regarding emergency response measures

**Role:** General Manager

**Responsibility:** Activates plan when an emergency occurs



Website:	
Fax Number:	
Emergency Contact Name:	
Position:	
Emergency Contact Number:	
Emergency Contact E-mail:	
Emergency Contact 2 Name:	
Position 2:	
Emergency Contact 2 Number:	
Emergency Contact 2 E-mail:	

### Facility Information

Whether you are a new employee or someone who is a valued long term employee, when an emergency happens without warning, it's normal to forget very common information.

In this section of the plan, include basic information concerning the facility so that employees may easily access information and provide it to emergency personnel if needed.

This information may also be needed for insurance claims adjusters, when applying for local permits to perform repairs or for utility disconnection or re-establishment.

2. Building/Facility Ownership			
Is the building/facility owned <input type="checkbox"/> or leased <input type="checkbox"/> ?			
Name of Corporation:			
Street Address:			
City:			
State:		Zip:	
Contact Name:		Position:	
Phone Number:		Mobile Number:	
E-mail:			

3. Building/Facility Information			
Year Constructed:		Notes:	
Dimensions in Feet:	Depth:	Width:	Height:
No. Stories:	Basement: <input type="checkbox"/> Yes <input type="checkbox"/> No		
Lowest Floor:	<input type="checkbox"/> Below Grade <input type="checkbox"/> At Grade <input type="checkbox"/> Elevated		
Building Type:	<input type="checkbox"/> Wood Frame <input type="checkbox"/> Prefabricated <input type="checkbox"/> Reinforced Masonry (brick or block) <input type="checkbox"/> Reinforced Concrete <input type="checkbox"/> Unreinforced Masonry <input type="checkbox"/> Other: <input type="checkbox"/> Structural Steel Frame		
Multiple Businesses in Building?	<input type="checkbox"/> Yes    Number: _____		<input type="checkbox"/> No
Other Businesses In Building/Type:	Emergency Contact Name:	Cell Phone:	E-mail:


4. Additional Building and Operation Facilities Information					
Security/Alarm System <input type="checkbox"/> Yes <input type="checkbox"/> No	Location of Panel:	Security Firm Name:	Contact name and number:	Contact e-mail address:	Account Number:
Describe any special access procedures to include any controlled access with code panels, intercoms, key pads, etc. 24 hours a day 7 days a week:					
Fire Alarm System <input type="checkbox"/> Yes <input type="checkbox"/> No	Location of Panel:	Location of Sprinkler Valve Cut-off	Contact name and number:	Contact e-mail address:	Account Number:
Computer Server room <input type="checkbox"/> Yes <input type="checkbox"/> No	Location: Raised Floor: <input type="checkbox"/> Yes <input type="checkbox"/> No	IT Provider:	Contact name and number:	Contact e-mail address:	Account Number:

**EMERGENCY OPERATIONS PLAN FOR [BUSINESS NAME]**

Communications room <input type="checkbox"/> Yes <input type="checkbox"/> No	Location:	Communications Provider:	Contact name and number:	Contact e-mail address:	Account Number:
Refrigeration Units <input type="checkbox"/> Yes <input type="checkbox"/> No	Location:	Vendor:	Contact name and number:	Contact e-mail address:	Account Number:
Secret Compartmented Information Facility (SCIF) <input type="checkbox"/> Yes <input type="checkbox"/> No	Location:	Support vendor:	Contact name and number:	Contact e-mail address:	Account Number:
Hazardous Materials Storage <input type="checkbox"/> Yes <input type="checkbox"/> No	Location:	Substances:			

*Business Insurance Information*

Type of Insurance	Insurance Carrier	Policy Number	Point of Contact	E-mail	Phone Number

### Business Continuity

This section identifies the essential functions of **[Business Name]** that must be carried out to maintain operations of the business, including re-location of the essential function.

Essential Function (in order of restoration priority)	Minimum Down time	Can be re-located? (If yes, list re-location site)	Required system/supplies/equipment/staff

### Community Assistance

These services are provided by **[Business Name]** and could be called upon to contribute to the recovery of the City of Fairfax.

- **Business-specific services**

### Vital Records

This section identifies the vital business records of **[Business Name]**, who is responsible for their maintenance and where they are stored.

### Business Continuity

What does continuity of operations mean? It means uninterrupted operation of services and functions of your business. You, your employees, clients and vendors depend on your business for their livelihood and your community relies on its businesses for goods and services, employment, and tax revenue.

Some businesses may be unable to maintain operations due to an incident, such as a restaurant that has suffered a devastating kitchen fire while others may be able to function at a limited capacity like a landscaping business whose landscaping crews are able to work at customer locations. Service providers such as attorneys, bookkeepers, and others can work remotely through telecommuting if plans are in place to support offsite work.

Begin identifying essential functions by asking:

- What programs, services, or tasks must continue despite physical damage to or inability to use the business' facilities? How long can we operate without them?
- Where else can it be done?
- What resources (human and otherwise) do the successful completion of these programs, services or tasks depend on?

### Community Assistance

Does the business provide direct and/or indirect support to the government and/or citizens during disasters? List any services or goods you provide here.

Vital Record Name	Type (electronic /hard copy)	Responsible Party	Location

### Vital Records

Vital records are the electronic and hard copy records necessary to run your business.

This could include client orders, inventory, time cards, invoices, contracts, or client deliverables.

### Key Vendor Information and Points of Contact

Key vendors are those that provide a service or commodity necessary to run your business.

This could be used for putting orders or services on hold or to inform them of a critical need or change in delivery requirements.

### Key Vendor Information and Points of Contact

This section identifies the key vendors for **[Business Name]**.

Vendor Name	Description of Service Provided	Point of Contact	Phone Number	E-mail

## Hazard Analysis

Your business’s exposure to hazard risk can be determined by quickly assessing each hazard using the table below. This analysis can then help you mitigate the areas within your business operation with the greatest possibility of significant consequences should an emergency or disaster occur.

Hazard	Probability	Human Impact	Property Impact	Business Interruption Impact
Flood	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low
Wind	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low
Tornado	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low
Winter Weather	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low
Drought	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low
Earthquake	<input type="checkbox"/> High <input type="checkbox"/> Medium	<input type="checkbox"/> High <input type="checkbox"/> Medium	<input type="checkbox"/> High <input type="checkbox"/> Medium	<input type="checkbox"/> High <input type="checkbox"/> Medium

## Hazard Analysis

In order to establish a comprehensive emergency operations plan, you must understand what hazards put business operation and facilities at risk in your community.

In this section, you will need to describe, or reference the potential hazards which includes natural, human caused and technological hazards to which your business is vulnerable. Your business’s exposure to hazard risk can be determined by quickly assessing each hazard using the table included in the model plan.

As part of the Northern Virginia Hazard Mitigation Plan, a hazards analysis for the City of Fairfax was completed in 2010. The analysis considered:

- Historical occurrence;
- Vulnerability of population in the hazard area; and
- Historical impact, in terms of human lives and property and crop damage.

The rankings from this analysis are shown below. Your business may choose to rank hazards differently depending on the likelihood and extent of probable impact. These rankings are provided as a starting point.

Hazard	Flood	Wind	Tornado	Winter Weather	Drought	Earthquake	Landslide	Wildfire	Karst
Ranking	High	High	High	High	Med-High	Med	Med-Low	Med	Med-Low

Hazard	Probability	Human Impact	Property Impact	Business Interruption Impact
	<input type="checkbox"/> Low	<input type="checkbox"/> Low	<input type="checkbox"/> Low	<input type="checkbox"/> Low
Landslide	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low
Wildfire	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low
Karst	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low
Utility Outage	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low
HAZMAT Incident	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low
Business Fire	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low
[Other]	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low

### Hazard Analysis (cont.)

This analysis can help you take necessary steps to minimize the impacts of such hazards or prepare the areas within your business operation with the greatest possibility of significant consequences should an emergency or disaster occur. For example, ask yourself questions like, “Is it likely my business is at risk of a fire? If you are a restaurant owner, the answer would be yes. The next question then becomes, “What actions can I take or measures can I put in place to minimize that risk? The answer could be place fire extinguishers near fire sources, or train staff on how to use a fire extinguisher.

### Flood

Some businesses may be located in a flood zone within the City. If so, the City of Fairfax Floodplain Management Ordinance outlines zoning and building requirements for all buildings and utilities as well as other activity in the Federal Emergency Management Agency (FEMA)-designated special flood hazard area.

These are the areas indicated in blue on the map panels listed below. Even if you have not experienced flooding in the past, you should still review the maps and see if you have a risk of flooding and take appropriate actions. City of Fairfax flood hazards may be found on flood maps:

- 5155240001D
- 5155240002D
- 5155240003D
- 5155240004D
- 5155240005D

Maps can be printed using FEMA’s web tool accessed at <https://msc.fema.gov/portal>



## Concept of Operations

This section outlines **[Business Name]** concept of operations for responding to emergencies and disasters. It identifies the policies, procedures, responsibilities, and actions that the business will take before, during, and after any emergency situation.

### *Direction and Control*

The primary, secondary and tertiary personnel responsible for emergency-related duty actions are listed below to ensure full coverage is available.

Emergency Decision-Making Authority/Line of Succession				
	Title	Name	Cell Phone	E-mail
Primary				
Secondary				
Tertiary				

## Concept of Operations

This section of the plan should identify the policies, procedures, responsibilities, and actions that the business and its employees will take before, during, and after any emergency situation.

At a minimum, the business' emergency plan needs to address:

- Direction and control
- Implementation timeline
- Notification
- Medical Emergency
- Intruder/active shooter incidents
- Sheltering-in-place
- Evacuation and re-entry

When developing this section, consider if you have experienced an emergency event before, or have seen one on the news and thought to yourself: "What would I do? What would need to be in place?" Go through that exercise and write down what and how you would do things in different scenarios. You may identify gaps in your processes or policies as you work through these questions. Now is the time to start working on addressing those gaps before an event occurs.

## Direction and Control

The plan should list the primary, secondary and tertiary personnel who has the authority to make decisions during an event, so full coverage is available. Roles and responsibilities were described earlier in the plan; this section provides more clarity on who has authority to direct or control operations for your business in an emergency event.

**Positions Responsible for Emergency Response, Continuity of Business Operations and Recovery during Emergencies – (check all responsibilities that apply)**

Title	Emergency Response	Business Continuity	Recovery	Name	Cell Phone	E-mail

**Coordination With Building/Property Management**

Add business-specific information here.

*Implementation Timeline*

Add business-specific information here.

*Notification*

Notification procedures must be in place for **[Business Name]** to receive timely information on impending threats, so that decision makers, staff, clients and patrons are alerted of potential emergency conditions. This section describes how **[Business Name]** receives emergency warnings and

**Coordination With Building/Property Management**

Explain how you will coordinate with your business' building/property management and other businesses within the building during times of emergency.

- When do you contact someone?
- Who do you talk to?
- How do you contact them?

**Implementation Timeline**

This section should provide employees a recommended timeline for implementation of the emergency response plan, in anticipation of, or in response to an emergency or incident impacting the business' facility.

For instance, if your business is vulnerable to winter storms, you may start to take actions when a winter storm watch has been announced by the National Weather Service. Use this section to describe what actions should be taken and when.

**Notification**

This section should explain who is responsible for making a notification, who they should make it to and how.

notifications as well as the method for alerting staff and visitors/customers of these warnings.

### Emergency Notification Channels

The table below describes how **[Business Name]** receives emergency warnings and notifications.

<b>NOAA Weather Radio</b>		<b>Commercial Mobile Alert System (cell phone)</b>		<b>Other:</b>	
<b>Fairfax City Alert</b>		<b>Emergency Alert System</b>		<b>Other:</b>	

### Employee Notification

<b>Notification Method</b>	<b>Communication method (e.g., phone, e-mail, pager, loudspeaker)</b>	<b>Responsible party (i.e., who is responsible for initiating message)</b>
Primary		
Secondary		
Tertiary		

### Customer Notification

<b>Notification Method</b>	<b>Communication method (e.g.,</b>	<b>Responsible party (i.e., who is responsible for initiating message)</b>

#### Notifications Channels

Describe how your business will receive emergency warnings. If it varies according to time of day (e.g., normal business operations, off hours, weekends, and holidays), explain how. This could be using a weather radio, requiring staff to sign up for emergency alerts, or having a television on at all times.

#### Employee & Customer Notification

List who and how you will contact employees in the event of an emergency. List a back-up and secondary back-up if possible. This could include a phone tree, a mass email list, a post on the business Facebook page or webpage, etc...

You may also need to consider how you will communicate with customers or vendors. If so, add that into your plan.

	phone, e-mail, pager, loudspeaker)	
Primary		
Secondary		
Tertiary		

### Medical Emergency

#### Policies and Procedures

*Incidents occurring to staff and/or patrons within the business facility*

Add business-specific information here.

*Incidents occurring to staff while at off-site job locations*

Add business-specific information here.

*Incidents occurring to staff while on business travel*

Add business-specific information here.

#### Staff and Equipment

The following table lists equipment and staff responsible for medical first response and equipment.

Medical Emergency Response Equipment and Staff
First Aid Kits

### Medical Emergencies (cont.)

Describe policies and procedures for the response to medical emergencies, to include:

- Incidents occurring to staff and/or patrons within the business facility
- Incidents occurring to staff while at off-site job locations
- Incidents occurring to staff while on business travel

Answer questions like:

- Who do you contact?
- What actions should be taken?
- When should management be informed?
- Where are the first aid supplies stored and how do you replenish them?

Staff trained in first aid need to renew that training periodically. Be sure you know who on your staff is trained or consider making it a requirement for some staff.

It may be a good idea to keep a stocked first aid kit and or Automatic External Defibrillator (AED) on hand.

**EMERGENCY OPERATIONS PLAN FOR [BUSINESS NAME]**

Number	Location	Staff Responsible for Stocking	Trained Staff	Cell Phone
1.				
2.				
3.				
4.				
5.				

**Automatic External Defibrillators**

Number	Location	Staff Responsible for Maintenance	Trained Staff	Cell Phone Number
1.				
2.				
3.				
4.				

**First Aid Trained Staff**

1.	Name	Cell Phone	Date of last First Aid training	Date of last CPR training
2.				
3.				
4.				

5.				
----	--	--	--	--

*Intruder/Active Shooter Incident*

This section describes the policies and procedures as well as roles and responsibilities for incidents involving an intruder or an active shooter.

**Policies and Procedures for Response to Intruder/Active Shooter**

Add business-specific information here.

**Employee Roles and Responsibilities**

Role	Responsibility

*[Hazard]*

This section describes the policies and procedures as well as roles and responsibilities for the protection of staff, customers, and visitors to the business in the event of a **[hazard]**.

**Policies and Procedures for Response to [Hazard]**

Add business-specific information here.

**Employee Roles and Responsibilities**

Role	Responsibility

**Intruder/Active Shooter Incident**

This section of the plan addresses scenarios where an intruder or active shooter is in the immediate area of the business or has gained access to the business/building.

Unfortunately, intruder/active shooter incidents have become more and more common across the United States. It is critical to address this potential emergency to provide the employees, customers and visitors with a sense of comfort that the business environment is safe. These incidents are unpredictable and evolve very quickly. Individuals must be prepared to react to an active shooter situation prior to the arrival of law enforcement.

Under policies and procedures, the following issues could be addressed:

- How to alert staff, customers, and visitors to the threat and how to notify them of the all-clear signal. Describe who will be responsible for the alerts.
- What the facility lockdown process will be so entry and exit to all parts of the business/building can be controlled. List when and how this process is tested.
- How to minimize and control points of access and exit in buildings and areas without use of lockdown procedures.'

**[Hazard]**

Depending on the hazard analysis you completed, you may want to include details on policies and procedures as well as roles and responsibilities for additional hazards. Repeat this section as needed. Try to answer: what will you do, who will do it, when will you do it.


### Sheltering-in-Place

This section describes the policies, roles, responsibilities, and procedures for the short-term sheltering-in-place of staff, customers, and visitors of **[Business Name]** during designated emergencies.

#### Policies and Procedures for Sheltering-in-Place

**Shelter-In-Place.** For some emergencies, sheltering-in-place may be required temporarily in order to prevent or reduce exposure to hazardous outdoor atmospheres, such as incidents involving a hazardous materials release. In such an event, an announcement will be made by public officials using a public address system, reverse-911, local media including television and/or radio, as well as social media alerts using Facebook and Twitter.

**Severe Weather/Tornados.** In the event of severe weather or tornado, seek shelter in the lowest possible level of the building away from windows and doors. These areas should be pre-designated with signage so those not familiar with the building know where to go.

Add business-specific information here.

#### Employee Roles and Responsibilities

Role	Responsibility

### Sheltering-in-Place

Sheltering for short-term protection or refuge within the business/building may be necessary at times. Many events could necessitate sheltering in place such as a tornado or severe weather watch/warning or a hazardous material incident. In this section, you may:

- Explain how a decision to shelter-in-place should be made and when to declare an “all clear” from shelter-in-place operations and who will make these decisions.
- Identify where within your facility, sheltering-in-place can be done.
- Identify and explain the location and procedures for turning off the air conditioner and/or heating system to prevent outside contaminants from entering the facility in the event of a chemical release.
- Explain the procedures for ensuring the safe, orderly, and effective movement of employees, customers, and visitors with mobility issues to designated safe areas.
- Identify and explain the process used to verify and maintain accountability of staff, customers, and visitors within the business.

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### Suitable Sheltering-in-Place Locations

Location	Capacity

### Evacuation and Re-Entry

In this section of the template, describe the policies, roles, responsibilities, and procedures for the evacuation of the facility.

#### Policies and Procedures for Evacuation

Add business-specific information

#### Roles and Responsibilities

Role	Responsibilities

### Evacuation and Re-entry

If an emergency requires evacuation of the business building, site or neighborhood, it is important that all persons in the building know where exits are for the safest and quickest evacuation without panic.

The Virginia Fire Prevention Code requires the development and posting of evacuation routes for all public facilities, including businesses.

In addition to these posted evacuation routes, policies and procedures are required to ensure the effective and efficient evacuation of the facility in the event of an emergency.

Identify and explain the policies and procedures for the evacuation of the business/building due to fire or other type of emergency.

In this section, you may:

- List the responsibilities for evacuation by business role (e.g., CEO, office manager, shift manager, etc).
- List a safe meeting place for people to assemble once evacuated, who should report to these assembly points and the general route they should use to get to the assembly points.
- Describe any special accommodations or arrangements you have in place for people who may require assistance evacuating. This could include needing to carry a person in a wheelchair down a flight of stairs should the elevators be shut down.



**Evacuation Assembly Points**

Assembly Point	Who Reports to this Point	Primary Route

**Procedure for People with Access or Functional Needs**

Add business-specific information

**Re-Entry Following Evacuations**

Re-entry to the facility should occur only upon authorization from a designated official of the business/property management and only to those parts of the facility deemed safe. This section describes the policies, roles, responsibilities, and procedures for re-entry of the facility following evacuations. The table below identifies the roles and responsibilities of employees of **[Business Name]** for authorizing re-entry to an affected location.

**Evacuation and Re-entry (cont.)**

- Describe how access to the facility will be controlled before anyone is allowed to re-enter the building.
- Describe the roles and responsibilities of employees in determining and executing re-entry.

Title/Role	Responsibilities

*Procedures for Controlling Facility Access*

Add business-specific information

## Training and Exercises

This section shall identify and explain the procedures for increasing employee awareness of possible emergency situations and providing training on their emergency roles before, during, and after a disaster.

Required Training Name	Employees Required to Receive Training	Frequency	Provider

### Training and Exercises

For any plan to be effective, everyone must read and be trained on the plan and the procedures described.

An annual training and exercise should be scheduled and conducted to ensure that all staff and leaders with responsibilities assigned within the plan know and understand their roles. In addition, these training and exercise events can help validate the procedures in the plan and identify gaps.

In this section, you may:

- List and explain the levels of training required for various staff (e.g., most staff may need a simple overview of the concepts while managers and key staff would need more in-depth training and understanding if they will be asked to take an active role in response and recovery.)
- Explain how new employees will be trained regarding their role(s) in response to a disaster.
- Explain how the plan will be tested or exercised including frequency and who is responsible for planning and conducting the exercise.
- Explain the procedures for correcting gaps noted during training and exercises.
- Identify the staff/role who will ensure all requirements (emergency operations plan/exercises/training) are met.


**Policies and Procedures for Training and Exercises**

Add business-specific information

**Plan Maintenance**

This section will identify and explain the procedures for updating the emergency operations plan, at least on an annual basis, or following an emergency or disaster.

**Policies and Procedures for Plan Maintenance**

Add business-specific information

Version	Date	Author	Summary of Changes

**Plan Maintenance**

Plans should be reviewed on an annual basis and revised where appropriate, based on changes to the business, changes to key staff, and changes to other plans, policies, and procedures based on lessons learned from exercises and real-world events.

Under policies and procedures, consider the following:

- Identify and explain who will be responsible for maintaining the plan and the process to be used to review and update the plan, including frequency of updates.
- Explain how plan changes will be distributed to all responsible parties.