BUSINESS DISASTER RESILIENCE GUIDE

READY FAIRFAX

COUNTY OF FAIRFAX
1742
VIRGINIA

DISASTERS HAPPEN,

and they can affect you, your family, your community, and your business. DEMS is pleased to provide the community with this "Business Disaster Resilience Guide", a companion document to the **Community Emergency Response Guide (CERG)**. This guide offers first action steps to take during emergencies in an easy-to-read format.

If you are interested in an business resilience workshop, please contact the **Fairfax County Department of Emergency Management and Security** at **www.fairfaxcounty.gov/emergencymanagement** or email **DEMS-outreach@fairfaxcounty.gov**.

We look forward to working with you toward a more ready and resilient Fairfax County!

To download a copy of the Business Disaster Resilience Guide, Community Emergency Response Guide, and templates, please visit, **www.fairfaxcounty. gov/emergencymanagement**.

INSTEAD OF THINKING "IT WILL NEVER HAPPEN TO MY BUSINESS," USE THIS BUSINESS DISASTER RESILIENCE GUIDE TO HELP YOU STAY IN BUSINESS WHEN DISASTER STRIKES.

PURPOSE

The *Fairfax County Business Disaster Resilience Guide* provides an easy-to-use guidance tool to assist businesses in building resilience for disasters.

BENEFITS

The Guide provides the following benefits:

- Provides executable solutions that businesses can adopt to assist with efforts to prepare the facility, operations, employees, and customers for safety;

- Assists businesses with improving their ability to successfully continue operations after an emergency (or disaster);

- Demonstrates how businesses can be instrumental in their own preparedness and resiliency; and,

- Shares local contacts and industry resources to achieve company preparedness goals, as well as educate business employees on risk resilience and business contingency planning.

COMMITMENT

Fairfax County is here to support you—and your business—with valuable informational resources to help you protect your staff and your operations. We look forward to collaborating with you as you begin (or expand) your commitment to safeguarding your investment into the lives, properties, assets, and dreams of the business you have built.
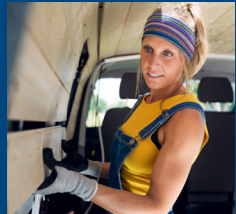
Fairfax County Department of Emergency Management and Security
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INTRODUCTION

DISASTERS HAPPEN.

Although residents and workers in Fairfax County enjoy relative security in their everyday lives, the threat of emergencies, such as natural disasters, technological accidents and acts of terrorism, remains. Unfortunately, many organizations do not adequately plan for such situations, often due to a lack of understanding of hazards or knowledge about how to do so. Yet, emergency planning is just as critical for the workplace as it is for the home.

Disasters affect all businesses, large and small. From the one-person shop, the local restaurant or corner grocery store to the corporation. While unpredictable, they adversely and disproportionately impact businesses that are the most vulnerable. These could be businesses located in fragile building structures, those with little financial reserves, and those whose owners are unable to reopen because they were not adequately prepared before disaster struck.

Companies that experience **business interruption** of any type and **cannot resume operation** within 10 days **will likely fail**.	Employees are **75%** more likely to **take action** when **employers encourage** them to be **prepared for disasters**.	**52%** of **small business owners** estimate the time necessary for **disaster recovery** is **three months**.

(Source: **https://www.flash.org/readybusiness/infographics.php** (Federal Alliance for Safe Homes, Inc.)

Every business faces unique risks and challenges. While every business may not plan the same way, preparations for your business can make a difference. You can reduce a disaster's impacts on your operations, employees, customers, and future.

40%-60% of businesses that close during a disaster never reopen.

Take the time now to create a plan of what you would do before, during, and after an emergency to prevent lost revenue, loss of data, extra expenses, and loss of customers. The better prepared you and your business are, the better the outcome.

Remember that no plan is perfect. By reading this far, you have taken the valuable first step towards making your business disaster resilient. Now, let's take the next step to safeguard your investment!

OPERATIONAL IMPACTS FROM BUSINESS DISRUPTIONS

- Lost sales and income
- Negative cash flow resulting from delayed sales or income
- Increased expenses (e.g., overtime labor, outsourcing, expediting costs, etc.)
- Regulatory fines
- Contractual penalties or loss of contractual bonuses
- Customer dissatisfaction or defection
- Delay executing business plan or strategic initiative

FAIRFAX COUNTY BUSINESS COMMUNITY

Fairfax County has one of the world's strongest economies. It also has one of the most diverse business communities, taking advantage of the proximity to the opportunities of Washington, D.C., transformational companies and industries that prize talent and hard work. The county is the second largest suburban office market in the United States and the largest in the Washington, DC area.

It is the headquarters for 11 Fortune 500 and 100-plus Inc. 5000 companies. The educational attainment in the county is nearly twice the national average.

Fairfax County Business Emergency Operations Council (BEOC)

The county's Emergency Operations Plan provides the basis for the county's emergency management program, including county activities and procedures intended to protect the lives, environment, and property of Fairfax County.

DEMS supports businesses as they build resilience by helping them prepare for emergencies. The Fairfax County Business Emergency Operations Council (BEOC) connects with businesses to provide better coordination and collaboration between businesses, with a presence in Fairfax County, and

MINORITY-OWNED FIRMS
8K+ EMPLOYER FIRMS
85K EMPLOYEES
33% OF ALL COUNTY PAYROLL BUSINESSES

WOMAN-OWNED FIRMS
5K+ EMPLOYER FIRMS
53K EMPLOYEES
22% OF ALL COUNTY PAYROLL BUSINESSES

VETERAN-OWNED FIRMS
2K+ EMPLOYER FIRMS
26K EMPLOYEES
8% OF ALL COUNTY PAYROLL BUSINESSES

local government officials when preparing for, responding to, and recovering from, disasters or other events with the potential to impact normal operations. Participation in the BEOC is completely voluntary and open to members of the private sector, including large and small businesses, trade associations, universities, think-tanks, and non-profits.

The diversity of our business owners, executives, and workforce is as wide-ranging as the industries in which they work.

- Pulls from a regional labor force of 3.4 million workers.
- More than 40 percent of our businesses are minority-owned, woman-owned or veteran-owned.
- 39 percent of the area's population speak a language other than English.
- One in four jobs are filled by a high-tech worker.
- Workforce includes one of the largest millennial-generation populations in the region.
- 30% of professional and technical services jobs are held by young adults ages 19 to 34.
- Attracts talent with military expertise and security clearances.

EMPLOYMENT BY AGE IN FAIRFAX COUNTY

65+
33,625

55-64
101,072

45-54
139,710

19-34
193,970

35-44
141,385
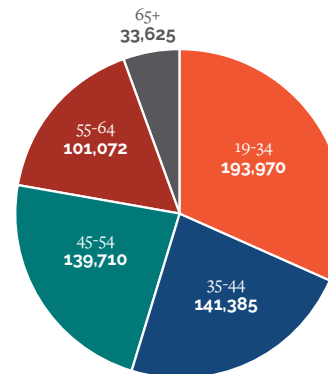
Source: U.S. Census Bureau, Longitudinal Employer-Household Dynamics, most recent four quarters

Fairfax County Economic Development Authority (one source is **https://www.fairfaxcountyeda.org/wp-content/uploads/2021/06/workforce.pdf**)
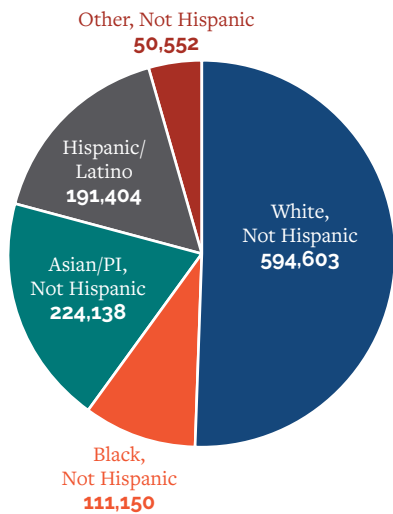
INCLUSIVE RESILIENCE PLANNING

Businesses in Fairfax County serve and are supported by a culturally diverse community. Planning for an unexpected crisis necessitates being inclusive of these richly diverse businesses and the customers and clients served. Embracing the diversity of the businesses is a foundational part of building resilience in the workplace.

Employees and customers may hail from many parts of the world, bringing with them varied life experiences that influence their threat awareness, perceptions, and response behavior. Applying a "lens" of inclusiveness to your resilience planning better ensures that everyone is equitably served.

PERSONS BY RACE/ETHNICITY

Other, Not Hispanic **50,552**

Hispanic/Latino **191,404**

White, Not Hispanic **594,603**

Asian/PI, Not Hispanic **224,138**

Black, Not Hispanic **111,150**

Source: Fairfax County Economic, Demographic and Statistical Research, 2020 data and US Census Bureau, 2012 five year Am Community Survey Data **https://www.fairfaxcounty.gov/demographics/fairfax-county-general-overview**

Take the time to understand the overall socio-demographic makeup of your employees, customers, and suppliers. Engage diverse representatives in your resilience planning process. Not everyone may understand and respond to disaster threats, alerts and warnings, and events in the same way. Inclusive planning promotes out-of-the-box decision making, increases overall workplace safety, and demonstrates a commitment to caring and leadership.

CULTURAL DIFFERENCES

Considering cultural differences in the internal and external populations critical to your business leads to more effective and holistic resilience plans. Culturally competent planning results in clearer priorities, targeted training, and effective response during a crisis. Inclusion factors for consideration:

- Race and ethnicity, including indigenous peoples, communities of color, and immigrant and refugee communities
- Gender
- Age
- Sexual and gender minorities
- People with disabilities
- Occupation and income level, including low-income individuals
- Education level
- People with no or limited English language proficiency
- Geographic location

LET'S GET STARTED: UNDERSTANDING BUSINESS RESILIENCE

All businesses large and small have the potential of being impacted by an emergency or disaster. After all your effort to building your customer base and establishing your operations, think of losing it all in a flash. Pipes break. Bad weather hits. Cyber-attacks happen. These threats leave your business vulnerable to devastating losses. It pays to be proactive and build disaster resilience beforehand so you can keep operating if the unexpected occurs.

SEPTEMBER IS NATIONAL PREPAREDNESS MONTH
and businesses are encouraged to participate and use it as a time to promote preparedness in the workplace.

To explore ideas on how your business can participate, visit **https://www.ready.gov**

How will your business recover financially following a major loss?

Resilience is the capacity of individuals, communities, governments, institutions, businesses, and social systems to survive, adapt, and grow – no matter what kind of challenges or disasters they experience.

Businesses can get stuck on what to do, so start by developing a basic understanding of business resilience. Protecting your business, employees, and customers can impact whether you will open your doors afterwards.

RESILIENCE SNAPSHOT: DO YOU KNOW YOUR...

- **Risks:** identify serious threats that may lead to disruptions
- **Operations:** understand business functions and processes critical for survival
- **Employees:** document employee information so you can connect with them
- **Equipment:** protect critical equipment to keep your business running
- **Key Customers, Contacts, Suppliers, and Vendors:** ensure continued service to customers
- **Information Technology:** understand IT needs and develop protection systems
- **Finances:** ensure financial resilience
- **Plan:** review, test and update plans to stay updated
- **Community:** build ties with those that can help your business recover

(Source: OFB-EZ, IBHS)

HOW TO MAKE YOUR BUSINESS RESILIENT

The infographic by the Federal Emergency Management Agency (FEMA) located on the following page provides an overview of some of the key areas to consider such as having a business continuity plan, a recovery plan, and emergency kits for employees.

Fairfax County Emergency Operations Plan (EOP) is dedicated to supporting your resilience building efforts! Reach out to us if you would like additional help with plan development, review, or to attend a Business Disaster Resilience Workshop. We are here to support you!

Make Your Business Resilient

Roughly 40 to 60 percent of small businesses never reopen their doors following a disaster. But you can.

MIKE's Hardware

How to Be Prepared

Make an evacuation plan and exercise it regularly

Know how you'll notify your employees, customers, and stakeholders of an emergency

Have redundancy for key resources like power, equipment, and supplies

Create a Business Continuity Plan to become operational again quickly

Be Prepared for Everyday Disasters

Burst pipes   Server failure   Fires   Flu

Have a Continuity Plan

Following a disaster, 90% of smaller companies fail within a year unless they can resume operations within 5 days.

1 in 5 companies spend no time maintaining their plan.

Meanwhile, 20% of larger companies spend over 10 days per month on their continuity plans.

Disaster Recovery Plan:

IMPORTANT RECORDS

Insurance policies, contracts, employee records

IT REDUNDANCY

Installation disks, software licensing keys, hardware inventory with serial numbers, and equipment

EMERGENCY SUPPLIES

Cash, water, first aid kit, paper towels, garbage bags, battery-powered radio, 3-day supply of non-perishable food, etc.

Emergency Kits for Employees

Encourage your employees to have grab-and-go emergency kits at the office, in the event of a disaster during the work day:

Include a small first aid kit, cash, energy bars, bottle of water, phone charger, etc.

FEMA

Source: https://www.fema.gov/media-library/assets/images/116921

TOP 10 PREPAREDNESS TIPS FOR SMALL BUSINESSES

1. Build a team to create your plan.

2. Gather critical documents and information needed for decision making.

3. Identify and prioritize critical operations and processes.

4. Identify hazards—the potential disruptions to your operations.

5. Keep it simple: Build your plan and create an emergency kit so you can grab and go.

6. Create a communications strategy and plan to use post emergency. Maintain emergency contact lists for employees, vendors, suppliers, and other key people.

7. Recruit and train employee volunteers that can keep emergency supplies and take the preparedness message home.

8. Back up and store vital records and data off-site.

9. Take action to mitigate the potential impact on your equipment, buildings, facilities, inventory, and storage. Consider insurance and a generator.

10. Exercise, test, and update your plan. Keep it current.

(source: The U.S. Chamber of Commerce Foundation, Small Business Disaster Preparedness Quick Guides)

CREATE A RESILIENCE PLAN

This guide includes three valuable planning tools to help you get started:

1. **Business Resilience Planning Template**, an easy-to-use tool described below and located in the end of the guide and online.

2. **Action Checklists Before, During, and After** to walk you through actions to take.

3. **Fairfax County Hazards**, a description of threats and hazards, along with actions to take before, during, and after an event.

Your business resilience planning addresses the impacts most likely to disrupt your business, the critical business activities that are essential to stay in business and recovery quickly, and resilience strategies to keep those critical activities running. As you begin (or continue) your planning efforts, you will document essential information, identify and eliminate single points of failure, establish roles and responsibilities, and clarify communication protocols--all critical to keeping the business operating or reopening as rapidly as possible after a business disruption.

Think of these efforts as a work-in-progress and your template a **working document**, unique to your business, that you will update as the business evolves and changes occur. Consider inviting representatives from different parts of your business to offer diverse perspectives, voice concerns, and brainstorm ideas and solutions. Innovation and inclusive collaboration are key!

Four basic steps to building
business resilience:

1. **Identify risks** that make your business vulnerable (Risk Assessment).

2. **Analyze the impacts** those risks potentially have on your business (Business Impact Analysis).

3. **Create a resilience strategy and plan** using the template included in this guide.

4. **Measure your efforts** through testing, training and maintaining your documents.

BUSINESS CONTINUITY LIFECYLE

STEP 1: IDENTIFY — RISK ASSESSMENT

STEP 2: ANALYZE — BUSINESS IMPACT ANALYSIS

STEP 3: CREATE — STRATEGY & PLAN DEVELOPMENT

STEP 4: MEASURE — TEST, TRAIN, MAINTAIN

YOUR BUSINESS RESILIENCE PLANNING TEMPLATE

In the back of this guide, you will find an easy-to-follow template to kickstart your efforts in building a resilient business. The template consists of five steps that walk you through the planning process.

1. Stay in Business (*business operational details*)

2. Emergency Contact and Communications

3. Evacuation

4. Shelter-in-Place

5. Share, Practice, Train, and Review

You will also find a fillable electronic PDF version of the same template at **www.fairfaxcounty.gov/emergencymanagement/cerg**. Go online, answer the questions directly in the form, download your plan, and print it out for your use. Distribute the plan, ask for input, and revise accordingly. It's key to remember that your plan can change regularly so consider it a work in progress.

The online template is strictly for your own private use. Fairfax County does not access, collect, maintain or disseminate any information entered onto the template. If you fill out this form electronically, data entered during your current session will not be saved automatically. If you need to stop working on your plan, please make sure you save your work.

Reach out to the Fairfax County Department of Emergency Management and Security (DEMS) at 517-350-1000 or **DEMS-outreach@fairfaxcounty.gov** if you have questions or would like assistance completing the template and building your plan. Our community engagement team is ready to help, and to answer any questions you may have.

An earlier version of this template is included as Appendix C: Developing Your Business Preparedness Plan in the Fairfax County Community Emergency Response Guide (CERG). **www.fairfaxcounty.gov/emergencymanagement/cerg.**

PLANNING FOR PEOPLE WITH DISABILITIES, ACCESS AND FUNCTIONAL NEEDS

"Although employers are not required to have emergency evacuation plans under the Americans with Disabilities Act (ADA), if employers covered by the ADA opt to have such plans, they are required to include people with disabilities. Further, employers who do not have emergency evacuation plans may nonetheless have to address emergency evacuation for employees with disabilities as a reasonable accommodation under Title I of the ADA. In addition, employers in certain industries may have obligations to develop emergency evacuation plans under the Occupational Safety and Health Act (OSH Act) or under state and local law. Whether mandatory or voluntary, many employers decide to develop emergency evacuation plans."

Job Accommodation Network

Everyone, including individuals with disabilities, should enjoy the same level of safety and security in their work environment. People with disabilities, access and functional needs (DAFN) may need accommodations to support their ability to prepare, respond, and recover from a disaster event. Create emergency preparedness and disaster resilience plans that cover all employees and take into consideration those who are served by your business.

US Department of Labor's Disability Employment Statistics for ages 16 years and over: **LABOR FORCE PARTICIPATION RATE OF PEOPLE WITH DISABILITIES WAS 21.6%**

(August 2021)

Source: https://www.dol.gov/agencies/odep

In your organizational planning, create specific guidelines and put equipment in place to help evacuate persons with disabilities, such as limited mobility or sight impairments, in the event of a disaster to minimize risk during an emergency. Many people who are otherwise self-sufficient may have special circumstances due to short-term issues such as physical or mental health issues. This guide provides an overview of accommodations ideas for emergency planning and evacuation and a valuable resource link to get more information.

Planning for risk reduction and safe evacuation of people with disabilities and others with access and functional needs pose accommodations with respect to alert and notification, information dissemination, evacuation, emergency transportation, and sheltering.
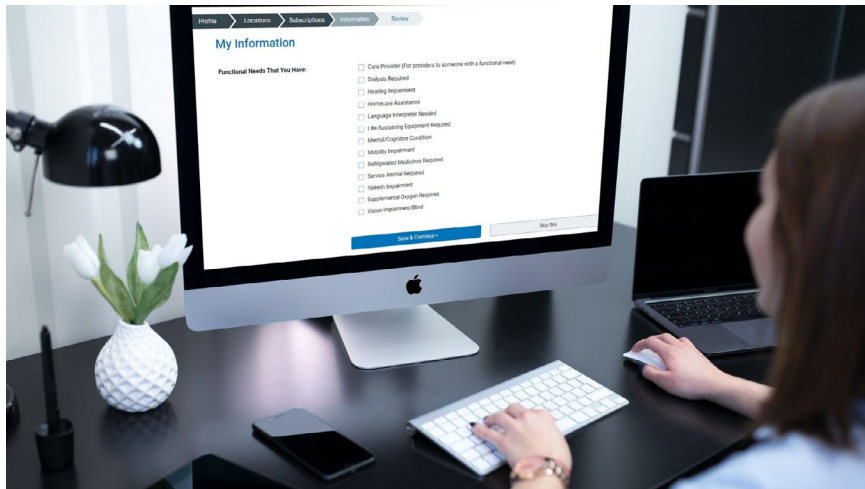
Identify the accommodation needs of your employees. Ask employees to self-identify accommodation needs for emergency evacuation and assure employees that this is voluntary and confidential. Develop a method to identify visitors with varying needs. Explore various accommodation options for emergency evacuation. Ask employees with disabilities for their accommodation ideas. Visit the Office of Disability Employment Policy (**www.dol.gov/agencies/odep/program-areas/employers/accommodations**) for additional information on DAFN support resources.

Consider the following accommodation ideas in your evacuation plan:

- Have emergency alarms and signs showing the emergency exit routes.
- Consider installing lighted fire strobes and other visual or vibrating alerting devices to supplement audible alarms.
- Implement a "buddy system."
- Insure a barrier-free route of travel out of the building.
- Designate areas of refuge with accessible routes and support supplies.
- Consider purchasing devices such as an evacuation chair to help move people with motor impairments down a staircase or across rough terrain.
- Provide alerting devices to alert individuals with hearing impairments of the need to evacuate.
- Install tactile signage with graphics and maps for employees with vision impairments.
- Provide communication devices to individuals with speech impairments so they can communicate.
- Consider making portable wheelchairs available after evacuation.
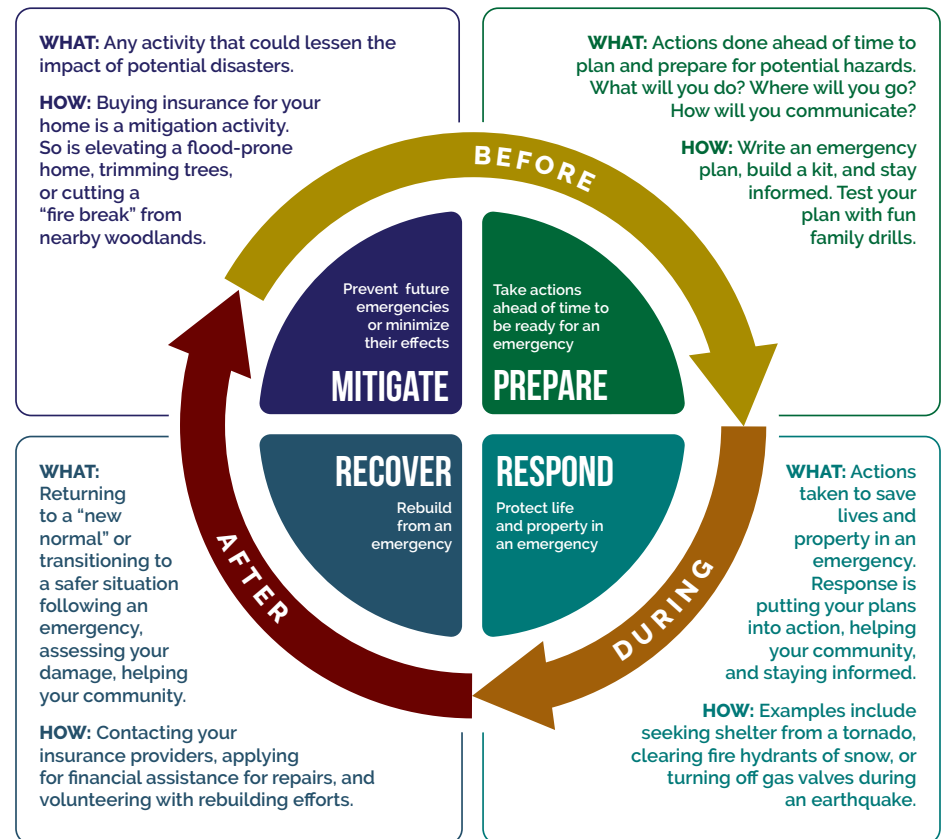
FAIRFAX COUNTY FUNCTIONAL NEEDS REGISTRY

Encourage employees with disabilities, access and functional needs to sign up for the Fairfax Alerts Functional Needs Registry. The Registry is an optional subscription for anyone who lives, works or plays within the County. Employees can include their work contact information and location and select from the pre-identified categories based on their functional needs. By signing up, they will receive valuable preparedness information based on their selections. In the event of a life threatening emergency, those registered still need to follow standard emergency protocol of calling 9-1-1.

CORE ACTION CHECKLISTS (BEFORE, DURING, AND AFTER)

Use these detailed checklists as an overall list for actions you can take to build business resilience.

Four Phases of Emergency Management

WHAT: Any activity that could lessen the impact of potential disasters.

HOW: Buying insurance for your home is a mitigation activity. So is elevating a flood-prone home, trimming trees, or cutting a "fire break" from nearby woodlands.

WHAT: Actions done ahead of time to plan and prepare for potential hazards. What will you do? Where will you go? How will you communicate?

HOW: Write an emergency plan, build a kit, and stay informed. Test your plan with fun family drills.

WHAT: Returning to a "new normal" or transitioning to a safer situation following an emergency, assessing your damage, helping your community.

HOW: Contacting your insurance providers, applying for financial assistance for repairs, and volunteering with rebuilding efforts.

WHAT: Actions taken to save lives and property in an emergency. Response is putting your plans into action, helping your community, and staying informed.

HOW: Examples include seeking shelter from a tornado, clearing fire hydrants of snow, or turning off gas valves during an earthquake.

BEFORE

AFTER

DURING

MITIGATE — Prevent future emergencies or minimize their effects

PREPARE — Take actions ahead of time to be ready for an emergency

RECOVER — Rebuild from an emergency

RESPOND — Protect life and property in an emergency

MITIGATION (LONG TERM RISK REDUCTION -- BEFORE AND AFTER)

- ☐ Identify potential internal and external hazards
- ☐ Complete a risk assessment
- ☐ Address priority hazards
- ☐ Identify workplace hazards that may impede emergency evacuation for those with disabilities, access and functional needs
- ☐ Secure your space (begin by addressing hazards starting at no/low-cost items with high impact)
- ☐ Strengthen your property, such as using surge protectors or getting a generator (actions if you lease or own)
- ☐ Review your insurance coverage and design a program that fits your business and risk
- ☐ Plan on what items you will be required to provide when filing an insurance claim
- ☐ Be diligent in continuing solutions that work for your business
- ☐ Consider buying flood insurance which takes 30 days to become active.

Insurance is a risk management tool critical for all businesses. It can reduce the financial impacts from unplanned disruptions and improves chances for survival. Having the right insurance coverage is key to your disaster recovery. Insurance is always your first mechanism for recouping losses. If you already have insurance, make sure you understand what it covers and excludes. Does your policy include business interruption coverage? Would the amount of coverage be sufficient for an event that required you to close for several days or weeks?

INSURANCE TIPS

- Keep electronic and/or physical copies of insurance policy information and contact information in a place that can be easily accessed.
- Document any damages and track any expenses you incur related to the disaster. These records may be necessary for insurance and/or government assistance.
- Listen for public information about available assistance and services via tv, radio, and social media.

PREPAREDNESS (BEFORE)

- ☐ Build a planning team
- ☐ Complete the Business Disaster Resilience template in this guide
- ☐ Gather disaster supplies
- ☐ Create first aid/medical kits
- ☐ Encourage employees to keep an emergency kit at work
- ☐ Review safe places in the workplace
- ☐ Educate workplace customers and visitors on safety protocols
- ☐ Train your employees on the emergency plans
- ☐ Update and test your plan through regular employee drills
- ☐ Reinforce and reward employees' safe behavior
- ☐ Build ties with your community and agencies that can help you recover quickly
- ☐ Consider how your business may be able to help employees and their families with support and resources if a crisis occurs (e.g., food, housing, childcare, wage advances).
- ☐ Sign up for Fairfax Alerts to stay informed
- ☐ Follow @ReadyFairfax and @FairfaxCounty on social media
- ☐ Join the Fairfax County Business Emergency Operations Council (BEOC)

ORGANIZE BUSINESS DISASTER SUPPLIES

Ensure your employees know the location of these supplies and practices using them during training.

- First aid kits/medical supplies
- Water
- Food and food preparation tools
- Lighting *(flashlights, batteries)*
- Communications *(chargers, weather radios)*
- Tools
- Personal protective equipment
- Tarps/plastic sheeting
- Hygiene and sanitation supplies
- Back-up power
- Additional supplies

RESPONSE (DURING)

☐ Decide if evacuation is necessary or shelter-in-place

☐ Activate trained employees and help the injured

☐ When safe, observe the building(s) for damage and/or hazards

☐ During evacuations, have all employee, vendor, and client contact information on hand

☐ Establish a hub for communications for employees and ensure you know where your people are located

Shelter in Place	Lockdown	Evacuate
If you are not in immediate danger, stay where you are. Select a small, interior room with no or few windows, and take refuge there.	Lockdown is securing or protecting individuals from an immediate threat, inside or outside, and should not last more than a few hours.	Evacuation could be from a building or an area. You might have time to prepare, and others might call for immediate action.
Steps	*Steps*	*Steps*
• Follow instructions from authorities • Follow your emergency plan	• Lock all doors/windows or block with heavy items. • Turn off lights, close blinds/curtains, stay low. • Silence all electronics. • Wait for the "all clear"	• Remain calm and don't run. • Do not use elevators. • Do not break windows in a fire – oxygen feeds fires.
Reasons	*Reasons*	*Reasons*
• Acts of violence/ terrorism events, or civil disturbance • Chemical, biological, or radiological events • Severe weather	• Acts of violence/ terrorism events • Civil disturbance	• Chemical spill or gas leak • Visible smoke or fire • Bomb threat • Suspicious mail • Localized flooding

RECOVERY (AFTER)

☐ Perform a detailed facilities assessment of impacts to utilities, special equipment, inventory, etc.

☐ Provide employees with instructions on how to obtain information about workplace and operating status

☐ File an insurance claim as soon as possible within the time requirements

☐ Consider options for alternative work sites/operations, as appropriate

☐ Restore operations/productions

☐ Communicate frequently with key stakeholders (employees, customers, vendors, investors)

☐ Document lessons learned

☐ Update resilience plan/templates

☐ Restock kits and supplies

There are many lists readily available to help you identify important actions to take before, during, and after a crisis. Consider what specific priority actions **your** business needs.

DISASTER RECOVERY ASSISTANCE

Federal
- **US Small Business Administration (SBA):** There are two types of low-interest loans, one for direct physical damage and one for all non-physical damage impacts to the business, economic injury. A business can apply for one or both but it must at least register for federal assistance before the deadline in order to get your business name in system. Once you apply, there is no obligation to take the loan, but in order to keep that option open, you have to register for disaster assistance. **https://disasterloan.sba.gov/ela/**

- **Disaster Assistance Improvement Program (DAIP):** The Disaster Assistance Improvement Program (DAIP) provides disaster survivors with information, support, services, and a means to access and apply for disaster assistance through various federal programs. Find, learn more, and apply for disaster assistance at **www.disasterassistance.gov**

State
- **Virginia State Corporation Commission:** If you are experiencing problems with your insurance company, you can contact the Virginia State Corporation Commission at **www.scc.virginia.gov/**

Local
- **Fairfax County Government:** Fairfax County Government provides a wide variety of services and resources to our residents, businesses, and visitors. Visit **www.fairfaxcounty.gov**

- **Emergency Blog** - recovery resources would be shared. Visit **www.fairfaxcounty.gov/emergency/blog** for recovery resources.

DISASTER LOAN USE

If your insurance and funding from the Federal Emergency Management Agency (FEMA) doesn't fully cover the disaster assistance you need, you can use disaster loans for a number of purposes.
https://disasterloanassistance.sba.gov/ela/s/

Real estate	Personal property	Economic injury	Machinery and equipment	Inventory	Active military duty

COMMUNICATING WITH EMPLOYEES, SUPPLIERS, AND CUSTOMERS

Effective communications is critical to ensuring disaster resilience. During disasters, communicating with employees, suppliers, customers, and the general public is challenging. After an event, communicating regularly, clearly, and transparently with all the employees, customers, and key stakeholders is critical.

The following tips will help you begin creating a crisis communications approach and a plan.

- Keep your emergency contact list current with multiples ways to reach each person (personal phone and cell number, email, address; family member's phone number and email; evacuation plan and contact; social media: Facebook, Twitter, etc.).

- Consider an alert mechanism to keep your employees, customers, vendors, suppliers, and stakeholders informed and regularly updated in multiple ways (e.g., email, text messages). Test it regularly.

COMMUNICATE, COMMUNICATE, COMMUNICATE!

- Use existing social media platforms to communicate online (e.g., Facebook, Twitter). Have procedures in place to work with the media.

- Identify a spokesperson and backups to be the only public voice of your company. Create key messages and talking points specific to the intended audience (e.g., employees, vendors, etc.).

- Update the communications plan often.

- Train employees and provide new hires with the communications strategy.

- Communicate often with clients and customers to keep them informed of delays in delivery, alternatives, expectations, and any compensation. Be solution oriented towards what will best support their needs.

- Monitor outside communications to determine what is working well and what is needed. (source: U.S. Chamber of Commerce Foundation)

FAIRFAX COUNTY THREATS AND HAZARDS

While we cannot eliminate hazards, we can lessen their potential impact to business operations, employees, customers, buildings--and profits.

Fairfax County is vulnerable to a wide range of hazards that have the potential to damage or destroy property and disrupt the economy. Hazards may occur in isolation, or – more commonly – in ripple-effect clusters. For example, a thunderstorm may produce lightning that causes a structural fire. A hurricane may trigger a flood as well as a power outage and create medical emergencies for your employees or customers.

The Northern Virginia Hazard Mitigation Plan and other sources were used to identify the threats and hazards that pose the greatest risk to Fairfax County (the highest probability of causing the most severe impacts to exposed lives and property). The analyses were based on detailed reviews of prior hazard/threat history, as well as forecasting and probabilistic modeling tools. The following are the most likely threats and hazards, not ranked in order.

Natural hazards:
- Earthquake
- Extreme heat
- Fire (landscape)
- Flooding
- Hurricane or tropical storm
- Thunderstorm
- Tornado
- Winter storm or extreme cold

Human-caused hazards (including accidents and intentional acts):
- Chemical, biological, radiological, or nuclear release
- Civil disorder
- Cyber attack
- Dam failure
- Hazardous materials release
- Pandemic, influenza, infectious disease
- Terrorism or act of violence

"Everyday" emergencies:
- Medical emergency
- Power outage
- Structural fire

Have you thought about the possible threats and hazards that may impact your business location and, specifically, your business? Start by familiarizing yourself with the threats and hazards that may threaten your community, your immediate location, and most importantly, your own business. Learn what steps to take to reduce the possible impacts to these hazard threats and take action to build resilience!

We encourage you to learn about all the threats and hazards that your business is exposed to, as threats and hazards have different risk characteristics. They may be:

- More -- or less -- likely to occur in your business location.
- Harder or easier to forecast or predict.
- Create more (or less) impacts to your business when they occur.
- May occur in isolation or trigger one impact in a cascading effect. (For example, severe weather might result in flooding or in a power outage.)

FOR MORE INFORMATION ON THE THREATS AND HAZARDS THAT COULD AFFECT YOUR BUSINESS, visit the Fairfax County DEMS website at **fairfaxcounty.gov/ emergencymanagement/cerg** and the Northern Virginia Hazard Mitigation Plan (**https://www.fairfaxcounty. gov/emergencymanagement/ emergency-plans**).

SELECTED THREAT/ HAZARD PROFILES AND ACTION CHECKLISTS

Details on how to understand, mitigate, prepare, respond, and recover from the county's threats and hazards are found in the many online resource listed in this Guide. Five key threats and hazards to Fairfax County businesses are profiled below along with easy-to-use checklists to guide your actions to take before, during, and after an event.

- Acts of Violence/Terrorism
- Cyber Attack
- Flood
- Pandemic/Infectious Disease
- Power Outage

ACTS OF VIOLENCE/ TERRORISM

WHAT IT IS

Terrorism refers the use of force or violence against persons or property for purposes of intimidation, coercion, or ransom. A terrorist assailant might use everyday items such as firearms, knives, of vehicles; purpose-made weapons such as improvised explosive devices; or weapons of mass destruction such as toxic or poisonous chemicals, biological weapons, or radiological-release devices.

An active assailant is an individual actively engaged in killing or attempting to kill people, typically in a confined and populated area, and typically through the use of firearms. Such an individual may or may not have terrorist motives, and they may or may not have accomplices.

KEY TERMS

- The **National Terrorism Advisory System (NTAS)** is the US Department of Homeland Security's threat advisory system, which provides timely information about credible terrorist threats.
- **Sheltering-in-place** is selecting a small, interior room, with no or few windows, and taking refuge there.
- **Lockdown** means securing a building or physical space against intruders.

WHAT TO DO

Before (***Preparedness***/ ***Mitigation***)

- Train employees to recognize the sounds of danger, act, and forcefully communicate danger and necessary action (e.g. "Gun! Get out!")
- Become familiar with "Run, Hide, Fight" or "ALICE."
- Ensure the business resilience or emergency plan includes identified points of contact (e.g., local victim assistance personnel, counselors, and police officers) to work with and support employees and family members if an incident were to happen.
- Consider writing an active shooter "lockdown" response protocol specific to your business.

During (*Response*)

- Use Run, Hide, Fight and/or ALICE principles. (*see box*)
- Lock and barricade doors.
- Turn off light, close blinds, block windows, turn off radios and computer monitors.
- Keep occupants calm, quiet and out of sight.
- Silence cell phones.
- Be out of an assailant's view and take adequate cover and protection.
- Place signs on exterior windows to identify location of injured persons.
- If safe, contact 911 with clear, accurate information and stay online until the police arrive.

During (*When police arrive*)

- Guide occupants to raise arms and spread fingers out.
- Comply with all instructions from law enforcement officers.
- Have resources available such as building plans, location of employees, utility access, and control over cameras, locks and alarms.

ACTIVE VIOLENCE RESPONSES:

"Run, Hide, Fight"
(www.dhs.gov)

- **Run:** If there is an accessible escape path, attempt to evacuate.
- **Hide:** If you can't evacuate, find a place to hide.
- **Fight:** If you can't run or hide, attempt to disrupt or incapacitate the assailant.

"ALICE"
(www.alicetraining.com)

- **Alert:** Become aware, overcome denial, get ready to act.
- **Lockdown:** If you can't evacuate, barricade entry points to the room you are in.
- **Inform:** Communicate information out, if it is possible and safe to do so.
- **Counter:** Create noise, movement, distance, and distraction (this may be distinct from "fighting").
- **Evacuate:** When safe, remove yourself from the danger zone.

After (*Recovery*)

- Once the scene is secured, support first responders on any requests to transport the injured, interview witnesses, secure the crime scene and initiate investigation.
- Establish primary liaison(s) between the business and on-scene authorities.
- Be prepared to offer details about the business (for example, size, history, products, employees, ownership).
- Report any medical conditions to first responders and offer support.
- Help establish trust and a sense of control.
  - » Provide necessary information to affected employees.
  - » If reunification with loved ones is not possible, provide timely, accurate and relevant information to them.
  - » Establish a safe location for family members to gather separately away from media.
  - » Ensure effective communications with those who have language barriers or need other accommodations, such as sign language interpreters for the hearing impaired.
- Coordinate with on-scene authorized communications personnel before releasing any public information.
- Offer to support statements to the press and participate in press events.

CYBER ATTACK

WHAT IT IS

Unlike physical threats that prompt immediate action, cyber threats and attacks are often difficult to identify or comprehend. Cybersecurity involves preventing, detecting, and responding to cyber incidents. Virtually all modern organizations – including governments, hospitals, corporations, banks, and utilities – rely on computer systems for their operations and data management and are therefore vulnerable to cyber-attacks.

The so-called "attack surface" that may be vulnerable to bad actors can include computer hardware, tablets, phones, and many other web-enabled devices and appliances in the so-called "internet of things." Among the dangers of cyber-attacks are intruders erasing entire systems, holding data or operating systems for ransom, stealing confidential or personal information, breaking into systems and altering files, or using a computer or device to access contact lists and attack or infect others.

KEY TERMS

- A **Cyber Attack** may originate from individuals, networking groups, terrorist groups, or countries, and may cause severe (and dangerous) problems for government, business, utilities, and the general public.

- **Hacking** is a direct attack against a system "through the wires" in which an attacker (be they live or an automated "bot") gains direct access to secured/ restricted data or operations. Often the pathways that allow such hacks are opened via "phishing" or download scams.

- The **Internet of Things** includes web-enabled devices and appliances including refrigerators, sound systems, clocks, thermostats, security systems, coffee makers, etc.

- **Phishing** consists of broadly disseminating email or text communications in the hope that a few recipients will click somewhere in the message (for example an attachment, a link, an "enable macros" button) that activates a virus or other malware. A targeted phishing campaign – for example, against a particular government or utility – is called spear-phishing.)

- **Social engineering** involves exploiting the vulnerabilities of a user, rather than their system, to circumvent IT security measures. Examples include phishing, email scams, and other cons. Users are often the most easily defeated element of IT security architecture.

WHAT TO DO

Before (*Preparedness*/ *Mitigation*)

- Consider developing and implementing a cyber security training for employees.
- Keep your company's firewall turned on and updated.
- Install or update antivirus/ antispyware software.
- Require your employees to use strong, unique passwords, and change them on a regular basis.
- Seek out and promptly install all updates to your computer operating system, firmware, software, and antivirus.
- Encourage your employees to be careful what they download, and never click on an attachment, link, or macro in an unsolicited email or text.
- Turn off computers when not being used.
- Always verify the source of emails, and if in doubt delete them.
- Be suspicious of emails from known contacts that seem "off" – misspellings, strange syntax or word usage, generic language, weird link URLs – many hacking campaigns will impersonate known emails.
- Screenshot suspicious content before deleting it, for analytics.
- Ensure your business regularly backs up data to an external hard drive or the Cloud.

During (*Response*)

- Disconnect an infected device from your business network.
- Urge employees to inform your IT staff of any suspected or confirmed attacks on their devices and provide a screenshot.
- If an incident incurs in loss of financial, personal, or medical information, file a police report.

After (*Recovery*)

- Run appropriate scans and utilities to remove any infections.
- Ensure the business's computer devices are not infected and wipe the hard-drive and reinstall all software if there is any doubt.
- Notify anyone that could be adversely affected, including your company's credit accounts, bank accounts, clients, employers, family, and friends. Change all related accounts and all passwords.
- Monitor your business's credit report, banking statements, investments, and credit card statements.

FLOOD HAZARD

WHAT IT IS

Flooding is one of Fairfax County's most common hazards. Depending on its depth and velocity, flooding can be a nuisance or a disaster. Be prepared for flooding no matter where you live, but particularly if you are in a low-lying area, near a body of water, downstream from a dam, or in other areas known to flood in previous storms.

KEY TERMS

- Flood Watch means there is a possibility of flooding or a flash flood in your area.

- Flood Warning means a flood is occurring or will likely occur soon. If you are advised to evacuate do so immediately.

- Flash Flood Watch means flash flooding is possible. Be prepared to move to higher ground. A Flash Flood could occur without any warning.

- Flash Flood Warning means a flash flood is occurring. Seek higher ground immediately; do not wait for instructions.

- 100-year flood (or "base flood") is a flood that has a 1 percent chance of being equaled or exceeded in any given year, according to FEMA's flood maps. A base flood may also be referred to as a 100-year storm, and the area inundated during the base flood is sometimes called the 100-year floodplain, which generally correlates to the "Special Flood Hazard Area" where federal flood insurance is required in order to obtain a mortgage. It should be noted that a "100-year flood" refers to the annual probability of such an occurrence, not the predicted interval between such floods.

- 500-year flood is a flood that has a 0.2-percent chance of being equaled or exceeded in any given year, according to FEMA's flood maps. The area inundated during a 500-year flood is sometimes called the 500-year floodplain. It should be noted that a "500-year flood" refers to the annual probability of such an occurrence, not the predicted interval between such floods.

WHAT TO DO

Before (*Preparedness/ Mitigation*)

- Learn about your flood risk. Is your business in a floodplain? How flood prone is your location?

- Get flood insurance even if you are not in a designated floodplain (the FEMA-designated "Special Flood Hazard Area") as many recent floods have exceeded the 100-year and even 500-year marks.

- Ensure that electrical, plumbing and Heating/Ventilation/Air Conditioning (HVAC) equipment are installed above the flood elevation applicable at your location.

- Sign up for Fairfax Alerts and have a battery or crank powered NOAA weather radio available.

- Review Emergency Plan with team and key employees.

- Take all necessary steps to prevent the release of dangerous chemicals that might be stored on your property. Locate gas main and electrical shut offs. Anchor all fuel tanks.

- 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.

- Update disaster supplies and emergency kits, charge cell phones.

- Maintain accurate inventory of products on site. Postpone any receipt of goods, deliveries, couriers, etc., if necessary.

- Use plugs to prevent floodwater from backing up into sewer drains, or install flood vents/or flood proof barriers.

- Stay tuned to local Fairfax County media & community messaging.
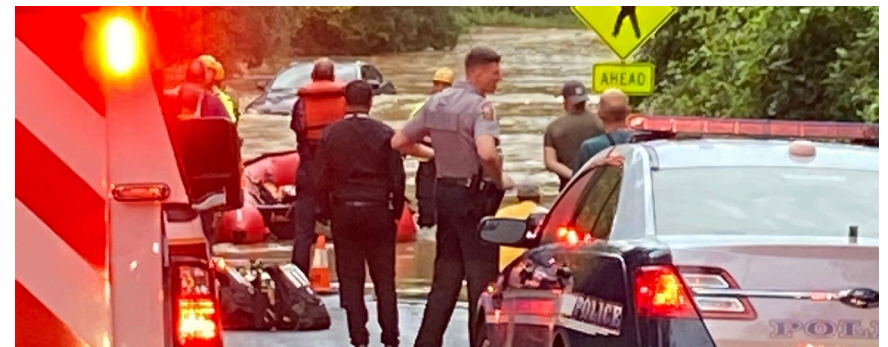
During (Response)

- Maintain life safety of your employees as top priority.
- Begin next phase of your Business Resilience Plan (included in this guide).
- Send non-essential staff home.
- Raise elevators to the 2nd floor and turn off.
- Safely evacuate all employees, customers, and on-site visitors, when appropriate.
- Take cell phones, chargers, and emergency kits with you to a predesignated/safe location.
- Take all critical hardware with you, unplug electrical items, etc.
- Consider redirecting business calls to cell phones, an answering service, Google Voice, or alternate locations.
- Stay tuned to local Fairfax County media & community messaging.

After (Recovery)

- Coordinate with your core planning team to begin the recovery steps in your Business Resilience Plan.
- Implement your emergency communication plan.
- Monitor local authorities and media for informational updates.
- Contact your insurance agent as soon as possible.
- Avoid floodwaters; water may be contaminated by oil, gasoline, or raw sewage. Water may also be electrically charged from underground or downed power lines. Be aware of safety issues in areas where floodwaters have receded.
- Clean and disinfect everything that got wet. Mud left from floodwater can contain sewage and chemicals.

PANDEMIC, INFECTIOUS DISEASES

WHAT IT IS

An infectious disease is something that causes an infection that can lead to a disease (CDC, 2020).

An outbreak is a higher than expected number of occurrences of disease in a specific time and location and is considered an epidemic when there is a sudden increase in cases. A pandemic is an event in which a disease spreads across several countries and affects a large number of people (CDC, 2020).

Infectious diseases are the leading cause of death worldwide (include source of information). Because of air travel and international trade, infectious disease agents are carried across borders every day by humans, animals, insects, and food products.

Although pandemic disease is at the most fundamental level caused by a natural vector, it is spread by human activity and behaviors. COVID-19 (and its variants) are examples of a pandemic disease.

KEY TERMS

- **Nonpharmaceutical interventions (NPIs)** are actions, apart from getting vaccinated and taking medicine, which people and communities can take to help slow the spread of respiratory illnesses, like pandemic disease.
- **Community Transmission:** Spread of disease from person to person in a community.
- **Contact:** Someone was physically close to a person who was potentially infectious with a pathogen.
- **Contact Tracing:** A strategy for slowing the spread of disease in which public health workers communicate with infectious people to identify their contacts. They then follow up with those contacts to provide guidance on how to quarantine themselves and what to do if they develop symptoms of disease.

- **Exposure:** Contact with a something that causes illness. In the case of an infectious disease, this represents interaction with a human, animal, or environment from which the pathogen can be transmitted.
- **Isolation:** Separates sick people with a contagious disease from people who are not sick.
- **Nationally Notifiable Disease:** Disease that healthcare providers must report to state or local health departments.
- **Public Health Surveillance:** Systematic collection, analysis, and interpretation of health data.
- **Quarantine:** Separates and restricts the movement of people who were exposed to a contagious disease to see if they become sick.

WHAT TO DO

Before (*Preparedness/ Mitigation*)

- Urge employees to get all recommended vaccinations.
- Make it easier for employees to get vaccinated and tested by offering flexible leave options for healthcare and sick days.
- Consider hosting a yearly vaccination clinic for employees.
- Make accessible soap, hand sanitizer, and protective equipment that relates to your business and maintain appropriate levels of these supplies.

During (*Response*)

- Implement multiple layers of preventative measures and controls (e.g. mask wearing, distancing, hand sanitizer stations, available masks, and increased ventilation).
- Encourage employees to wash or sanitize their hands often.
- Wash and sanitize business/office areas, equipment, furniture, and other high touch areas items often.
- Avoid close contact with people who are sick.
- Ensure your business has ample cleaning supplies.
- Limit the number of employees in one place at any given time by implementing flexible worksites, staggered work hours, offering meeting and travel options, and delivering services remotely.
- Physically distance employees from other such people (workers or customers) – generally at least 6 feet of distance is recommended, although this is not a guarantee of safety.
- Create barriers to block face-to-face pathways between individuals. Consider the height and posture (sitting or standing) of employees, directional airflow, and enhanced ventilation.

- Limit the number of unvaccinated or otherwise at-risk workers in one place at any given time.
- Instruct employees to stay home if they are unwell. Employees must be fever-free for 24 hours before they return to work.
- Follow Centers for Disease Control (CDC), Virginia Department of Health (VDH), and Fairfax County Health Department (FCHD) public health guidelines for quarantine and isolation after exposure to COVID-19 or other infectious diseases. If you are working in Virginia, adhere to Virginia Occupational Safety and Health (VOSH) guidelines for prevention of infectious diseases in the workplace, as required.
- Listen to official informational updates for workplace access policies, vaccination protocols, and treatments..

After (*Recovery*)

- Monitor and keep employees updated on official informational updates for pandemic, influenza, and infectious diseases.
- Re-stock on non-prescription drugs and health supplies, including pain relievers, stomach remedies, cough and cold medicines, and fluids with electrolytes.
- Re-stock cleaning supplies.
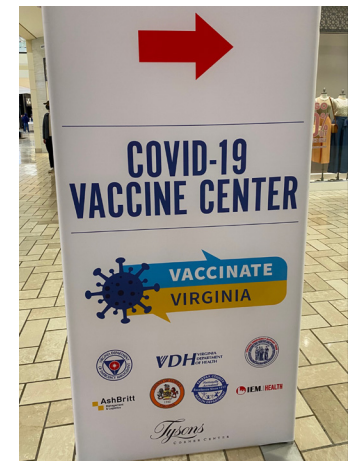
POWER OUTAGE

WHAT IT IS

Even a short power outage can affect your business's ability to interact with customers, employees, and your inventory and equipment. Depending on how frequently temporary outages occur, the cost associated with each of the following issues can add up over time.

Outages may occur on their own, but more often they are a secondary effect of tornadoes, hurricanes, thunderstorms, winter storms, extreme heat (from system overload), or even deliberate acts such as an explosive attack or cyber-attack. Some recent large-scale power outages have resulted from grid-management software glitches, with no physical damage to components being present at all.

Depending on the primary hazard, damage unrelated to the outage (for example, downed trees or floodwaters blocking roads) may slow power restoration. Download the *Ready Business Power Outage Toolkit* from ready.gov for detailed instructions on how to address power outages for businesses.

KEY TERMS

- A **Power Outage** is a state of electric power loss in a given area or section of a power grid. It could affect a single meter, a block, a circuit, or an system, depending on the extent of the damage and the root cause of the outage.
- A **Brownout** is the condition of voltage in the system dropping, characterized by the dimming of lights.
- A **Blackout** is the total loss of power in a given area.

DANGER

WHAT TO DO

Before (*Preparedness*/ *Mitigation*)

- Ensure computer backup systems are in place--consider options of backing up to the "cloud" as well as onsite or offsite storage systems.
- Consider purchasing a generator for your business – consult an electrician or engineer before purchasing and installing. Safely store an adequate supply of fuel for the generator.
- Unplug electrical equipment. Spikes and surges could occur as power is restored, damaging equipment.
- Maintain a phone with an earpiece that connects by a cord to the receiver (not a wireless phone), and by wire to the wall; retain copper-wire phone service if you have the option (conventional phone service is not reliant on electrical power). If you switch to VoIP, be sure to purchase a battery backup.
- Charge cellphones and battery-powered devices regularly used.

During (*Response*)

- Keep freezers and refrigerators closed.
- Report an outage directed to your local electricity provider.
- Only use backup lighting systems and personal tools such as a flashlight for emergency lighting.
- Never leave a burning candle unattended. Consider using battery-operated flameless candles.
- Unplug electrical equipment until a steady power supply returns.
- Use a generator, out of doors and away from window.
- Remember that gas appliances will still work, even in a blackout. Do not attempt to use a gas furnace or hot water heater unless you are a licensed professional.
- If water pressure fails, a bucket of water dumped manually into a toilet will cause it to flush.

After (*Recovery*)

- If power is restored, be certain it is steady before you plug equipment into it.
- Throw away any refrigerated food that has been exposed to temperatures 40° F or above for two hours or more, or that has an unusual odor, color, or texture. When in doubt, throw it out!

BUSINESS RESILIENCE PLANNING TEMPLATE

The template is for your business use. It has five sections that guides you through the business resilience planning process and prepares you and your business if a disruption should occur.

A. Stay in Business (business operational details)

B. Emergency Contact and Communications

C. Evacuation

D. Shelter-in-Place

E. Share, Practice, Train and Review

There is an online version of this form at **www.fairfaxcounty.gov/ emergencymanagement/cerg**. If you fill out this form electronically, data entered during your current session will not be saved automatically. If you need to stop working on your plan, please make sure to save your work. Fairfax County does not access, collect, maintain or disseminate any information entered on the online version of this template.

If you need assistance completing this template or would like to attend a no-cost business resilience planning workshop, please contact the Fairfax County Department of Emergency Management and Security at 571-350-1000 or **oem-outreach@fairfaxcounty.gov.**

This template is for private, non-governmental use. Fairfax County does not access, collect, maintain or disseminate any information entered on this template.

Note: Add additional pages, if needed, if using this template in hardcopy format.

Section 1 – Plan to Stay in Business

Business Name:

Address:

City / State / Zip Code:

Phone:

If this location is not accessible we will operate from the location below.

Business Name:

Address:

City, State, Zip Code:

Phone:

Our Business Online:

Twitter:

Facebook:

LinkedIn:

Instagram:

The following person is our primary crisis manager and will serve as the company spokesperson in an emergency.

Primary Emergency Contact:

Phone:

Alternative Phone:

E-mail:

If the person is unable to manage the crisis, the person below will succeed in management:

Secondary Emergency Contact:

Phone:

Alternative Phone:

E-mail:

The following natural and man-made disasters could impact our business:

EMERGENCY PLANNING TEAM
The following people will participate in emergency planning and crisis management.

WE PLAN TO COORDINATE WITH OTHERS
The following people from neighboring businesses and our building management will participate on our emergency planning team.

OUR CRITICAL OPERATIONS
The following is a prioritized list of our critical operations, staff and procedures we need to recover from a disaster.

Operation / Staff in Charge / Action Plan

SUPPLIERS

If this company experiences a disaster, we will obtain supplies/materials from the following:

Company Name:

Street Address:

City / State / Zip Code:

Phone:

E-mail:

Contact Name:

Account Number:

Materials / Service Provided:

If this company experiences a disaster, we will obtain supplies/materials from the following:

Company Name:

Street Address:

City / State / Zip Code:

Phone:

E-mail:

Contact Name:

Account Number:

Materials / Service Provided:

If this company experiences a disaster, we will obtain supplies/materials from the following:

Company Name:

Street Address:

City / State / Zip Code:

Phone:

E-mail:

Contact Name:

Account Number:

Materials / Service Provided:

CYBER SECURITY

To protect our computer hardware, we will:

To protect our computer software, we will:

If our computers are destroyed, we will use back-up computers at the following location:

RECORDS BACK-UP

Point of contact responsible for backing up our critical records including payroll and accounting systems:

Back-up records including a copy of this plan, site maps, insurance policies, bank account records and computer back-ups are stored onsite:

Another set of back-up records is stored at the following off-site location:

If our accounting and payroll records are destroyed, we will provide for continuity in the following ways:

Section 2 – Emergency Contact and Communications Plan

EMERGENCY CONTACT INFORMATION

Dial 9-1-1 in an Emergency.

Poison Control:

Insurance Provider:

Communications

We will communicate our emergency plans with co-workers in the following ways:

In the event of a disaster we will communicate with employees in the following ways:

Employee Emergency Contact Information

The following is a list of our employees and their individual emergency contact information:

Name of Employee / Phone Number / Emergency Contact

Section 3 – Evacuation Plan

EVACUATION PLAN FOR LOCATION:

If we must leave the workplace quickly:

1. Warning System:

We will test the warning system and record results   times a year.

2. Assembly Site:

3. Assembly Site Manager & Alternate:

    a. Responsibilities Include:

4. Shut Down Manager & Alternate:

    a. Responsibilities Include:

5. Name of POC responsible for issuing all clear:

Evacuation Checklist:
    We have developed these plans in collaboration with neighboring businesses and building owners to avoid confusion or gridlock.
    We have located, copied, and posted building and site maps.
    Exits are clearly marked.
    We will practice evacuation procedures   times a year.

Section 4 – Shelter-in-Place Plan

Shelter-in-Place for Location:

If we must take shelter quickly (things to consider):

1. Warning System:

We will test the warning system and record results _____ times a year.

2. Storm Shelter Location:

3. "Seal the Room" Shelter Location:

4. Shelter Location & Alternate:

   a. Responsibilities Include:

5. Shut Down Manager & Alternate:

   a. Responsibilities Include:

6. POC responsible for issuing the all clear:

Shelter-in-Place Checklist:

   We have talked to co-workers about which emergency supplies, if any, the company will provide in the shelter location and which supplies individuals might consider keeping in a portable kit personalized for individual needs.
   We have located, copied and posted building and site maps.
   We will practice shelter procedures _____ times a year.

Section 5 – Plan to Share, Practice, Train, and Review

SHARE
When you have completed your plan, please print several copies and place them in key locations around the workplace, at the alternate work site, and ask emergency planning team to keep a copy at home.

PRACTICE
You need to train and practice with your staff on how to complete assigned responsibilities. Make sure to use the training & review section below. Once your staff is trained, you should conduct an exercise to test your staff's ability to respond to the emergency.

Training & Review Dates:

Date:

Type of Training/Review:

Personnel Activated:

[Click to add additional training / reviews]

REVIEW DATES
Identify when your business reviews your plan, note the modifications made, and when it was saved to a back-up server.

Date of Review:

Modifications:

Date Saved to Server:

[Click to add additional Reviews]

PLAN DISTRIBUTION AND MAINTENANCE

The contact person for this **Disaster Resilience Plan** and the accompanying template is

is responsible for maintenance and update of this plan. The plan will be updated annually and in response to lessons learned from exercises or actual disasters.

Printed copies of this **Disaster Resilience Plan** and any future updates will be distributed to identified individuals within the business. Elements of this plan will also be made available to employees through the following means:

PLAN MODIFICATION REGISTER

Changes made to the plan are reflected below.

DATE OF CHANGE	PAGE NUMBER	DESCRIPTION OF CHANGE	AUTHORIZED SIGNATURE

BE RECOGNIZED AND INSPIRE OTHERS

Once you have completed your business resilience template, plan, and trained your employees, celebrate your accomplishment and hard work! Enjoy the peace of mind of knowing you have done your part to promote safety, mitigate potential loss, and protect your organization.

Share the fact your business has now taken critical steps towards becoming a disaster resilience business with your clients and customers. This is important for many reasons -- supply chain dependency, establishing a safe workplace, and demonstrating your leadership. Display an announcement in your place of business, on your website, and be sure to give yourself a shoutout on social media!

CONTACTS AND RESOURCES

Every business in Fairfax County should be prepared before a disaster. Part of your preparedness planning should include identifying resources that may be available to assist you before disaster hits as well as with recovery. The more prepared you are, the less support you will potentially need and the less losses (and heartache) you will have.

IMPORTANT CONTACTS

EMERGENCY CONTACTS		
AGENCY	**PHONE NUMBER**	**WEBSITE**
Emergency (Police or Fire)	911	
Text to 911	911	
Police-Out-of-Area Emergency	703-691-2233	**www.fairfaxcounty.gov/police**
Poison Control	800-222-1222	**www.aapcc.org**

NON-EMERGENCY CONTACTS

AGENCY	PHONE NUMBER	WEBSITE
Police-Non-Emergency	703-691-2131	www.fairfaxcounty.gov/police
Fire and Rescue Department	703-246-2126	www.fairfaxcounty.gov/fire-ems
TTY/TDD	703-877-3715 or 571-350-1939	
Department of Emergency Management and Security	571-350-1000	www.fairfaxcounty.gov/emergencymanagement
Public Works and Environmental Services	703-324-5033	www.fairfaxcounty.gov/dpwes
Health Department	703-246-2411	www.fairfaxcounty.gov/health
Animal Shelter	703-830-1100	www.fairfaxcounty.gov/animalshelter
Fairfax Alerts		www.fairfaxcounty.gov/alerts
Emergency Blog		www.fairfaxcounty.gov/emergency/blog
Herndon Police Department	703-435-6846	https://www.herndon-va.gov/departments/public-safety
Vienna Police Department	703-255-6366	www.viennava.gov
City of Fairfax Police	703-385-7924	www.fairfaxva.gov/government/police

UTILITY RESOURCES

AGENCY	PHONE NUMBER	WEBSITE
Fairfax Water	703-698-5613	www.fairfaxwater.org
Dominion Energy	866-366-4357	www.dom.com
Northern Virginia Electric Cooperative	703-335-0500	www.novec.com
Washington Gas	800-752-7520	www.washingtongas.com
Columbia Gas of Virginia	800-544-5606	www.columbiagasva.com
Xfinity	800-934-6489	www.xfinity.com
Cox Communications	703-480-2830	www.cox.com
Verizon	800-837-4966	www.verizon.com
AT&T	800-288-2020	www.att.com

LOCAL/REGIONAL

Business

- Fairfax County Business Emergency Operations Council: **https://www.ffxbeoc.org/**
- Fairfax County Business Resources Grid and Chambers of Commerce: **https://www.fairfaxcounty.gov/topics/sites/topics/files/assets/documents/pdf/business-resource-grid-chambers.pdf**
- Latino Economic Development Center: **https://www.ledcmetro.org/smallbusiness**
- Washington Metropolitan Area Transit Authority (WMATA): **www.wmata.com**

Government

- Fairfax Connector: **www.fairfaxcounty.gov/connector/**
- Fairfax County Cable TV: Channel 16
- Fairfax County Emergency Blog: **www.fairfaxcounty.gov/emergency/blog**
- Fairfax County Social Media: @FairfaxCounty
- Fairfax County Government Radio: 571-350-2160 or **www.fairfaxcounty.gov/pulicaffairs/radio**
- Fairfax County Website: **www.fairfaxcounty.gov**
- NextDoor: Fairfax County DEMS **www.nextdoor.com**
- For non-emergency communication, you can stay connected by signing up for the Emergency Preparedness Newsletter in Fairfax Alerts as well as follow the Department of Emergency Management and Security on social media **@ReadyFairfax**
- Fairfax County Economic Development Authority: **Fairfax Welcome Page - Fairfax County EDA**
- Fairfax County Department of Economic Initiatives: Department of Economic Initiatives | Department of Economic Initiatives (**fairfaxcounty.gov**)
- Fairfax County Fire and Rescue Department: **www.fairfaxcounty.gov/fire-ems**
- Fairfax County Police Department: **www.fairfaxcounty.gov/police**
- Fairfax County Health Department: **www.fairfaxcounty.gov/health/fairfax-county-health-department**

NATIONAL

- *Disasters, Vulnerability and Equity: Moving forward Provides* (vulnerability/equity considerations) www.newsecuritybeat.org/2019/10/disasters-vulnerabilities-equity-moving/

- FEMA's *Every Business Should have a Plan* (Overview of the planning process) www.fema.gov/media-library/assets/documents/89506

- FEMA's *Preparing Makes Sense* Emphasizes how employees should be ready at home www.fema.gov/media-librarydata/1390924354566342d2ac433fee813cf71642caeb08787/2014_PreparingMakesSense_16pg .pdf

- FEMA's Ready.gov: Guidance to address Crisis Communications needs https://www.ready.gov/business/implementation/crisis

- Resilient Workplace, *7 Steps to a Resilient Workplace*, www.ResilientWorkplace.org

- Small Business Trends, What to do after Disaster Strikes Your Business?, https://smallbiztrends.com/2018/03/business-after-natural-disaster.html

- US Chamber Foundation, Business Recovery Guide (expanded with links), https://www.uschamberfoundation.org/node/43168

- U.S. Department of Labor's Office of Disability Employment Policy, The Job Accommodation Network, http://www.jan.wvu.edu. 1-800-526-7234

- US Small Business Administration (SBA), www.sba.gov/funding-programs/disaster-assistance

FAIRFAX ALERTS

IF WE CAN'T REACH YOU, WE CAN'T ALERT YOU!

Fairfax County's FREE alert system sends you important information during an emergency

CUSTOMIZE YOUR FAIRFAX ALERTS:

- Get alerts on up to 10 devices such as a cell phone, home phone or email

- Receive alerts for 5 geographic locations such as home, work and school

- Weather, traffic and emergency alerts

- Mobile app available

www.fairfaxcounty.gov/alerts

In the know, on the go.

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To request this information in an alternate format, contact the Department of Emergency Management and Security at 571-350-1000, TTY711, or DEMS-outreach@fairfaxcounty.gov.

READY FAIRFAX

COUNTY OF FAIRFAX · VIRGINIA · 1742

Fairfax County Department of Emergency Management and Security

www.fairfaxcounty.gov/emergencymanagement
DEMS-outreach@fairfaxcounty.gov