

Disaster Preparation & Business Continuity Planning

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Emergency Hotlinks

Financial and Recovery Assistance

- Employment/ Unemployment questions: www.floridajobs.org
- Contractor licensure: www.myfloridalicense.com
- To report price gouging and/or register a complaint: www.myfloridalegal.com

Hillsborough County Emergency Management: <http://www.hillsboroughcounty.org/index.aspx?NID=115>

American Red Cross: www.redcross.org

FEMA Emergency Plans for Business: <http://www.fema.gov/pdf/business/guide/bizindst.pdf>

Florida Department of Economic Opportunity Disaster Recovery Initiative: <http://www.floridajobs.org/community-planning-and-development/assistance-for-governments-and-organizations/disaster-recovery-initiative>

The Institute for Business and Home Safety: www.ibhs.org

Information on SBA disaster loans for businesses: <http://www.sba.gov/category/navigation-structure/loans-grants/small-business-loans/disaster-loans>

Florida Division of Emergency Management: www.floridadisaster.org

Business Planning—Disaster Recovery Kit: <http://www2.agilityrecovery.com/assets/SBA/drkitsba.pdf>

IRS Disaster Losses Kit: <http://www.irs.gov/pub/irs-pdf/p2194.pdf>

Employment/ Unemployment questions: www.floridajobs.org



What to do BEFORE, DURING and AFTER a Disaster

- Know Your Risk. Check your hurricane evacuation level and FEMA flood maps to determine if your business location is vulnerable to storm surge or freshwater flooding. Have your building(s) inspected by a licensed professional to find out if your workplace is vulnerable to hurricane force winds and what is recommended to retrofit.
- Take the Necessary Precautions. If a storm threatens, secure your building. Cover windows. Cover and move equipment/ furniture to a secured area.
- Always Protect Your Data With Backup Files. If dependent on data processing, consider an alternate site. Make provisions for alternate communications and power.
- Make Plans to Work with Limited Cash, No Water, Sewer or Power for up to Two Weeks. Store emergency supplies at the office.
- Protect Your Employees. Employee safety comes first! Prepare, distribute and discuss your business hurricane plan for recovery. Consider providing shelter to employees and their families and helping employees with supplies after the storm. Establish a rendezvous point and time for employees in case damage is severe and communications are disrupted. Establish a call-down procedure for warning and post-storm communications. Provide photo IDs and a letter of authorization to enter the building.
- Contact Your Customers & Suppliers and share your communications and recovery plan in advance. Prepare a list of vendors to provide disaster recovery services.
- Review Your Insurance Coverage. Have your business appraised at least every five years. Inventory, document and photograph equipment, supplies and workplace. Have copies of insurance policies and customer service/home numbers. Obtain Business Interruption Insurance. Consider “Accounts Receivable” and “Valuable Papers” coverage and “Income Destruction” insurance. If you have a Business Owners Protection Package, check the co-insurance provisions. Remember: Flood damage typically requires separate coverage. Check your policy for coverage.
- After the Storm or other disaster: use caution before entering your business. Check for power lines, gas leaks and structural damage. If any electrical equipment is wet, contact an electrician. Prepare loss information for insurance claims and get independent estimates of damages. Take pictures before cleanup. Minimize additional damage.

Business Continuity Planning Checklist

- Copy of emergency contact list of employees and key customers/ clients including all phone numbers.
- Voice mail box number and remote password information and instructions so you can change messages as needed providing information to employees so they can call in for instruction if they can not reach you by phone.
- Copy of insurance policies, agent contact information.
- Copy of listing of emergency vendors (contractors, plumbers, electricians, restoration contractors, mold remediation, etc.) This will save you the time of looking them up. You should also make contact with these making sure they are still in business, they still cover your area and they will be able and willing to provide service to you. Also discuss what type of payment they will take in an emergency situation.
- Back-up files/ tapes or server(s) of electronic data
- Copy of essential policies, emergency procedures, Business Continuity Plans
- General Office supplies: pens, pencils, stapler, tape, paper, plus any special forms, etc. used in your business.
- Pictures of business inside and out. This includes home-based businesses.
- Other Documentation Requirements for an SBA Disaster Loan or other type of assistance that might become available:
- Corporations/ Partnerships: Copy of 3 years tax returns; one year personal tax returns on principles (affiliates with greater than 20% interest); one year tax returns on affiliated business entity
- Sole Proprietorships: Copy of 3 years tax returns with Schedule C Sole Proprietorships, Corporations and Partnerships all need the following:
- Copy of current Profit & Loss Statement (within 90 days)
- Copy of listing of inventory
- Copy of Schedule of Liability
- Copy of Balance Sheet (as recent as possible)
- Copy of all of your required licenses including, City business tax license (Occupational), State of Florida professional licenses, etc.

Hotlines/Websites for Business Emergencies

County: insert phone numbers

- County Emergency Operation:
- County American Red Cross Office:
- County Sheriff's Office:
- County Medical Services:
- County Fire Services:
- County Hazardous Waste:
- County Emergency Management:
- County Utilities Administration:
- County Volunteer Services:

Electric Utility Assistance:

- Tampa Electric Company: (863) 299-0800
- Duke Energy: 1-800-228-8485 to report a power outage or 1.800.700.8744 for Business & Large Commercial, Industrial

Hotlines for Financial and Recovery Assistance:

- FEMA Disaster Assistance Hotline: 1-800-621-FEMA or 1-800-621-3362; TTY 1-800-462-7585
- SBA Disaster Assistance Center: 1-800-659-2955 or 1-800-359-2227
- Unemployment Compensation Claims: 1-800-204-2418; for Reemployment Assistance, go to www.floridajobs.org
- To verify contractor licensure: call 1-850-487-1395 or go to www.myfloridalicense.com
- To report price gouging call 1-800-435-7352
- Florida Emergency Information Line: FEIL – 1-800-342-3557

Hotlines/Websites for Business Emergencies

Insurance Numbers:

- Lanier Upshaw, Inc. (Agent/Broker): Tampa (813) 282-1958 Lakeland (863) 686-2113
- AIG Insurance Co. Disaster Claims: 1-877-399-6442
- Allstate Insurance Co. Disaster Claims: 1-800-54-STORM or 1-800-547-8676
- Colonial Penn Insurance Co. Disaster Claims: 1-800-523-9100
- Hartford Casualty Insurance Co. Disaster Claims: 1-800-327-3636
- Liberty Mutual Insurance Co. Disaster Claims: 1-800-2CLAIMS or 1-800-225-2467
- Nationwide Mutual Insurance Co. Disaster Claims: 1-800-421-3535
- State Farm Fire & Casualty Co. Disaster Claims: 1-800-STATE-FARM or 1-800-782-8332
- For questions about insurance contact the Florida Department of Financial Services Disaster Assistance at 1-800-22-STORM; 1-800-227-8676

Additional Hotlines:

- Florida Volunteer and Donation Hotline: 1-800-FL-HELP1; www.flahurricanefund.org
- Department of Education's Natural Disaster Information Line at 1-800-433-7327 or 1-800-999-8219
- American Red Cross Donations Hotline: 1-866-HELP-NOW or go to www.redcross.org.
- American Red Cross Information Hotline: 1-866-GET-INFO or 1-866-438-4636
- Salvation Army Donation Hotline: 1-800-SAL-ARMY or 1-800-725-2769
- Salvation Army Prayer and Spiritual Support Hotline: 1-888-363-2769
- Elder Services Hotline: 1-800-963-5337
- Crisis Counseling: 1-866-518-1825
- Hearing/Speech Impaired: 1-800-829-4059

FEMA Emergency Plans for Business (67 pages): <http://www.fema.gov/pdf/business/guide/bizindst.pdf>

Florida Department of Economic Opportunity Disaster Recovery Initiative: <http://www.floridajobs.org/community-planning-and-development/assistance-for-governments-and-organizations/disaster-recovery-initiative>

Forms for Business Disaster Recovery Use

Employee Contact Information

Employee Name: _____

Employee Number: _____

Division: _____

Employee Title: _____

Work Phone: _____

Work Location: _____

Work Email: _____

Alternate Email: _____

Home Phone: _____

Mobile: _____

Home Address: _____

City _____ State _____ Zip Code _____

Miles from Home to business: _____

Military Reserve: (Y or N)

National Guard: (Y or N)

4 Wheel Drive Vehicle: (Y or N)

Child Care Required: (Y or N)

Physically Challenged: (Y or N)

Medical Description:

Shift Employee Works:

Requires Transportation: (Y or N)

CPR Trained: (Y or N)

Employee Needed – Priority 1:

Employee Needed – Priority 2:

Employee Needed – Priority 3:

Forms for Business Disaster Recovery Use

Key Customer Information

Use this form to:

1. Keep a list of your key customers that you need to contact in the event of a disaster,
 2. Where these customers can obtain alternative resources until you reopen.
- Keep one copy of this list in a secure place on your premises and another in an off-site location.

CUSTOMERS

1. Company Name: _____

Street Address: _____

City _____ State _____ Zip Code _____

Phone: _____ Fax: _____

E-mail: _____ Contact Name: _____

Account Number: _____

2. Company Name: _____

Street Address: _____

City _____ State _____ Zip Code _____

Phone: _____ Fax: _____

E-mail: _____ Contact Name: _____

Account Number: _____

Forms for Business Disaster Recovery Use

Supplier Contact Information

Use this form to:

1. Keep a list of the major suppliers you need to contact in the event of a disaster, and
 2. Know what their disaster plans are in the event that they experience a disaster.
- Keep one copy of this list in a secure place on your premises and another in an off-site location.

SUPPLIERS

1. Company Name: _____

Street Address: _____

City _____ State _____ Zip Code _____

Phone: _____ Fax: _____

E-mail: _____ Contact Name: _____

Account Number: _____

Materials/Services Provided: _____

2. Company Name: _____

Street Address: _____

City _____ State _____ Zip Code _____

Phone: _____ Fax: _____

E-mail: _____ Contact Name: _____

Account Number: _____

Materials/Services Provided: _____

Forms for Business Disaster Recovery Use

Creditor Contact Information

- Use this form to keep a list of the major creditors you need to contact in the event of a disaster.
- Keep one copy of this list in a secure place on your premises and another in an off-site location.

CREDITORS

Bank Name: _____
Street Address: _____
City _____ State _____ Zip Code _____
Phone: _____ Fax: _____
E-mail: _____ Contact Name: _____
Account Number: _____

Bank Name: _____
Street Address: _____
City _____ State _____ Zip Code _____
Phone: _____ Fax: _____
E-mail: _____ Contact Name: _____
Account Number: _____

Bank Name: _____
Street Address: _____
City _____ State _____ Zip Code _____
Phone: _____ Fax: _____
E-mail: _____ Contact Name: _____
Account Number: _____

Bank Name: _____
Street Address: _____
City _____ State _____ Zip Code _____
Phone: _____ Fax: _____
E-mail: _____ Contact Name: _____
Account Number: _____

Inventories and Vital Records

Vital Records Inventory

(Example is Provided)

MEDIA TYPE	TITLE/ DESCRIPTION	RESPONSIBLE PARTY	PRIMARY LOCATION	BACK-UP PROTOCOL/ REDUNDANCY	BACK-UP LOCATION	KIT
BUSINESS UNIT						
Software	MS Office Suite w/ Access	Information systems	Department Server	Daily Backup	Remote/Internet BCP - Hot Site	
Software	Payroll	Accounting	Department Server	Daily Backup	BCP - Hot Site	
Software						
Software						
Software						
Data Base	Client List	Accounting	Department Server			
Data Base						
Data Base	Emergency Contact Lists	Administration	Primary Server	Weekly Tape Backup	Hard copies at staff home/ PDA/ Cell phones	√
Data Base						
Data Base						
Word Processing						√
Word Processing						√
Word Processing	Correspondence, grant reports, planning documents	Administration	Primary Server	Weekly Tape Backup	Tape stored off-site	
Paper Files						
Paper Files						√

Insurance Coverage Worksheet

Insurance Coverage Discussion Form

Use this form to discuss your insurance coverage with your agent. Having adequate coverage now will help you recover more rapidly from a catastrophe.

Insurance _____ Agent: _____
 Street _____ Address: _____
 City _____ State _____ Zip Code _____
 Phone: _____ Fax: _____ E-mail: _____
 Contact _____ Name: _____
 Primary Policy #: _____
 Flood Insurance Policy # _____

INSURANCE POLICY INFORMATION

Type of Insurance	Policy No.	Deductibles	Policy Limits	Coverage (General Description)

Do you need Flood Insurance? Yes No
 Do you need Earthquake Insurance? Yes No
 Do you need Business Income? Yes No
 Do you need Extra Expense Insurance? Yes No

What perils or cause of loss does the primary policy cover?



Insurance Coverage Worksheet

What exclusions exist and what are the deductibles?

What does my policy require me to do in the event of a loss?

What type of records and documentation will the Insurance company want to see?

Other disaster-related insurance questions:

Software Vendor or Leasing Company Information

Company Name: _____

Street Address: _____

City _____ State _____ Zip Code _____

Phone: _____ Fax: _____

E-mail: _____ Contact Name: _____

Account Number: _____

Off-site Data Backup Information

Company Name: _____

Street Address: _____

City _____ State _____ Zip Code _____

Phone: _____ Fax: _____

E-mail: _____ Contact Name: _____

Account Number: _____

Computer Hardware Inventory

(Continued...)

Hardware Vendor or Leasing Company Information

Company Name: _____

Street Address: _____

City _____ State _____ Zip Code _____

Phone: _____ Fax: _____

E-mail: _____ Contact Name: _____

Account Number: _____

Hardware Supplier/Repair Vendor Information

Company Name: _____

Street Address: _____

City _____ State _____ Zip Code _____

Phone: _____ Fax: _____

E-mail: _____ Contact Name: _____

Account Number: _____

Computer Peripheral Inventory

(Continued...)

Peripheral Vendor or Leasing Company Information

Company Name: _____

Street Address: _____

City _____ State _____ Zip Code _____

Phone: _____ Fax: _____

E-mail: _____ Contact Name: _____

Account Number: _____

Peripheral Support Vendor Information

Company Name: _____

Street Address: _____

City _____ State _____ Zip Code _____

Phone: _____ Fax: _____

E-mail: _____ Contact Name: _____

Account Number: _____

Furniture and Equipment Inventory

List office equipment and furniture required to restore operations. Example provided.

Department: _____

Location: _____

City _____ State _____ Zip Code _____

Phone: _____ Fax: _____

Item Number: _____

Vendor Number: _____

Stored Offsite: (Y or N)

How to be acquired: Leased from vendor?

Qty Needed – Restore:

Qty Needed - Priority 1

Qty Needed – Priority 2

Qty Needed – Priority 3

Department: _____

Location: _____

City _____ State _____ Zip Code _____

Phone: _____ Fax: _____

Item Number: _____

Vendor Number: _____

Stored Offsite: (Y or N)

How to be acquired: Leased from vendor?

Qty Needed – Restore:

Qty Needed - Priority 1

Qty Needed – Priority 2

Qty Needed – Priority 3

Alternate (Recovery) Site Report

The following are temporary facilities where (this team) will recovery their lost functions until temporary or permanent facilities are available.

Site Name: _____

Company Name: _____

Street Address: _____

City _____ State _____ Zip Code _____

Phone: _____ Fax: _____

E-mail: _____ Contact Name: _____

Account Number: _____

After Hours Contact Information: _____

After Hours Number: _____

Contact Name: _____

Service Provided: _____

Notice Required for Site Availability: _____

Security ID: _____

Directions to Site: _____

Other Information: _____

City of Tampa Flood Information

To access this comprehensive information, please visit:

http://www.tampagov.net/dept_construction_services/information_resources/flood_information.asp

Additional Information on Flood Zones :

- There is a flood insurance policy for low risk areas. Ask your insurance agent for the Preferred Risk Policy.
- All insurance companies can write flood insurance policies. Contact the insurance company that writes your homeowners policy, for an example.
- A flood event, also known as a base flood, is having a one percent probability of being equaled or exceeded in any given year.