

EMERGENCY RESPONSE PLAN FOR ***“YOUR BUSINESS NAME GOES HERE”***

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Contents

Overview 3

Plan Outline..... 4

The Risk Scale 5

The Communication Plan 6

Company Emergency Policy 7

Overview

Overview

The overview is a brief description of what the document is and what it is to be used for. You want to list all possible technological or natural hazards/ risks your business could potentially face.

Example: *The ABC Company emergency response plan provides information on how ABC Company will deal with any emergency that may present itself. This includes but is not limited to:*

Technological Hazards: *Fire, Explosion, Building collapse, Major structural failure, Spills, Unintentional release of products (e.g., hazardous biological agents, or toxic chemicals), Other terrorist activities, Exposure to ionizing radiation, Loss of electrical power, Loss of water supply, Loss of communications.*

Natural Hazards: *Floods, Severe windstorms, Pandemic diseases like influenza, Earthquakes, Tornadoes, Snow or ice storms, Forest fires, Severe extremes in temperature (cold or hot).*

Start writing **Overview** here...

Plan Outline

The Plan Outline

The plan outline is a brief summary of what should happen if there is an emergency. This will differ for each organization based on nature of products/services, organization size, number of staff, distribution channels etc. Think through the different products and services your organization offers and all the stakeholders it interfaces with (e.g. staff, suppliers, regulatory bodies, distributors, industry association etc.)

Example: *The following plan provides the steps for ABC Company staff to follow in the event of any emergency.*

- 1. The person informed of the emergency informs the CEO, if that person is not the CEO.*
- 2. The CEO determines the severity of the emergency based on the risk scale below.*
- 3. CEO activates the communication plan with instructions to staff/stakeholders based on the actions in the risk scale.*
- 4. All staff to follow instructions provided by the CEO or direct supervisor until otherwise informed by the CEO or direct supervisor.*

Start writing **Plan Outline** here...

The Risk Scale

The Risk Scale

The risk scale is a detailed documentation of each potential hazard, its severity level and the actions that the organization will take in the event it occurs and will differ for each organization as well. It is important to think through your organizations daily operational processes how each one will be impacted in the event of each hazard.

You can use some of the examples provided in the overview above

Example:

Risk Name	Type of Emergency Declared	Risk to ABC Company	Action
Fire	Fire alarm triggered	High	Evacuate Building
	Fire in Office	High	Pull Fire Alarm – follow evacuation procedures
	Fire – outside office hours	High	Activate communication plan Shelter in place Follow directions provided
Floods	If affects office location	Medium	Call 911 Evacuate Building Activate call tree –follow directions provided.
	Affecting home location or community	Medium	Inform direct supervisor if able. If weather advisory or media report, inform supervisor or Executive Director. Activate communication plan
Pandemic diseases like influenza	Exposure to infected individual	Medium	Inform CEO or direct supervisor via email or phone – do not return to office. Immediately seek medical attention at a local hospital. Follow all quarantine procedures as designated by government and health authority. Do not return to work. Inform direct supervisor as soon as possible of status. Direct supervisor will determine next steps based on outcome or recovery for return to work.
	Government Called Quarantine		If a quarantine is called, CEO will activate communication plan with directions for staff. Staff are to shelter in place and follow all quarantine guidelines.

Start writing **Risk Scale** here...

Risk Name	Type of Emergency Declared	Risk to Business Link	Action

The Communication Plan

The Communication Plan

The communication plan is a summary of how communication will flow in the event of an emergency and could be as simple or as complex as the nature of the business requires. It is recommended that the following be included in your emergency communication plan.

- A chain of command – this shows who in charge of the organization and who is next in command if the CEO or leadership team are incapable of doing their duties.
- A phone tree: this details how information will trickle down within the organization in the event of an emergency. **Please ensure you have a separate document with the emergency contact details of staff, suppliers, and all your organization’s stakeholders.**
- Communication Templates: These are templates to be used in communicating to different stakeholders in the event of an emergency. You can create templates for different channels; These website, email, phone, text, social media etc.

Examples:

Chain of Command

- *Jane Doe – CEO*
- *John Doe – designate in the event CEO is incapable*
- *Joanna Doe – designate in the event the above is not capable*

Phone Tree

- *Jane Doe (CEO) calls all supervisors (John Doe and Joanna Doe)*
- *Supervisors (John Doe and Joanna Doe) call their direct reports (Jack, Jill, Joe, Janice)*

Communication Templates (below are some types of draft communication you might want to prepare)

- *Message to staff*
- *Message to suppliers, distributors and partners*
- *Message to clients*

Sample Website Message

Due to (insert nature of emergency) ABC Company is currently closed. Please check back for further information on the situation and for reopening details.

Start writing **Chain of Command** here...

Start writing **Phone Tree** here...

Start writing **Communication Templates** here...

Company Emergency Policy

Company Emergency Policy

The company emergency policy is a detailed policy around what should be done in the event of an emergency. This portion of the document references all the information above and provides a comprehensive plan of action. You might want to include how staff will receive updates and instructions, who is responsible for communicating with the public on behalf of the organization and where and how emergency contact information should be stored.

Example:

In the event any of the above emergencies take place, follow the instructions as per the risk chart. When possible shelter in place or follow all emergency evacuation procedures as per emergency response personnel instructions. The organization will contact you.

In the event of a pandemic, or medical emergency, stay home or follow government instructions. Do not come to work. Wait for a representative of the organization to call you with directions.

Exercise good judgement and do not take risks that will endanger your wellbeing, the wellbeing of your families, colleagues or the general public.

Media Communications

The CEO or designate as per chain of command will act as the media spokesperson as required. No staff is authorized to communicate with the media on behalf of the organization

Updates and Notifications

The CEO or your direct supervisor will provide daily updates throughout the emergency, as required. Follow all instructions provided by the CEO or direct supervisor. Please note that the directions of emergency response personnel, government, fire and police supersede all directions from the Executive Director or direct supervisor.

Contact Information

All emergency contact information is in a secure drive accessible by the CEO and supervisors. The CEO and supervisors are required to have hard copies of all emergency contact information in a secure place. All staff are to ensure that their emergency contact information is up to date.

All staff are recommended to have a hard copy of this emergency response plan in a secure and easily accessible place.

Start writing **Company Emergency Policy** here...