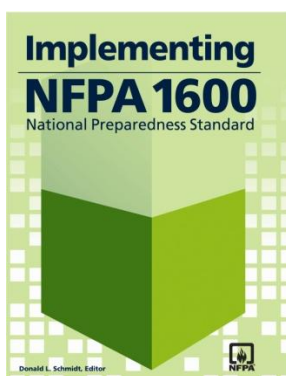# Emergency Management & Business Continuity
Program Evaluation

A long list of events including the terrorist acts of 9/11, Hurricane Katrina, Midwest floods, August 2003 power outage, and the specter of pandemic influenza call attention to the need for businesses to be prepared. Customers are also calling to ask their suppliers "do you have a plan to ensure that my supply chain will not be interrupted." Boards of directors are asking about preparedness.

Following the terrorist attacks of September 11, the 9/11 Commission endorsed a national standard for private sector preparedness. This recommendation has been incorporated into Title IX of Public Law 110-53, also known as HR-1 or "Implementing the 9/11 Commission Act of 2007." This legislation calls for voluntary certification of private sector preparedness programs.

"Implementing NFPA 1600" was edited by Donald L. Schmidt, CEO of Preparedness, LLC. NFPA 1600 has been designated as a standard for program certification under the "PS-PREP" program (Title IX of Public Law 110-53).

Whether required by law or requested by your customers, preparedness is essential to protect your business, your reputation, your employees, and the environment.

Evaluating Your Program

All businesses should evaluate their program using national standards and industry best practices as criteria to ensure that the program meets business needs and is compliant with regulations.

Preparedness, LLC utilizes a 200 plus question tool and more than three decades of experience working in a diverse range of industries to evaluate emergency management and business continuity programs. Our evaluation benchmarks your program against NFPA 1600, our National Preparedness Standard, in addition to important regulations and best practices. Our evaluation tool enables us to identify the strengths and weaknesses in your program and offer prioritized recommendations for improvement.

Do you have an effective program that...

- Is based on a thorough assessment of natural, human-caused, and technological hazards?
- Is compliant with industry standards, safety regulations, fire codes, and our National Preparedness Standard?
- Has a defined organization with assigned roles and responsibilities?
- Incorporates the Incident Command System for effective incident management?
- Identifies the operational, contractual, regulatory, and financial impacts from interruption of business functions?
- Identifies critical business functions, dependencies, and recovery time objectives?
- Defines business continuity strategies, requirements, and manual workarounds to recover critical functions?
- Identifies vital records and information and includes backup and recovery strategies?
- Has a proven capability based on periodic drills, exercises, and evaluations?

Our evaluation begins with a survey of your facilities, interviews with persons involved in your program, and a review of program documentation. Our goal is to learn about your business, management, hazard profile, and available resources to make specific recommendations for your benefit.

Emergency Management

Do you have an effective capability to respond to the many different emergencies that you may confront? Can you quickly detect an emergency and alert trained responders—internal teams or public emergency services. Do you have the

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ability to protect people whether that requires evacuation, lockdown, or sheltering in place?

Our evaluation will help you understand the minimum regulatory requirements. We also identify how to better protect people, property, business operations, and the environment. We can help you understand the limitations of critical resources including your own staff, public emergency services, systems and equipment, and your ability to manage a difficult incident.

Benefits of Program Evaluation

- Enhance the resiliency of your business or organization
- Prevent injuries, property damage, interruption or disruption of business activities, and protect the environment
- Protect your organization's image and reputation
- Determine whether your program is compliant with applicable laws and regulations
- Identify program strengths and prioritize action to address program weaknesses
- Provide an authoritative response to customers and management asking questions about preparedness
- Prepare for "PS-PREP" program certification under Title IX of Public Law 110-53

Business Continuity

A key element of a business continuity program includes the business impact analysis, which should identify and prioritize time critical functions. Strategies, resources, and information needed to support critical functions at minimally accepted levels should also be determined along with manual "workarounds."

The program evaluation looks at each of these important areas as well as the business continuity organization, plans, and procedures needed to activate and implement pre-determined strategies.

Crisis Communications

Every organization must have a plan to reach out to important stakeholders when an emergency or incident occurs. This includes customers, investors, employees, and regulators—as well as those potentially impacted by an incident. Preparedness can evaluate the communications organization, procedures, scripts, and the ability of staff to communicate during an incident.

Training, Drills & Exercises

An emergency management and business continuity program is only as good as the ability of personnel to respond effectively during an emergency. The program evaluation includes interviews with participants and a review of training records. We can also evaluate your program by designing, facilitating, and evaluating drills and exercises. Drills and exercises are essential to hone skills and familiarize teams with plans, procedures, and incident management.

Evaluation Report

The culmination of the program evaluation is the submission of our report. We provide detailed recommendations prioritized to enable you to decide how to enhance your program. Recommendations include references to codes and standards.

About Preparedness, LLC

Preparedness, LLC provides consulting services to help clients assess hazard and operational risk, implement strategies for hazard prevention and risk mitigation, design emergency response and business continuity programs, and evaluate existing programs. Preparedness, LLC also provides support for insurance and risk management by developing property risk information and coordinating third party loss prevention services.