

Cobb Chamber of Commerce

Emergency Operations and

Business Continuation Plan

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GENERAL SUMMARY

The purpose of the Emergency Operations and Business Continuation Plan is to provide a systematic approach to follow in the event of an emergency with an emphasis on safety awareness and preparedness in the work place. The plan outlines the operational process the Cobb Chamber of Commerce would implement if an emergency occurred. The order of priority for the Chamber in any emergency is:

1. The safety and well-being of its employees.
2. The securing and restoration of the Chamber's facility and equipment/data.
3. Proactive and ongoing communication
4. Restoration of business practices and providing services to members and the business community.

EMERGENCY OPERATIONS AGENCIES

Cobb County Government	www.ema.cobbcountyga.gov
Georgia National Guard	http://www.gahro.com
FEMA	http://www.fema.gov/region-iv-al-fl-ga-ky-ms-nc-sc-tn
GEMA	http://www.gema.state.ga.us
CDC	http://www.cdc.gov

Georgia Emergency Management Plan:

<http://www.gema.gov/content/atts/prepare/Plans%20and%20Maps/Plan%20Library/GEOP2010.pdf>

COMPONENTS OF THE PLAN

There are three components to the Emergency Operations and Business Continuation Plan.

- Planning and Preparation
- Crisis Management
- Response and Recovery

One or all of the components may be put into action based on the nature of the emergency. The Safety Team will determine the appropriate component to use in the event of an emergency.

Before, during or after any emergency situation, all calls from local or outside media should be directed to the EVP of Marketing and Communications.

Cobb Chamber of Commerce
Emergency Operations and Business Continuation Plan

1. Planning and Preparation

- Employees will be kept up-to-date on the possibility of a crisis occurring; e.g., severe weather warnings, tornado watches, etc. Based on the nature of the emergency, Senior Leadership team members will meet to gather information and determine the need to close the building, evacuate the area, reschedule meetings, reassign staff, open remote locations, etc.

2. Crisis Management

- After the President/CEO and Senior Leadership team meet to determine the status of the crisis and the plan for communications, division heads will communicate with their staff to keep them informed of the status and procedures.

3. Response and Recovery

- The Senior Leadership team will meet as soon as possible following the crisis/emergency to gather/discuss facts available, assess employees' needs, determine time frame to open the building or when temporary facilities will be available to resume operations, to ensure, to the fullest degree possible, the continuation of our business operations and service to members and the community.

AUTHORITY

The President & CEO and EVP of Internal Operations are ultimately responsible for determining whether or not to close the Chamber office. The CEO will communicate directly with designated safety team leaders, ensuring timely dissemination of information and appropriate action plans to employees based on the type of emergency.

When an emergency occurs requiring immediate action (bomb threat, earthquake, fire, flood, etc.) the Senior Leadership team is authorized to act without authorization from the President/CEO.

If the Emergency Operations Plan is enacted before the office opens, staff members will be called, or they may call their immediate supervisor.

Senior Leadership team leaders' responsibilities are based on their area of expertise. Senior Leadership team leaders include:

- CEO
- EVP, Internal Operations
- EVP, Programs & Leadership Development
- EVP, Marketing & Communications
- VP, Advocacy & Government Relations
- VP, Member Development

The President & CEO and Senior Leadership team members should keep a copy of the Emergency Operations and Business Continuation Plan in their homes, cars or other places outside of the Chamber office so that the information may be easily accessible in case of a crisis.

ACTION STEPS / PROCEDURES

Critical Functions:

- Computer system/data management and recovery
- Communications and public relations
- Telephone system management and recovery
- Power, water, HVAC and utilities management and recovery
- Security system management and recovery
- Facility and equipment overall management and recovery
- Movement of basic operations to alternate location for resumption of business activities

NOTIFICATION

- Employees and others who are in the facility during a disaster or emergency
- Emergency contacts and/or family members of employees
- Police and/or Fire Department
- Board of Directors
- Members and other customers
- Vendors and other business partners
- Insurance company
- Red Cross

BUILDING EVACUATION AND ASSEMBLY PLAN

- Employees will be notified by audible fire alarm, paging system and/or immediate supervisor when evacuation is necessary.
- If time permits, turn off all equipment in offices and immediate work areas.
- Secure important documents and files when possible.
- Proceed to nearest exit.
- Know in advance where the nearest exit is and determine the closest alternate exit(s).
- If the nearest exit is close to the hazard, proceed to an alternate safe exit.
- Report to the lower overflow parking lot to prevent injury from fire, explosions, flying debris or other hazards.
- Immediately check in with your supervisor.
- Each division head will account for his/her personnel.
- Remain at the emergency assembly area until you are released by the CEO or a safety team leader.
- Respond quickly and calmly. Do not panic.

TYPES OF EMERGENCIES

- Fire
- Thunderstorm, Hurricane or Flood
- Tornado
- Earthquake
- Bomb Threat
- Hazardous Materials

Fire

No matter how small a fire seems to be, sound the alarm and call 911. If smoke is evident in the corridor of your nearest exit, use your alternate route. If you must use an escape route where there is smoke, stay as low as possible. Crawling allows you to breathe air near the floor as you move toward an exit.

- Leave the area as quickly as possible. Close the door to the room where you saw the fire.
- Close all doors that you pass through to prevent the fire from spreading.
- Proceed to the nearest fire exit.
- Before opening a closed door, feel it with your hand; if it is hot, do not open it; use an alternate escape route.
- If the door does not feel hot, use caution when opening it to prevent smoke and flames from rushing in. Be prepared to slam it shut if heat or smoke is present.
- Proceed to the lower overflow parking lot and form a group.
- Stay with the group and away from the building so you are not in the way of fire fighters.
- Take a head count to ensure no one was left in the building.
- Follow instructions of CEO or designated safety team leader.

Thunderstorm, Hurricane and/or Flood

- Move objects away from windows.
- Clear desk and other surfaces of papers, books, and items that need to be secured.
- Ensure valuable papers and equipment are not vulnerable to rising waters and/or heavy winds.
- Turn off all electrical items and electronic equipment.
- Close interior doors to your office and immediate work area.
- Move away from windows.
- Follow instructions of CEO or designated safety team leader.

Cobb Chamber of Commerce
Emergency Operations and Business Continuation Plan

Tornado

- If a tornado warning is issued, go immediately to the community room located on the first floor in the center of the building.
- A head count will be taken by the CEO or Senior Leadership team member to ensure everyone has moved to the safest location.
- Do not leave the area to look for a coworker; report the information to the CEO or designated Senior Leadership team member.
- Remain in the secure area until release orders are given.

Earthquake

- *If Indoors* – Move to the center of the building and away from windows.
- Take cover under sturdy furniture when possible to protect from falling materials.
- After shaking stops, use stairs, not the elevator, and exit the building.
- *If Outdoors* – Move away from buildings and utility wires.
- *If in Moving Car* – Stop as quickly as safely possible and stay in the vehicle.

Bomb Threat

- Notify CEO or other safety team leader.
- Determine exact time of call or receipt of written threat.
- Pay close attention to the caller and make every attempt to determine the location, time of expected detonation and type of explosive device.
- Call 911.
- Employees will be notified of proper action and/or evacuation requirements.

Hazardous Materials

While hazardous materials are not ordinarily handled in an office environment, all employees should be alert to suspicious parcels, materials and/or persons. If you encounter a suspicious looking piece of mail or thing you may have been exposed to a hazardous material, stay calm and make sure the suspicious substance is not spread. Do not touch it, but report it to your supervisor and Senior Leadership team member immediately.

What constitutes a suspicious letter or parcel? Some typical characteristics which ought to trigger suspicion include letters or parcels that:

- Have any powdery substance on the outside
- Are unexpected or from someone unfamiliar to you
- Are addressed to someone who is no longer with your organization
- Are of unusual weight, given their size or are lopsided or oddly shaped
- Have an unusual amount of tape on them
- Are marked with restrictive endorsements such as “Personal” or “Confidential”
- Have strange odors or stains
- Show a city or state in the postmark that does not match the return address

Cobb Chamber of Commerce
Emergency Operations and Business Continuation Plan

What should I do if I receive a suspicious letter or parcel or anthrax threat by mail?

1. Immediately notify your supervisor, who will contact the Senior Leadership team. The Safety Team Leader will notify local law enforcement who may notify the Center for Disease Control Emergency Response Team.
2. Do not let material become airborne. Make sure that suspicious packages are immediately isolated.
3. Wash your hands thoroughly with soap and water. As soon as practical, shower with soap and water.
4. Seek medical attention.
5. List all persons who have touched the letter or parcel.
6. Place all items worn in contact with the suspected mail piece in plastic bag and have available for authorities.

COMMUNICATION AND NOTIFICATION

Internal – Employees and visitors will be notified by the audible fire alarm and/or paging system in the event of an emergency. Visitors will be instructed on safety evacuation procedures by safety team leaders and/or employees with whom they are meeting. If the emergency occurs after business hours, the CEO will contact team leaders for proper communication to employees.

External – Board of Directors, volunteers, members, customers, vendors, insurance company and other business partners will be notified by the appropriate team leader(s) at the appropriate time. The American Red Cross will be contacted if necessary.

Media – Any statements concerning the organization to be made public through news releases, interviews or press conferences shall be coordinated through the Executive Vice President of the Marketing and Communications Department and/or the CEO/COO. If injury has occurred, no information will be released until the next-of-kin has been notified.

EQUIPMENT SYSTEMS MANAGEMENT AND RECOVERY

Telephone system – A periodic backup of the telephone system will be maintained to facilitate the prompt restoration of the system's data at the earliest opportunity. In the event that the telephone system is unable to be restored right away, employee cell phones will be used as the primary communications network among safety team members, supervisors and other staff. Each employee has been given a list of cell phone numbers and should keep one copy of the list at the office, at home and, if necessary, in the car for easy access.

Power and utilities – A call will be placed to Georgia Power, Cobb County Water, E-Smith HVAC and other utilities and vendors to report the emergency-related issue. The

Cobb Chamber of Commerce
Emergency Operations and Business Continuation Plan

CEO and other team leaders will communicate information regarding the above when appropriate.

Computer system – A backup of the computer system is handled off-site.

Front door access – Keys will be distributed to appropriate staff in the event of a power outage that prevents the mag locks from actively securing the building. Security 101 will be notified at the time Georgia Power is called to ensure proper coordination of power restoration and system configuration for the access control system.

IN THE EVENT THAT THE CHAMBER BUILDING CANNOT BE FULLY UTILIZED

The CEO will determine if the building is accessible. If not, Chamber operations will be moved to Georgia Power Company in Marietta, conditions permitting. This location allows for immediate access to computer systems and critical work supplies. Priority would be placed on the recovery of critical data as previously outlined.