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**DISASTER PREPAREDNESS  
AND  
BUSINESS CONTINGENCY  
PLAN**

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## PURPOSE

The purpose of this plan is to define the immediate response needed and the recovery process developed to protect staff, volunteers and property during a disaster and to restore critical business functions of the Joplin Area Chamber of Commerce (JACC). The plan components detail JACC's procedures for responding to emergency situations, which affects JACC's ability to deliver core services to our members or our ability to meet member, affiliated organizations, and community expectations.

## Objectives of the Plan

- Protect the well being of our employees, their families and members
- Minimize the critical decisions to be made in a time of crisis
- Maintain public image and reputation
- Minimize loss of data
- Facilitate timely recovery of core business functions
- Minimize loss of revenue/members

This Disaster Preparedness and Business Contingency Plan and all related procedures are approved by the senior management of JACC effective the date signed below.

Further, this Plan serves the affiliated organizations staffed by JACC and whose records are maintained by JACC: Joplin Area Chamber of Commerce Foundation, Joplin Industrial Development Authority, Jasper County Industrial Development Authority, Joplin Business and Industrial Development Corporation, Main Street Joplin, Joplin Capital Corporation, Joseph Newman Business and Technology Innovation Center (NIC), and Missouri I-49 Coalition.



Rob O'Brian, President



Kim Lester, Operations Director



Tonya Sprenkle, Finance Director

## **IMMEDIATE EMERGENCY**

- An IMMEDIATE EMERGENCY includes, but is not limited to a fire, major injury, major medical situation, etc.

In the event of an IMMEDIATE EMERGENCY in the Chamber building

- call 911 and/or
- press the appropriate emergency button on one of the three security pads in the chamber building.

In the event of an IMMEDIATE EMERGENCY in the Joseph Newman Innovation Center

- call 911 and/or
- pull a fire alarm or other emergency device.

**IMMEDIATE EVACUATION or TAKE SHELTER may be needed.**

- Consider safety of staff and visitors first
- Property can be replaced; lives can not
- Know how to evacuate the building as quickly and safely as possible

***Remember that as staff, it is important to be aware of what is going on in the building so that a complete evacuation can be made at any time....be prepared.***

***(Please see the SITE MAP DOCUMENTATION for details. SITE MAPS are posted at each exit as well as in this publication.)***

In the event the Chamber office needs to be evacuated, the following locations will be used to re-group and begin operations. If a location is not available, the next location on the list will be used. Once the situation at the office is stabilized, the person in charge and all staff will proceed to this location so they can be easily reached.

1. Newman Innovation Center parking lot
2. Candy House parking lot
3. Joplin Health Department parking lot

It may be necessary to notify other key contacts should an emergency occur during off-duty hours. All staff is provided a frequently updated JACC Personnel Calling Tree. It is the responsibility of each staff member to maintain a copy at their desk and at home. It is further suggested that a copy also be kept in their car.

## **IMMEDIATE EMERGENCY MEDIA COMMUNICATIONS**

All statements to the Media will either be given by Rob O'Brian, President, Kim Lester, Operations Director or Kirstie Smith, Communications Manager or other designated staff.

## **EVACUATION PROCEDURES**

In the event evacuation is necessary, the following table lists safe areas and reporting procedures for various situations.

<b>SITUATION</b>	<b>DESIGNATED SAFE AREA</b>	<b>REPORTING PROCEDURES</b>
Auto Accident		Call 911; write down details if a witness
Earthquake	Remain in building in reinforced doorways	Alert staff and visitors
Fire	NIC parking lot	Call 911; may attempt to use fire extinguishers, located throughout buildings
Fuel or Chemical Release	Remain in building if exterior source	Call 911
Medical Emergency		Call 911; attempt 1st aid when possible
Tornado Tornado (if sited w/o warning)	Chamber - main rest rooms NIC - 1st floor restrooms	Alert staff and visitors Call 911; alert staff and visitors
Train Derailment	Remain in building	Call 911

Steps to take during and after an evacuation:

1. Call 911 immediately to report the situation if appropriate.
2. Do a "Page All" (or "Page Chamber" or "Page The Joe") announcement to begin building evacuation.
3. Notify all tenants of the evacuation.
4. In case of fire, fire alarm handles should be pulled immediately and an immediate evacuation of the entire building should be done. In addition, 911 should be given the location of the fire within the building and, if possible, the nature and extent of the fire.
5. All personnel should gather at the appropriate location. A roll call will be conducted to ensure that everyone has evacuated the premises. An attempt to contact personnel known to be away during normal business hours shall be done to instruct individuals not to return to the building.

6. Check to see if there were injuries during the evacuation and arrange for assistance.
7. After evacuation, inspect the physical property for any hazardous conditions such as broken glass, fires, electrical shorts, plumbing leaks and structural damage. Begin to call for repair estimates.

## **Severe Weather**

In southwest Missouri, there is the potential for severe weather such as thunderstorms, tornadoes, high winds, hail, lightning, and flooding. In the event that severe weather is imminent, employees should:

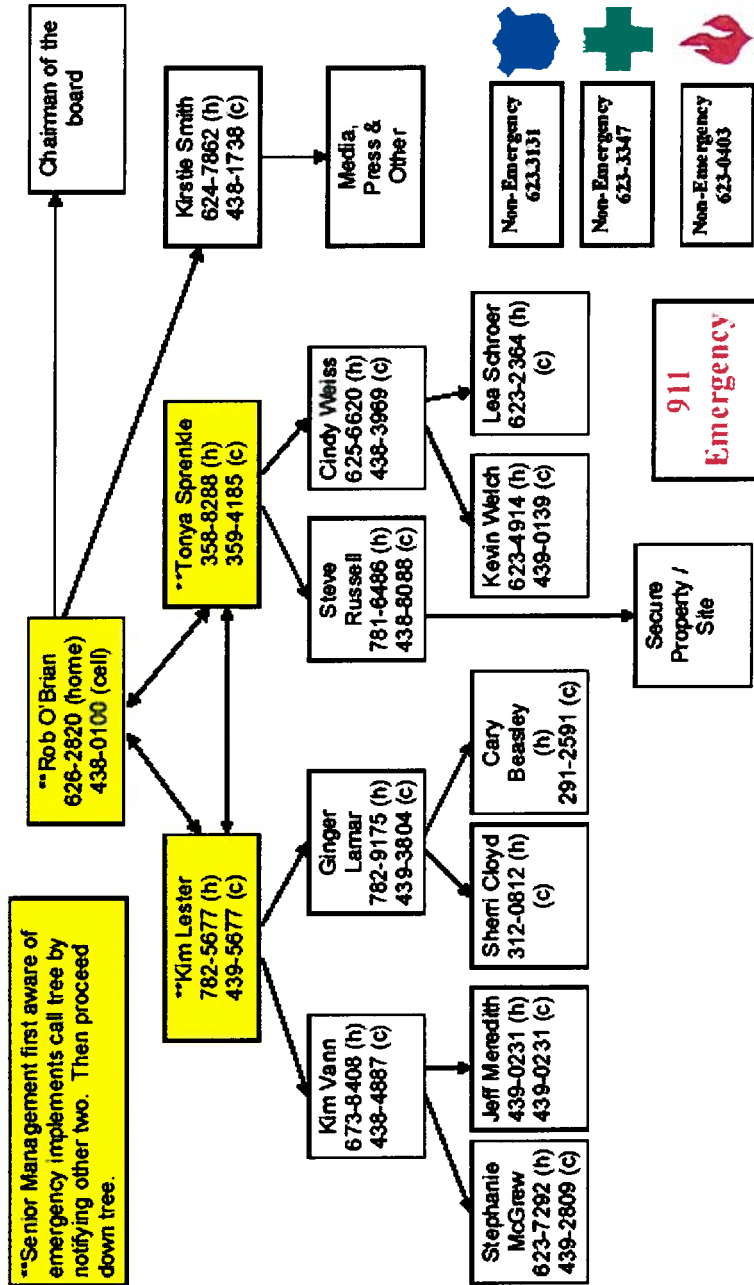
1. Find shelter in the hall away from windows until the danger has subsided.
2. Remove objects outside the building that could become a projectile.
3. Stay away from freestanding objects.
4. Do not attempt an evacuation unless the situation warrants or when so ordered by the local Fire or Police Departments. Follow evacuation procedures above.
5. Lower all blinds over all windows.
6. Remove any objects placed on or near window ledges and store in a secure area.
7. Each staff person shall be responsible for securing his/her immediate area. The staff shall work as a team to secure common areas.

## **EMERGENCY SUPPLIES**

The following supplies should be kept on hand in a watertight container in the event of an emergency:

- ✓ First Aid Kit
- ✓ Flashlights/batteries
- ✓ NOAA Weather Radio (A/C and D/C)
- ✓ Pencils/Pens
- ✓ Paper Towels
- ✓ Plastic Bags
- ✓ Camera (if digital, extra discs)
- ✓ Basic Tool Kit
- ✓ Work Gloves
- ✓ Rubber Gloves
- ✓ Small supply of bottled water and non-perishable food

# Emergency Calling Tree



## **PROPERTY PROTECTION**

Protecting facilities, equipment and vital records is essential to restoring JACC's operations once an emergency has occurred.

Only Senior Management will authorize, supervise and perform a facility shutdown.

Employees will be trained to recognize when to abandon the effort.

The forthcoming procedures will be followed as a course of action for the stated emergency. Best judgment is to be used as unique factors surround any emergency situation.

### **Equipment**

In some situations, there is enough time to protect equipment. Common sense will prevail during situations, but as a general rule, when there is sufficient time, equipment should be shut down and moved away from windows.

A battery powered radio will always be in the building and easily accessible to everyone.

### **Fire Hazards**

Hazardous materials in this business environment are limited to cleaning supplies and large volumes of paper products as a possible cause or fuel for a fire. In the event that operations change and additional substances are introduced into the environment, a supplement to this section will be added.

Fire safety information will be distributed to employees about how to prevent fires in the workplace, how to contain a fire, how to evacuate the facility, and where to report a fire.

Maps of evacuation routes will be posted in prominent places and in attached maps section.

Smoke detectors and fire extinguishers will be checked for proper operation once per month and noted on the proper records. Batteries will be replaced every six (6) months. Smoke detectors and fire extinguishers are posted in prominent places and in attached maps section.

### **Hazardous Material Handling**

Hazardous materials are substances that are flammable or combustible, explosive, toxic, noxious, corrosive, oxidizable, an irritant or radioactive. A hazardous material spill or release can pose a risk to life, health or property. An incident can result in the evacuation of a few people, a section of a facility or an entire neighborhood.

JACC will identify and label all hazardous materials stored, handled, produced and disposed of by JACC, following applicable government regulations.

In the event of a suspected hazardous material spill within the building, call 911 and immediately evacuate the building.

In the event of a suspected hazardous material spill outside the building, call 911 and remain in the building, keeping all windows and doors closed.



Train derailment or accident involving trucks containing hazardous materials are a major risk that is possible in this location. Call 911 and do not approach the site due to hazardous materials risk.

JACC has identified the below vendors for hazardous material containment and clean up. Vendor effectiveness will be reviewed annually.

Company	Main Contact	Phone	Email	Notes
Mid-America Environmental Solutions	Dan Ross	417-358-3599 800-736-3590	dross@midamenv.com	
Employers Health and Safety	Steve Bell	206-6773	sbell@ehsjoplin.com	
For Advice only:			www.dnr.mo.gov	
City of Joplin	Mary Anne Phillips	624-0820 x 501	mphillips@joplinmo.org	

**Facility Shutdown Procedures**

Facility shutdown is generally a last resort but always a possibility. Improper or disorganized shutdown can result in confusion, injury and property damage.

Senior management (SM) will determine if the JACC facility and/or the NIC should be shut down. Senior Management, along with Steve Russell, will carry out a shut down that will best minimize confusion, injury, and property damage. Senior Management will determine when to reopen and, along with Steve Russell, will restore operations as systematically as possible.

## **PANDEMIC FLU**

Flu is caused by viruses that infect the nose, throat, and lungs and is generally spread from person to person when an infected person coughs or sneezes. A vaccination against the pandemic flu – when it is available – will be the best way to prevent the disease. To fight the annual flu, members of high-risk groups should get a flu shot. Even those who are not in the high-risk categories should get a flu shot if enough vaccine is available, especially healthcare workers.

The following simple, common sense precautions can also help prevent the spread of all types of influenza and are recommended by the Centers for Disease Control:

- **Avoid close contact with people who are sick.** If you are sick, keep your distance from others to protect them from getting sick, too.
- **Stay home when you're sick or have flu symptoms.**
- **Get plenty of rest and check with a health care provider as needed.**
- **Cover your mouth and nose** with a tissue when coughing or sneezing. If you don't have a tissue, cough or sneeze into your sleeve, not your hands. It may prevent those around you from getting sick.
- **Clean your hands.** Washing your hands often will help protect you against germs. When soap and water are not available, use alcohol-based disposable hand wipes or gel sanitizers.
- **Avoid touching your eyes, nose or mouth.** Germs are often spread when a person touches something that is contaminated with germs and then touches his or her eyes, nose or mouth.

In the event of Pandemic Flu, the JACC will attempt to maintain the best level of service possible to our members. The following procedures will be put in place:

- A number of staff will be able to use laptop computers to work from home.
- Those working in the office will be provided with N95 or higher respirator masks, disposable gloves and safety goggles as directed by the City of Joplin Health Department.
- Special disinfectant soap will be provided.
- All work surfaces will be disinfected with disinfectants provided, especially frequently used items such as keyboards, phones and other desktop items.

Preparations will be made to LOCK DOWN the building(s), if necessary, and allow access only by authorized personnel with proper protection.

- When in LOCK DOWN, anyone that is permitted to enter the building will be provided a disposable mask, goggles and any other items as directed by the City of Joplin Health Department.
- A member of staff will be assigned the duty of screening at the door and making sure that the proper items are used before entering the interior doors.
- During LOCK DOWN, a proper disposal container will be placed in the entryway for disposal of contaminated or used materials.

## **RECOVERY STRATEGIES**

Recovery strategies identified for JACC's equipment and services:

- Business functions will be recovered in priority sequence based upon the classification of the function as agreed with Senior Management and implemented jointly.
- Communications concerning the recovery status will be coordinated through the Business Contingency Planning Team so that those executing the recovery will not be interrupted repeatedly for status.
- Purchase and acquisition of equipment and supplies needed for the recovery effort will be coordinated through JACC's budget process. Affiliated organizations will be asked to participate in the purchase and acquisition as well.
- The contingency planning infrastructure will provide for coordination of travel arrangements, food and accommodations for individuals supporting the recovery effort.
- Non-critical JACC functions, such as networking events, ribbon cuttings, etc. will be cleared without backup as necessary to support the recovery efforts.
- JACC volunteers and Board members may be called in to support the recovery efforts.

## **CORPORATE CONTINUITY OF MANAGEMENT**

### **Board of Directors**

During the continuation of an emergency, the Executive Committee will be authorized with all the powers of the Board of Directors if there are not sufficient Board members for a quorum. In the event there is no quorum for the Executive Committee, those from the Board who remain will serve, along with remaining Executive Committee members, as an Emergency Management Committee with all the powers of the Board during the continuation of an emergency.

### **President/CEO**

In the event of an emergency requiring President/CEO succession, the senior staff, in consultation with the Chairman of the Board, will manage the day to day operations in accordance with JACC policies and procedures.

## **PLAN ACTIVATION**

### **Emergency Alert**

In the event that an emergency situation or disaster occurs at JACC, the employee first aware of the situation is responsible for contacting the Senior Management Team and assessing the emergency situation.

An Alert will be sent to all staff using the calling tree on page 7. Status updates will be provided by the Business Contingency Planning Team to staff for dissemination of pertinent information.

### **Damage Assessment**

During the damage assessment phase, the Business Contingency Planning Team will identify specifically who and what has been affected by the disaster. The Business Contingency Planning Team will evaluate the impact of the event that has occurred and determine which staff will be required to respond to the situation. The decision to activate the disaster recovery plan for the affected areas may be made at this point or after notification and review with the Business Contingency Planning Team.

As part of the damage assessment process, the risk assessment to JACC will be evaluated. Considerations of engaging temporary facilities, equipment and vendors will be reviewed and a determination to enact recovery procedures will be determined by the Business Contingency Planning Team.

If, after assessment, it is determined that activation of the recovery plan is required, only authorized staff will:

- Notify staff via the calling tree
- Notify Executive Committee/Board
- Notify members
- Notify press/media

## **RESUMING OPERATIONS**

The previously identified staff will act as the Recovery Team with the utmost attention given to ensuring the safety of personnel and property.

The Recovery Team for the affected operations will assess any remaining hazards and maintain security at the incident scene.

The Recovery Team will conduct an employee briefing relaying pertinent details of what happened, what business operations were affected and the plan for recovery.

Additional notifications will be made to:

- Employee families about the status of personnel on the property
- Off-duty personnel about work status
- Insurance carriers about incident details
- Appropriate government agencies

The Recovery Team will conduct a review of damages to building and equipment resulting from an emergency situation. Proper documentation is important and should include details of the incident scene via video recording and digital photography. Additional costs related to the recovery should be documented.

## **TRAINING**

All employees will review disaster preparation and emergency action plan procedures with Senior Management.

New employees will be introduced to emergency action plans via employee orientation.

In addition to participation in community-based emergency preparedness and response drills, quarterly training will approach a walk-through to functional drills to an evacuation drill leading to full-scale mock disaster training.

- *Walk-Through Drill* -- The Business Contingency Planning Team and Recovery Teams will perform their emergency response functions.
- *Functional Drills* -- These drills will test specific functions such as medical response, emergency notifications, warning and communications procedures and equipment, though not necessarily at the same time. Facility shutdown procedures will be tested, reviewed and modified as needed. Personnel are asked to evaluate the systems and identify problem areas.
- *Evacuation Drill* -- Personnel walk the evacuation route to a designated area where procedures for accounting for all personnel are tested. Participants are asked to make notes as they go along of what might become a hazard during an emergency, e.g., stairways cluttered with debris or smoke in the hallways. Plans will be modified accordingly.

# Forms, Charts and Worksheets

Vulnerability Analysis Chart

Core Function Review Worksheet

Disaster Procedures Checklist

Notification Scripts

Training Drills and Exercises Timeline Form

Vendor Questionnaire Form

Emergency Shut Down Checklist

Plan Evaluation Form





**Core Function Review Worksheet**

Core Business Function	Site Function Performed At:	Recovery Strategy
Payroll		
Communications		
Production and Equipment		
Customer Service		
Shipping and Receiving		
Information Systems		
Emergency Power		

## **Disaster Procedures Checklist**

<b>Action</b>	<b>By whom</b>	<b>Comments</b>	<b>Check when done</b>
1. <b>Receive Communication on emergency situation</b>	Bus Cont Planning Team Leader	log time	
2. <b>Contact JACC Business Contingency Planning Team and Department Team Leader</b>	Bus Cont Planning Team Leader	log time	
3. <b>Contact temporary facilities site and alert them that disaster may be declared</b>	Bus Cont Planning Team Leader		
4. <b>Assess Damage</b>	Bus Cont Planning Team & Dept Heads	Employees Network Equipment Building	
5. <b>Estimate Length of Outage</b>	Bus Cont Planning Team & Dept Heads	<b>Length of outage</b> < 1 Hour > 1 Hour, < 2 hours > 2 hours, <12 hours >12 hours, < 24 hours >24 hours, <48 hours >48 hours Unknown	
6. <b>Estimate Business Risk</b>	Bus Cont Planning Team		
7. <b>Make Decision. If no declaration then contact the temporary facilities site and inform them alert is over. If decision is to declare, proceed to step 8.</b>	Bus Cont Planning Team		
8. <b>Declare Disaster, notify Executive Team immediately and declare disaster at site operations</b>	Business Contingency Planning Team	Log time	
9. <b>Notify Emergency Response Team Leader identified in Emergency Notification List</b>	Sr. Mgmt Team	Log time	
10. <b>Activate Command Center</b>	Business Contingency Planning Team	Log time	
11. <b>Report to Command Center</b>	Business Contingency Planning Team	Log time	

## Notification Scripts

This procedure is to be used by all JACC employees when contacting other employees at home to notify them of the occurrence of a disaster.

The purpose of this procedure is to standardize the information given to employees regarding a disaster and to prevent disclosure of information regarding the disaster to anyone outside of JACC.

Individuals making notification phone calls as a result of a disaster should also be aware of the fact that it is possible that the employee was at the site of the disaster when it occurred. Using this script will prevent unnecessary panic for the family members of the employee.

### Contacting Via Direct Phone Contact

Hello, may I speak with \_\_\_\_\_ please?

**If employee is not home, state the following:**

When he/she returns, would you ask him/her to please contact me immediately at the following number \_\_\_\_\_.

**If employee is at home, explain the following:**

Give the employee a brief description of the situation that has occurred and what it has impacted and estimate of the length of outage, if known.

Tell the employee where to report and when and how long they should expect to stay.

Remind them to bring any recovery procedures with them.

If travel arrangements have been made for the employee, inform them of what they are.

If travel arrangements are to be made by the employee, inform them of where and when they are expected and verify they have the information to make the arrangements.

If employee is to remain at home, inform them that they are to remain on-call and prepared to report to work.

Remind the employee that they are not to speak to anyone regarding the situation.

## Contacting Employees via Email

To all employees of JACC,

Please be advised we have experienced a disruption of our critical core business functions. *(Provide general details as to what happened, what it has impacted and the estimated length of downtime.)*

We have taken the appropriate steps in planning for such events, and have activated our recovery plan procedures.

Please contact your Supervisor at *(insert telephone number)* for further instructions as to where to report. Be prepared to bring along your recovery procedures.

Be aware the local news media might try to contact you regarding details of this event. Please do not speak directly to the news media regarding this event. It is our policy to refer any inquiries to our Communications Coordinator, Kirstie Smith, at *(insert phone number)*.

Your attention to this matter is truly appreciated. Adherence to our recovery procedures is of the utmost importance for the protection of our most valued asset, our employees.

Sincerely,

*(sender's name)*

## Training Drills and Exercises Timeline

	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
Management Orientation - Review												
Employee Orientation												
Vendor Update												
Media Update												
Management Tabletop Exercise												
Response Team Tabletop Exercise												
Walk-Through Drill												
Functional Drills												
Evacuation Drill												

Source: Federal Emergency Management Agency (FEMA)

## Business Contingency Planning - Vendor Questionnaire

As a key supplier for Joplin Area Chamber of Commerce, it is important that we understand your level of readiness in the event of a disaster. To assist us with our business continuity planning, please fill out the information below.

Company name: \_\_\_\_\_

Company address: \_\_\_\_\_

City, state, and zip: \_\_\_\_\_

Disaster recovery contact: \_\_\_\_\_

Contact's work phone: \_\_\_\_\_

Equipment, supplies, materials, goods or services provided:

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Please answer the following questions (circle either "yes" or "no"):

- |   |     |    |
|---|-----|----|
| 1. Do you have a formalized business continuity program?          | Yes | No |
| 2. Do you have a recovery plan?                                   | Yes | No |
| 3. Is your recovery plan documented?                              | Yes | No |
| 4. Have you tested your recovery plan?                            | Yes | No |
| 5. Do you conduct employee disaster recovery training regularly?  | Yes | No |
| 6. Do you maintain a copy of your recovery plan offsite?          | Yes | No |
| 7. Do you back up critical data on a regular basis?               | Yes | No |
| 8. Do you send your backups offsite on a regular basis?           | Yes | No |
| 9. Do you have a formalized process to update your recovery plan? | Yes | No |

Briefly describe your business continuity program:

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Return completed questionnaire to:

Joplin Area Chamber of Commerce  
Attn: Tonya Sprenkle  
320 E. 4<sup>th</sup> St.  
Joplin, MO 64801

## EMERGENCY SHUT DOWN CHECKLIST

Procedure	Responsible Party	Complete (Y/N)	Comments
Close up buildings			
Remove smoke, water and debris			
Protect equipment from moisture			
Restore sprinkler system			
Secure the property			
Restore power			
Conduct investigation			
Notify Government			
Separate damaged from undamaged goods			
Store damaged goods			
Record inventory of damaged goods			
Restore equipment and property			
Assess value of damaged property			
Assess impact of business interruption			
Report findings to Senior Management			
Maintain contact with clients/vendors/members			

## EVALUATING AND MODIFYING THE BUSINESS CONTINGENCY PLAN

JACC conducts a formal audit of its entire plan at least once a year on \_\_\_\_\_.

The issues to consider when reviewing our current plan include: \_\_\_\_\_ (date)

	YES	NO
Are the problem areas and resource shortfalls identified in the vulnerability analysis being sufficiently addressed?		
Does the plan reflect lessons learned from drills and actual events?		
Do members of the emergency management group and emergency response team understand their respective responsibilities? Have new members been trained?		
Does the plan reflect changes in the physical layout of the facility? Does it reflect new facility processes?		
Are photographs and other records of facility assets up to date?		
Is the facility attaining its training objectives?		
Have the hazards in the facility changed?		
Are the names, titles and telephone numbers in the plan current?		
Are steps being taken to incorporate emergency management into other facility processes?		
Have community agencies and organizations been briefed on the plan? Are they involved in evaluating the plan?		

In addition to a yearly audit, JACC will evaluate and modify the plan at these times:

- After each training drill or exercise
- After each emergency
- When personnel or their responsibilities change
- When the layout or design of the facility changes
- When policies or procedures change

Remember to brief personnel on changes to the plan.