



DISASTER PLAN START UP GUIDE

**FOR BUSINESSES &
ORGANISATIONS**

INTRODUCTION

The British Virgin Islands Red Cross is here to help the community become resilient to hazards. The community depends on businesses/organisations as one of the most important pillars in maintaining a stable economy. It is essential that businesses/organisations plan for hazards that can disrupt their operations in order to prevent extended periods of closure, which puts the livelihoods of customers and staff/personnel at risk.

We wish to take an all-hazard approach in regards to planning and preparedness. The hope is to ensure that from the community level, businesses/organisations like yours can be self-sufficient and have the ability to assist with the efforts of emergency response as part of the national response framework established in the Territory by the Department of Disaster Management BVI (DDM).

This template was developed with the purpose of giving businesses/organisations a simple go-to guide to assist with the initial development of a plan for times of emergency.

TABLE OF CONTENTS

INTRODUCTION.....	2
TABLE OF CONTENTS	3
PLAN MANAGEMENT.....	4
PLAN ACTIVATION	4
MISSION ESSENTIAL FUNCTIONS	4
MANAGEMENT AND STAFF/PERSONNEL EMERGENCY RESPONSIBILITIES	6
MANAGEMENT AND STAFF/PERSONNEL DIRECTORY.....	7
STAFF COMMUNICATION TREE	7
INVENTORY LIST	8
EQUIPMENT LIST.....	8
SOFTWARE LIST.....	8
SUPPLIER LIST	8
STAFF/PERSONNEL EMERGENCY CONTACT/NEXT OF KIN LIST	9
EMERGENCY DIRECTORY LIST	9
BUSINESS/ORGANISATION EMERGENCY EVACUATION FLOOR PLAN.....	9
BUSINESS/ORGANISATION EMERGENCY PREPAREDNESS CHECKLIST	10
EVACUATION PROCEDURES	11
DESIGNATED ALTERNATE OPERATION SITE:	11
OFF-SITE EMERGENCY MEETING PLACE.....	12
OFF-SITE HARD COPY FILE STORAGE:.....	12
EXAMPLE STAFF/PERSONNEL EMERGENCY KIT ITEMS:.....	12
EMERGENCY RESPONSE PROCEDURES.....	13
ADDITIONAL RESOURCES.....	21

PLAN MANAGEMENT

Your disaster plan should be maintained regularly to ensure that you have up-to-date information that is relevant to the environment that your business/organisation operates. It is recommended that your plan be updated every six months/year, or as needed.

Plan last updated: _____

Person responsible for updating this plan: _____

PLAN ACTIVATION

In an emergency situation, your plan can be activated by the CEO/an equivalent of the business/organisation to allow for staff/personnel to assume their emergency roles and carry out their associated tasks.

The plan can be activated by the CEO/an equivalent of the business/organisation which is:

_____.

MISSION ESSENTIAL FUNCTIONS

Your business/organisation has a mission statement that it operates by, it encompasses the goals, purpose that you hope to achieve, as a business/organisation. Therefore, based on your mission statement, you can determine the functions and the required equipment and materials that is necessary to keep your business/organisation operational at the most basic level.

Your Business's/Organisation's Mission Statement:

Mission Essential Functions:

RISK ASSESSMENT

It is inevitable that your business/organisation will deal with hazards. Identifying the hazards that occur frequently and can potentially have the greatest impact on your business's/organisation's operation is essential for emergency planning purposes.

To identify the hazards that may have the greatest impact, we use the equation: **Risk = Likelihood x Vulnerability**. We assign a score (1=lowest to 5=highest) for both the Likelihood and Vulnerability which will give you a risk score for each hazard. The hazard with the highest risk score poses the greatest threat to your business/organisation, therefore extensive precautions should be taken to mitigate them. (The table below is not limited to the hazards listed, include additional hazards that may impact your business/organisation.)

Hazard	Likelihood/Probability (L)	Vulnerability/Impact (V)	Risk Score = L X V
Fire	3	5	8
Tsunami	2	5	7
Earthquake	4	4	8
Hurricane	5	5	10
Power Outage	3	1	4
Flooding	3	5	8
Pandemic	2	5	7

MANAGEMENT AND STAFF/PERSONNEL EMERGENCY RESPONSIBILITIES

In order for any emergency plan to work, you must identify a team that will assist with the preparedness of your business/organisation. Therefore, these roles must be assigned beforehand so that when the plan is activated, staff/personnel will assume their roles as assigned. All staff/personnel must have access to the disaster plan.

Name	Position	Emergency Roles
John Doe	Facilities Officer	Turn off Main Electrical breaker, turn off emergency shut off switch for stove.
		Back up data files, store files in off-site storage facility.
		Conduct First Aid/CPR
		Cover down office equipment and store above ground level
		Ensure hurricane shutters are installed and grounds have been maintained.
		Ensure staff contact numbers and home addresses are up-to-date in the disaster plan.
		Provide weather updates and updates from DDM.

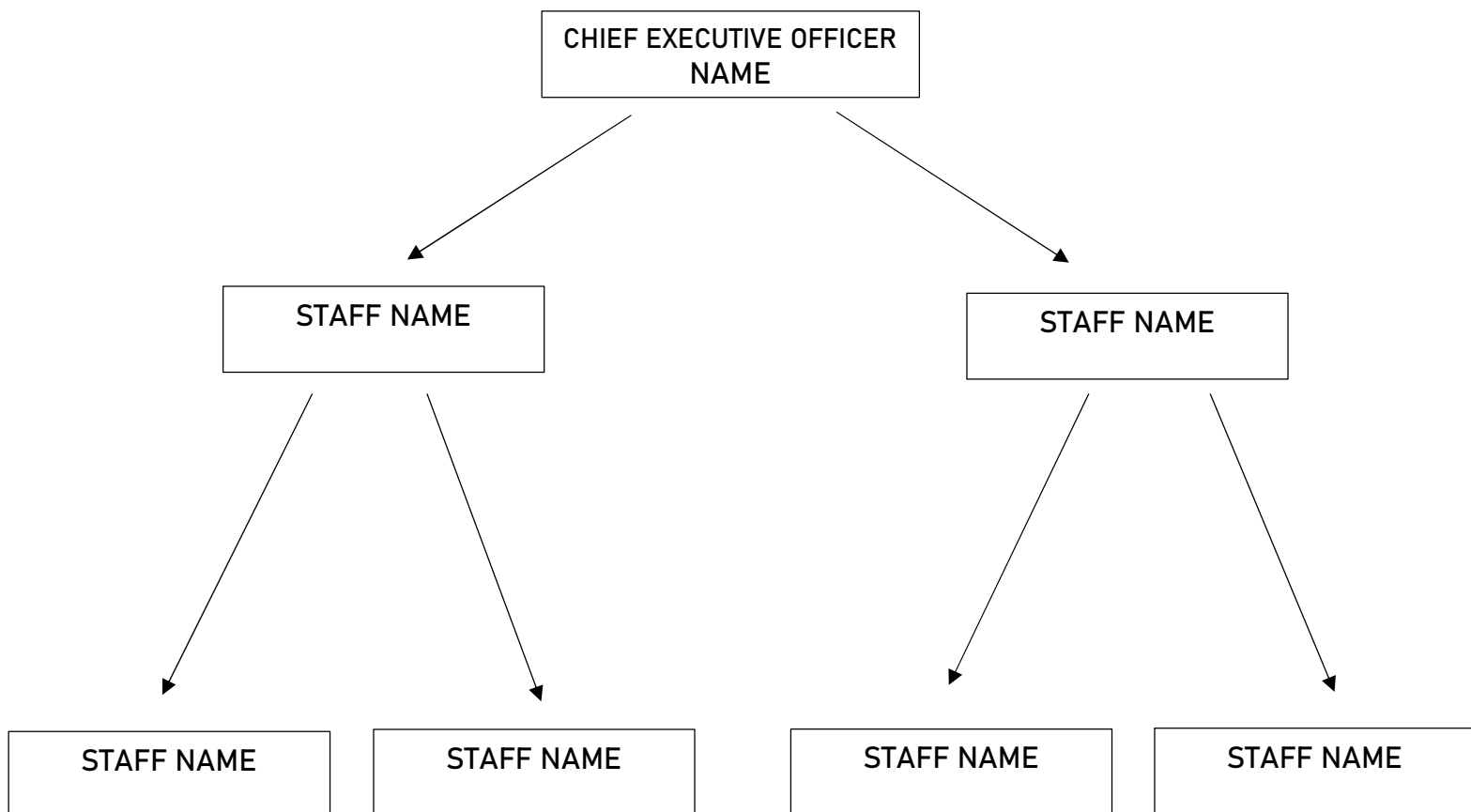
MANAGEMENT AND STAFF/PERSONNEL DIRECTORY

It is essential that you have the contact information for each of your staff/personnel in the event of an emergency. Fill out the table below as necessary.

Name	Home Address	Office Phone Extension	Personal Phone Number
Mary Brown	West End	5551	284-545-7233

STAFF COMMUNICATION TREE

Establishing a communications tree defines how your business/organisation will notify staff of an emergency.



INVENTORY LIST

If your business/organisation sells specialized items, it is important to keep a record of what items are on the site at any given time.

Item	Amount of item	Location on Premises
Keyboards	10	Storage Room

EQUIPMENT LIST

Your business/organisation depends on its equipment to operate; therefore, it is important for you to identify the critical equipment that carries out your business's/organisation's mission essential functions.

Item	Amount of the item	Location	Operational Status Good (G) /Satisfactory (S) /Out of Commission (OC)
Televisions	2	Lobby	Good

SOFTWARE LIST

In order to operate, your business/organisation may require specialized software for various functions. List the software your business/organisation uses on a daily basis.

Name	Version/Date Purchased	Cost
Microsoft Office	365	\$149.00

SUPPLIER LIST

Businesses/Organisations depend on various suppliers to provide materials and equipment to accomplish their mission essential functions. Ensure to identify and list those suppliers.

Company Name	Phone Number	Email	Supplies provided
BVI Electricity Corporation	(284) 494-3911		
Water and Sewage Dept	(284) 468-5766		

STAFF/PERSONNEL EMERGENCY CONTACT/NEXT OF KIN LIST

Your business/organisation should have a list of emergency contacts for your staff/personnel in the event of emergency involving one of your staff/personnel.

Name	Emergency Contact Name	Relation to Person	Phone Number

EMERGENCY DIRECTORY LIST

Ensure you have the contact number for your local emergency responders.

Organisation	Phone Number
BVI Fire and Rescue (BVIFRS)	911
Royal Virgin Islands Police Force (RVIPF)	911
BVI Health Services Authority/Ambulance	911
Department of Disaster Management (DDM)	468-4200
Virgin Islands Search and Rescue (VISAR)	767/ 499-0911
BVI Red Cross	494-6349

BUSINESS/ORGANISATION EMERGENCY EVACUATION FLOOR PLAN

Inserting an evacuation floor plan allows for staff/personnel to be aware of all exits on the business's/organisation's compound. Additionally, the location of supplies such as fire extinguishers, first aid kits, Automated External Defibrillators (AEDs) can be included on the floor plan.

BUSINESS/ORGANISATION EMERGENCY PREPAREDNESS CHECKLIST

Use this checklist to assist you with ensuring your business/organisation is prepared for emergencies:

- ☐ Service hurricane shutters
- ☐ Yearly refill of Fire Extinguishers
- ☐ Check Smoke Detectors
- ☐ Service generators
- ☐ Clean up the business's/organisation's premises to prevent objects from becoming flying hazards.
- ☐ Cut trees back trees that are over-hanging.
- ☐ Store Gasoline/Diesel for generator and/or vehicles.
- ☐ Secure the business's/organisation's vehicles in a secure location.
- ☐ Secure equipment (cover down, stored above floor level)
- ☐ Map/Document for the Location of Supplies (First Aid Kits, Fire Extinguishers, Stationary, Electronic equipment)
- ☐ Scan and back up data files on a cloud, (various online storage options).
- ☐ Store essential hard copy files at a secure location away from the place of operation.
- ☐ Yearly update of staff records
- ☐ Emergency food and water stocked
- ☐ Yearly check on insurance policies
- ☐ Update items in First Aid kit yearly
- ☐ Conduct evacuation drills (Tsunami, Fire etc.)
- ☐ Ensure Security System is up-to-date
- ☐ Participation of staff/personnel in CPR & First Aid and Fire Safety trainings

EVACUATION PROCEDURES

Evacuation of your business/organisation may be required if there is a fire in the building or another hazard that could impact the location. The CEO/an equivalent of the business/organisation will ensure that all staff/personnel has evacuated of the building and are accounted for at the designated safe zone.

DESIGNATED EVACUATION SAFE ZONES:

Fire: _____

Tsunami: _____

DESIGNATED ALTERNATE OPERATION SITE

In the event your business/organisation cannot return to the base of operation, management must identify another location where operations can continue. There are 3 types of sites to be considered as backups, a hot site, a warm site and a cold site.

A **hot site** is a location that was already set up and running with the required equipment and data for your regular operations, where work can immediately continue, with little to no interruptions.

A **warm site** is a location that is set up with equipment; however, it is not immediately operational and may take a few days to a week to become operational.

A **cold site** is a location with little to no equipment set up, therefore equipment must be brought on site for operations to occur which may take a few weeks to a couple months to set up.

Designated Hot Site: _____

Designated Warm Site: _____

Designated Cold Site: _____

OFF-SITE EMERGENCY MEETING PLACE

In situations where staff/personnel are not on duty at the business/organisation or are unable to access the business's/organisation's premises, an alternate location should be determined where persons can meet to get instructions/updates from management.

Location:

OFF-SITE HARD COPY FILE STORAGE

Businesses/Organisations should store hard copy files off-site in the event of an emergency situation i.e., a building fire, flooding of the building.

Location:

EXAMPLE STAFF/PERSONNEL EMERGENCY KIT ITEMS:

All Staff/Personnel should have a personal emergency kit in their possession with items that can serve them for at least 3 days. Below is a list of items to consider for assembling a kit.

- Essential medications
- Bottled water (three-day supply, 2 litres/day)
- Food (energy bars, dried fruit etc.)
- Cash in small bills and credit cards
- Extra clothing
- Emergency Sleeping bag
- Quick-dry towel
- Multi-purpose knife
- Handheld VHF radio
- First Aid kit
- Dust mask and hard hat
- Work gloves
- Picture of loved ones
- Crank or battery-powered flashlight and radio
- Cell phone and charger
- Travel-sized toiletries (toothbrush/paste/ etc.)
- Feminine hygiene supplies
- Toilet paper
- Hand sanitizer

EMERGENCY RESPONSE PROCEDURES

In order to deal with emergencies, businesses/organisations should have specific procedures to deal with them as necessary. These are recommended procedures for the associated emergency situations.

1. Medical Emergency Procedures

In a situation where a person is in need of medical assistance take the following steps to deal with the situation:

- Do not move victim unless absolutely necessary.
- Call the following personnel trained in CPR and First Aid to provide the required assistance

1. Name:

Phone:

2. Name:

Phone:

- Call medical emergency phone number if further medical assistance is required.

Ambulance/BVI Fire and Rescue Services - 911/999

Provide the following information:

- a. Nature of medical emergency,
 - b. Location of the emergency (address, building, room number)
 - c. Your name and phone number from which you are calling.
- Notify the owner or manager on duty of the incident.

2. Pandemic Emergency Procedures

During a pandemic, internal changes to the daily operations of the business/organisation may occur. Therefore, below lists the procedures to continue operations.

- Get reliable pandemic information from the local Public Health department, and other sources.
- Identify essential staff/personnel and other critical parties that need to be involved (e.g. suppliers, sub-contractor services/ products, and logistics) required to maintain business operations by location and function during a pandemic.
- Identify key contacts and establish a chain of communications (including staff/personnel, suppliers and customers),
- Establish policies for compensation and sick-leave absences unique to a pandemic.
- Establish policies for flexible work schedules (e.g. telecommuting) and flexible work hours for staff (e.g. shifts).
- Establish guidelines as required for preventing spread at the worksite (e.g. promoting hygiene measures/ cough etiquette, and prompt exclusion of people with symptoms).
- Establish policies for staff/personnel who have been exposed and are suspected to be ill, or become ill at the worksite (e.g. immediate mandatory sick leave).
- Provide sufficient and accessible infection control supplies (e.g. hand-hygiene products, tissues and trash bins for their disposal).
- Enhance communications and information technology infrastructures as needed to support employee telecommuting and remote customer access.

3. Fire Emergency Procedures

When a fire is discovered, the following procedures should be followed:

- Perform an accurate head count of staff/personnel reported to the designated area.
- Activate alarms (if available) and notify all staff/personnel of the fire.
- Immediately report the fire to the local fire department.
- An attempt should be made to extinguish the fire if considered manageable with the use of a fire extinguisher. (Ensure that you are within a short distance from an exit for a quick evacuation).
- For electrical fires, shutting down the power to the area or facility should be considered. (If this can be done without putting the life of persons in immediate danger.)
- All staff/personnel should immediately vacate the building by way of the nearest exit, and report to the designated evacuation safe zone away from the building immediately.
- Provide the Fire Department personnel with the necessary information about the facility.
- Remain outside until the competent authority (Designated Official or designee) announces that it is safe to re-enter.
- Advise external individuals and organizations of the situation.

4. Hurricane Emergency Procedures

The nature of a hurricane provides for more warning than other natural and weather disasters.

A hurricane watch is issued when a hurricane becomes a threat to an area with 36 hours.

A hurricane warning is issued when a storm is expected to be in the area within 24 hours.

Once a hurricane warning has been issued:

- Stay calm and await updates from the designated emergency official in the office for weather updates and information being shared by the Department of Disaster Management.
- If the business/organisation has any boats, locate the nearest Emergency Marine Shelter and secure the boats.
- Business/Organisation owned vehicles should be fueled up and parked in a safe location/garage.
- Secure the building, moving all loose items indoors and boarding up windows and openings.
- Company files should be backed up on a cloud and hard copy files should be stored in a safe location.
- Store items above ground in case of flooding.
- Collect drinking water in appropriate containers.
- Ensure staff/personnel have done their personal preparations.

5. Earthquake Emergency Procedures

Earthquakes can strike at unexpected times, therefore following the procedures below to ensure the safety of staff:

If you are on the inside of the building:

- Quickly exit the building if possible and stay away from buildings, trees, and power lines.
- Crawl under a table or desk and hold on to it and ensure to protect your head from falling debris/objects. (Drop, cover and hold)
- Stay away from windows, mirrors, overhead fixtures, bookcases and electrical equipment.

If you are on the outside:

- Remain outside and stay away from buildings, trees and power lines.
- Look out for falling debris

After the impact of an earthquake:

- Perform an accurate head count of personnel.
- Help injured and provide first-aid. Do not move seriously injured persons unless they are in immediate danger of further injury.
- Turn off appropriate utilities. DO NOT USE matches, lighters or open flames, appliances or electrical switches until you are sure that it is safe to do so.
- Conduct an assessment around the facility to determine possible hazards.

6. Tsunami Emergency Procedures

A tsunami is caused by water displacement which is the shifting of water outward from the location of impact. Water displacement can be caused by events such as earthquake, violent underwater volcanic eruption, a landslide into the ocean etc. These events can occur with very little warning; therefore, it is essential that you take the follow actions below in response to the potential impact of a tsunami to protect you and your staff:

- If your business/organisation is located near to the coast, look out for natural signs (i.e., receding water, a loud ocean roar) or official warnings from the DDM of a tsunami, immediately move to the tsunami evacuation safe zone. **(Listen to the authorities, but do not wait for tsunami warnings and evacuation orders.)**
- If you are indoors, emergency instructions from the DDM can come from (All Radio stations, DDM Smart Radio, DDM Alert app, a text message from cellphone providers). If you are outdoors and hear the early warning system sirens going off, tune in for emergency information from the DDM.
- If you are outside of the tsunami hazard zone and receive a warning, stay where you are unless officials tell you otherwise. **(If you are unsure if your business/organisation is located in a tsunami hazard zone, contact the Department of Disaster Management to assist with providing you with a tsunami hazard zone and evacuation map for your business's/organisation's location.)**
- Evacuation routes are often marked by a wave with an arrow in the direction of higher ground.
- For staff/personnel working in a boat that is out at sea should face the direction of the waves and head further out to sea. If your business/organisation is located near the coast, go inland.

After a Tsunami Impact

- Avoid wading in floodwater, which can contain dangerous debris. Water may be deeper than it appears.
- Be aware of the risk of electrocution. Underground or downed power lines can electrically charge water. Do not touch electrical equipment if it is wet or if you are standing in water.

7. Flooding Emergency Procedures

Flooding on your business's/organisation's premises can be caused by numerous reasons; a pipe that suddenly bursts, a cistern that has a leak, a business located in a flood zone, etc. Therefore, below are a few ways to minimize the impact of a flood on your business/organisation:

- Advise staff/personnel of the situation
- Elevate and anchor utilities. Elevate and anchor your critical utilities, including electrical panels, propane tanks, sockets, wiring, appliances, and heating systems.
- Elevate equipment such as computers, printers, etc.
- Store hard copy documents in an elevated location or off-site.
- Shut off power to the building.
- Elevate or move your furniture.
- Call plumbers if it is a plumbing issue.
- Advise customers of your temporary closure.
- Clear debris from gutters.

8. Power Outage Emergency Procedures

Power outages can occur causing a major disruption to a business's/organisation's operation lasting for any length of time. Take the following steps below to respond to this type of situation:

- Assess the extent of the outage in your area and report the outage to BVI Electricity Corporation.
- Help persons in darkened work areas to move to safety.
- Unplug personal computers and non-essential equipment.
- Open windows for additional light and ventilation
- If you are in an elevator that stops working, stay calm. The elevator should return to a predesignated floor and the doors will open automatically. Use the intercom or the emergency button inside the elevator to notify security if you are not able to exit the elevator.
- Keep refrigerators/freezers closed during the outage.
- Release of personnel after an extended outage.

Emergency generators

Your business may have an emergency generator that may activate automatically in the event of an outage.

If your building has a generator:

- Have a qualified person start the backup generator and transfer power feeds from the facility to it. Conserve power usage while on the backup generator.
- If the backup generator is going to be used for long periods, plan for refueling and maintenance requirements.
- Ensure that critical equipment is plugged in to emergency outlets

ADDITIONAL RESOURCES

These are additional resources that you can use to assist with building your disaster plan.

BVI Tsunami Evacuation Maps

Road Town, Tortola, Tsunami Evacuation Map - <https://www.bviddm.com/download/road-town-tsunami-evacuation-map/>

Tortola, Tsunami Evacuation Map - <https://www.bviddm.com/download/tortola-tsunami-evacuation-map/>

Virgin Gorda, Tsunami Evacuation Map - <https://www.bviddm.com/download/virgin-gorda-tsunami-evacuation-map/>

Jost Van Dyke, Tsunami Evacuation Map - <https://www.bviddm.com/download/jost-van-dyke-tsunami-evacuation-map/>

Anegada, Tsunami Evacuation Map - <https://www.bviddm.com/download/anegada-tsunami-evacuation-map/>

Disaster Plan Template

Disaster Plan Template - <https://www.bviddm.com/download/disaster-plan-templatepublic-private-sector-2016/>

BVI National Disaster Management Plan

National Disaster Plan <https://www.bviddm.com/download/national-disaster-plan/>

International Resources

International Federation of Red Cross Red Crescent – Global Disaster Preparedness Center - <https://preparecenter.org/resources/>

Preparedness Planning for Your Business - <https://www.ready.gov/business>

N.B.: All Disaster plans must be submitted to the Department of Disaster Management BVI for official review and approval.

END OF DISASTER PLAN GUIDE



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