



Disaster Preparedness is Good Business

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Contents

Introduction	3
Pre-Threat Checklist	4
During a Threat Checklist.....	7
Post-Threat Checklist	8
Best Practices for Emergency Preparedness Communications	10
Appendix/Resources	12

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Business Continuity with simplicityHR by ALTRES

Every hurricane season is yet another reminder for Hawaii businesses to maintain strong protocols for seamless operation and worry-free continuity. Our HR teams continually provide first line defense for COVID-19 risks, natural disasters and potential business interruptions, because the health and well-being of our associates, clients, and their employees is our priority.



This eBook is a resource to help prepare and [protect your most important assets](#) (people, capital, documents and operations) in the event of a future threat.

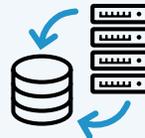


OUR PREPARATIONS

In response to Hawaii's annual hurricane season, our team has made considerable preparations to maintain the level of exceptional service and commitment you have come to rely upon. **Some of things that we have done:**



Onsite back-up power generators



Quadruple redundancy with remote locations in-state and out-of-state outside facilities



Year-round education and training for emergency preparedness, first aid certification, CPR/AED certification, COVID-19 PPE usage and stress management



Our proprietary cloud-based HR technology, HR Symphony® provides 24/7 online and mobile access to your Employee File Cabinet, Message Center, Scheduling, and daily Wellness Tracker



24/7 Risk and Safety hotline

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Pre-Threat Checklist

Preparation is the most important key to withstanding a disaster. This Pre-Threat Checklist is divided into four sections to help you start the process. And don't procrastinate, the best time to prepare is now.



ASSESS

- Evaluate status and needs of your assets which includes people, capital, documents, and operations
- Secure assets, keep in mind data, and equipment
- Ensure all necessary emergency equipment is on hand and serviceable
- Determine what the implications are for your remote workers and how their areas will be impacted
- Find out what local sheltering plans and evacuation procedures are for all areas where you have an employee presence

IMPLEMENT

- Create an emergency response team
- Define clear roles and responsibilities for each person
- Use [HR Symphony](#) to maintain an updated employee contact list
- Establish a timeline for execution of your plan in relation to the disaster/threat arrival
- Develop an emergency communication plan
- Build notification templates in [HR Symphony's](#) Message Center to save time
- Conduct an employee awareness campaign
- Distribute appropriate disaster/hurricane preparedness handouts to employees such as our "[Emergency Preparedness eBook](#)"
- Update and distribute relevant company policies
- Have a central point of contact for all employees, and ensure you know where your staff are located
- Consider redirecting your phones lines to cell phones, an answering service, or to an employee who is in another state

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REVIEW

- Review all existing contracts, policies, and agreements for mentions of specific disaster response such as hurricane response and recovery
- Protect/relocate vital records including your insurance policies. Be sure your assets are protected. Consider augmenting assets with insurance
- Videotape/photograph interior and exterior of building for insurance purposes
- Review your critical vendors and supply chain as well as evaluate their emergency response plans
- Use [HR Symphony](#) to review employee certifications and skills (ie. CPR, EMT, etc.) and offer regular training or recertification opportunities



PROTECT

- Ensure that your office infrastructure and network is prepared for the disaster/storm
- Determine what measures should be taken to ensure business continuity for employees that are working remotely
- Backup all data on servers and personal computers
- Turn off all non-critical devices such as server monitors and workstations
- Check the integrity of the power supplies
- Inspect and make repairs to drains, gutters and flashing
- Anchor all roof-mounted equipment such as HVAC units and exhaust vents
- Install windstorm shutters/plywood over windows and doors
- During a storm event, take the following steps so that items outdoors will not blow away or cause damage:
 - Remove all loose debris
 - Anchor or relocate all nonessential equipment to a safe indoor location
 - Secure storage of flammable liquid drums, or move them to a sheltered area
 - Anchor all portable buildings (e.g., trailers) to the ground
 - Secure large cranes and other heavy equipment
 - Make sure outdoor signs are properly braced
 - Secure all windows, doors, and outdoor objects/equipment

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PROTECT (CONT.)

- Repair and fill above-ground tanks
- Shut off natural gas supply in order to minimize fire loss
- Fill fuel tanks or generators, fire pumps, and all company-owned vehicles. Move vehicles to a secure area
- Disconnect the main electrical feeds to the facility, if possible, to prevent a potential fire caused by short-circuiting of damaged equipment
- Remove as many goods as possible from the floor or ship them out of the facility



MONITOR

- Monitor local news and inform employees about latest developments of the threat
- Adjust evacuation plans based on the latest health and safety guidelines from local officials
- Stay up to date on the progress via radio, TV or official government websites



MISCELLANEOUS

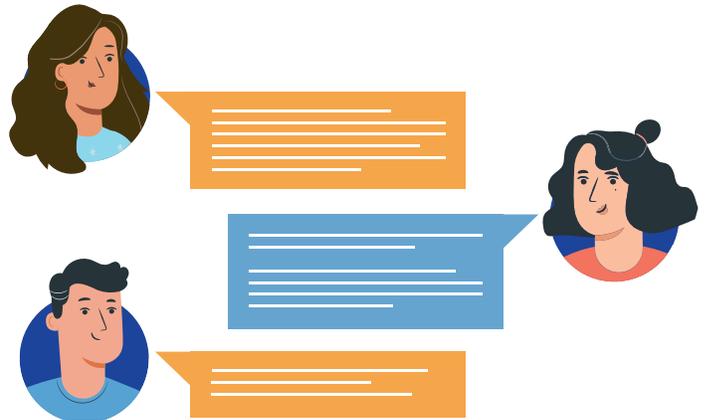
- Have cash on hand for possible post-disaster needs
- Evaluate impacts on clients and customer service
- Ensure remote access to publish to your company's website so you can provide updates



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During a Threat Checklist

Once the threat is upon your business, there's only so much you can do. The best thing for you to do is execute your emergency plan, monitor the threat, keep in contact with your team and above else stay safe.



EXECUTE

- Activate response teams and ensure they have proper supplies and equipment
- Secure site location(s)
- Monitor the threat via local media outlets or government websites
- If possible, patrol the property and watch for roof leaks, pipe breakage, fire or structural damage. However, personnel should remain in a place that has been identified as safe from wind and flood
- Constantly monitor any equipment that must remain online
- Shut down electrical power to sites
- During power failure, turn off electrical switches to prevent reactivation before necessary checks are completed

COMMUNICATE

- Activate communication channels with employees. This could be as simple as a group text chat
- Use [HR Symphony's](#) Message Center to give employees a one-stop location for latest updates from your company
- Provide regular updates on the threat or emergency's progress and your actions:
 - Office closures
 - People impacted
 - Evacuation routes
 - System outages

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Post-Threat Checklist

There's no easy way to pick up the pieces after a threat. But below is a checklist of ways you can start the process. It will hopefully go a long way in helping ease the painful process of getting your business back up and running.



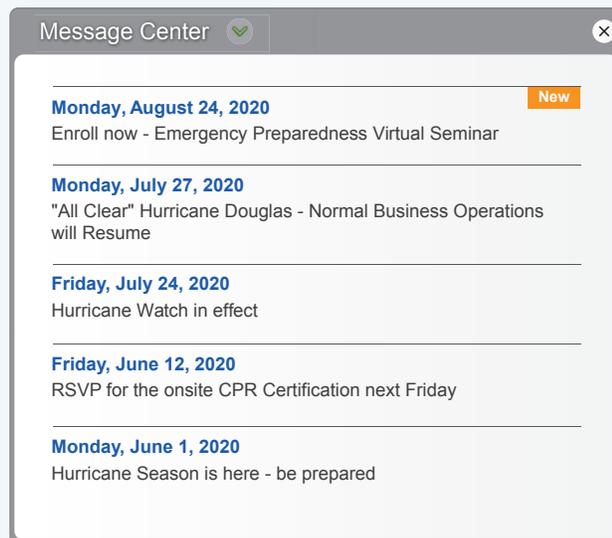
ASSESS

- Survey for safety hazards and damage, such as live wires, leaking gas, flammable liquids, or structural damage. Do not enter structures unless it is declared safe.
- Prioritize repair and recovery efforts
- Continue monitoring radio, TV or local government websites
- Watch for closed roads. Do not cross barricaded or flooded roadways



COMMUNICATE

- Use [HR Symphony's](#) Message Center to give employees a one-stop location for latest updates from your company. Relay important information including:
 - Office closures
 - "All Clear" Messages
 - People impacted
 - Relief information
- Determine employee availability and designate assignments



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REBUILD

- Draft the rebuild process, and deploy resources to start the process
- Begin salvaging as soon as possible to prevent further damage:
 - Cover broken windows and torn roofs immediately
 - Separate damaged goods, but beware of accumulating too much combustible debris inside a building
- Clean roof drains and remove debris from roof to prevent drainage problems
- Contact contractors to start repairs. Make sure safety systems are fully implemented before work can begin
- Coordinate 24-hour security
- Move equipment, data, and operations back to secure and safe location(s)
- Provide employees status updates on recovery process
- Notify insurance and begin claims process as needed

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Best Practices for Emergency Preparedness Communications

When it comes to emergency preparedness communications you should first consider your company culture to develop the communications protocols that are going to be most effective to address peoples' needs, build trust, and optimize the message.

1

IDENTIFY YOUR TEAM

Make sure that your roster and methods for contacting and activating your team is current and up to date. Be sure to include all relevant stakeholders for the continuity of your business. Executing effective internal communications can help ensure worker safety, minimize damage to your brand, return your workforce to productivity and build trust among employees.

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2

COORDINATION & PLANNING

Be sure to coordinate with everyone involved in the emergency notification plan. Review the plan regularly, update as needed and have regular drills. You want each person to understand their role and responsibility for the safety and continuity of your organization's business.

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3

SIMPLIFY

Consider message length - be as brief as possible and make sure that messages remain professional and neutral in tone. You want recipients to get the most out of your messages in the least amount of time. Different mediums have different limits. Text messages for example, should be kept to 160 characters.

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4

REACH

Think about the channels you may have to get your message out to a broad/varied audience quickly. You may need to activate your messaging to management, employees, employees' emergency contacts, guests on premise, customers, vendors, the media and the general public. Utilize all the tools that are at your disposal: email, phone, text, your website, social media, news media, intranet, intercom systems, or [HR Symphony](#) Message Center. Your system should be flexible and adaptable to evolve as a disaster incident may change quickly. Be prepared to respond from an off-site location if your main location system is not accessible.

Don't forget your internal stakeholders as vehicles to spread awareness and your message. Information disseminated by your employees may be considered more trust-worthy or viewed as "insider" information. With the power of the internet and social media, your employees can be a vital channel for sharing information. Since you cannot control what may be shared on social media, HR's role should be to offer employees accurate and timely information that they can disperse to their own online networks.

5

AUDIENCE

Customize messages to the audience to the extent possible; script messages for a variety of incidents and the appropriate stakeholders you wish to reach. Communications are not one size fits all. Prepare resources in advance of the disaster and make it readily available prior to the threat arrival to prepare and ease the worries of your audience. Resources for employees might include our eBook resource - [Emergency Preparedness for Employees](#), team rosters/management emergency numbers, and other safety guidance from local authorities. For your customers - this might mean sharing safety resources, or closure/opening information, or alternative service options during the disaster. For the media, do you have a designated spokesperson, press kit or press release prepared?

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Appendix/Resources

[Emergency Preparedness eBook for Employees](#)

[Emergency Communication Sample Notices](#)

[Sample Press Notification](#)

Hawaii Emergency Management Resources

[Preparedness Planning for your Business – Ready.gov](#)

[Guides for preparing an Emergency Plan and a Continuity of Operations Plan \(COOP\)](#)

[Sign up for Emergency Alerts - County by County resources](#)

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