

Table of Contents

- Part A: Introduction..... 1**
 - Overview 1**
 - An emergency is... 1
 - Objective of the guide 2
 - About the authors 3
- Part B: Legal requirements..... 4**
 - Governments’ emergency management initiatives..... 4**
 - Emergency management legislation 5**
 - Addressing the needs of disabled workers and customers 6
- Part C: Particulars and best practices 8**
 - Hazards and emergencies 8**
 - Avalanches 8
 - Bomb threats 8
 - Chemical releases 9
 - Cyber incidents 9
 - Earthquakes..... 11
 - Floods 11
 - Hurricanes 12
 - Landslides 12
 - Nuclear emergencies..... 12
 - Pandemics 13
 - Ebola..... 16
 - Power outages 17
 - Severe storms 17
 - Storm surges 18

Suspicious packages	19
Tsunamis	19
Tornadoes	20
Wildfires	20
Emergency planning.....	21
What can an effective emergency management plan do?	21
Who should develop the plan?	21
Contents of an emergency response plan	22
Preparedness for specific types of emergencies.....	27
First aid	35
Business continuity planning	35
Impact of emergencies on business operations workplace	35
Components of business continuity	35
Establishing responsibilities	36
Managing risk and developing business impact analysis	38
The pivotal role of information technology.....	44
Identifying core functions, key staff and essential skill sets.....	44
Identifying critical inputs and supplies	46
Succession planning for key executives.....	46
BCP planning in a unionized environment	46
Working with HR and workplace policies and procedures.....	46
Sharing information during an emergency	54
Communication/ coordination plan.....	55
Communicating with your suppliers	57
Media relations.....	59
Business continuity plan testing.....	59
Plan maintenance.....	59
Recovery: After the threat has passed	60

Part D: Resources and solutions.....61
 How can First Reference help? 61

References and additional resources62
 Government emergency management programs, laws and regulations 62
 Pandemic planning references and resources..... 65
 Disaster and emergency references and resources 67

Part E: Appendices.....69
 Appendix A: Influenza-like infection (ILI) assessment form..... 70
 Appendix B: Emergency planning checklist 71
 Appendix C: Emergency preparedness checklist 73