

RECOVERY AND RESTORATION

In order to ensure the efficient recovery and restoration of facility operations, facility operations, facility leadership should consider making contractual arrangements with vendors for such post-emergency services as record preservation, equipment repair, earthmoving or engineering.

Procedures should be in place for identifying and repairing critical systems. The process may entail:

- Repairing or replacing equipment.
- Relocating operations to an alternate location.
- Contracting operations on a temporary basis.

CONTINUITY OF MANAGEMENT

Following an emergency, key personnel may not be readily available or physically at the facility to make decisions. Facility legal staff should be consulted in advance to explain the process of succession of leadership. Procedures should be established addressing maintaining a clear chain of command, maintaining lines of succession for key personnel, and moving to alternate headquarters.

RESUMING OPERATIONS

Immediately after an emergency, the following steps should be taken to resume operations.

- Establish a recovery team, if necessary.
- Establish priorities for resuming operations.
- Continue to ensure the safety of personnel on property.
- Assess remaining hazards.
- Maintain security at the incident scene.
- Conduct an employee briefing.
- Keep detailed records. Consider audio recording all decisions.
- Take photographs of or videotape the damage.
- Account for all damage-related costs.
- Follow notification procedures. Notify employees' families about the status of personnel on the property. Notify off-duty personnel about work status. Notify insurance carriers and appropriate government agencies.
- Protect undamaged property. Close up building openings. Remove smoke, water and debris. Protect equipment against moisture. Restore sprinkler system. Physically secure the property. Restore power.
- Conduct an investigation. Coordinate actions with appropriate government agencies.
- Conduct salvage operations. Segregate damaged from undamaged property.
- Complete an inventory of all damaged goods.
- Restore equipment and property. For major repair work, review restoration plans with the insurance adjuster and appropriate government agencies.
- Assess the value of damaged property. Assess the impact of business interruption.
- Maintain contact with customers and suppliers.