



Small Business

Small Business Operational Resilience Checklist

The list below provides actions for your organization to consider before, during and after a business disruption.

Prepare

Establish responsibility for incident response, crisis management and business recovery preparedness.

- Identify and mitigate the risks that may cause a disruption.

- Develop a simple "all-hazard" plan(s) with emergency contact information, key response procedures and a checklist for responding to disruptive incidents.

- Facilitate exercises to practice responding to disruptions using realistic scenarios to train response and recovery team members based on business operational exposures (e.g., flood, wildfire, earthquake).

Respond (Example response team checklist when a disruption occurs)

Emergency Response Phase

- Ensure local emergency response agencies have been called (e.g., fire, police, medical).

- Ensure local emergency procedures activated (e.g., evacuation, shelter in place).

- Notify the owner/leader of incident and provide the expected impacts to people, property and assets.

- Support local responders' information needs (e.g., chemical stores, hazards, missing employees).

Recovery Phase

- Identify the root cause of disruption and take steps to eliminate/reduce recurrence.

- Perform impact assessment to document the damages/losses and report to the insurance provider.

- Develop and implement business recovery strategies and plans.

- Provide communications to internal and external stakeholders (e.g., employees, customers, investors).

Restart Phase

- Develop the business restart strategy and plan.

- Communicate the restart strategy and plan to stakeholders.

- Implement the restart plan and stakeholder communications for affected operations.

- Follow up with internal and external stakeholders.

Improve

- Capture lessons learned after every disruptive incident or exercise.

- Enhance risk mitigation plans and response procedures based on learning from each disruption and exercise.

- Share response and recovery learning with local emergency response agencies and other small business owners in your area.