

Business Resilience Checklist



These 10 actions will get your business on the road to resilience. Each action includes a description and the essential steps to achieve it. Click on the active links to find out how to become more resilient today!

CREATE RESPONSE AND RECOVERY PLANS

When an emergency strikes it is important to have a plan for how you and your employees should respond, and how to recover once the dust settles.

- ☐ Develop an [Emergency Response Plan](#)
- ☐ Create a [Disaster Recovery Plan](#)

UNDERSTAND YOUR FLOODING RISK

Do you know what your flood risk is? It's important to know how a flood might affect your business operations, supplies and equipment so you can plan accordingly to limit the impacts to your company.

- ☐ Check the [FEMA Flood Map Service Center](#) to see if your business is in a flood zone.
- ☐ Use this [toolkit](#) to assess how flooding might affect your site, equipment, inventory, etc.

PREPARE YOUR STAFF

Supporting employees is one of the most important parts of emergency planning. Keep them safe by educating them on their role during an emergency so everyone is prepared.

- ☐ Prepare and maintain an [Emergency Kit](#)
- ☐ [Train employees](#) on disaster preparedness including their roles and responsibilities

EXAMINE INFORMATION TECHNOLOGY

Minimize your losses during a storm by looking at your information systems and vital records. Are they protected? Can you recover them after an outage or disruption?

- ☐ [Prepare for a power outage](#)
- ☐ [Protect data](#) and [vital records](#)

ASSESS YOUR ASSETS AND EQUIPMENT

Once you understand your flood risks, create an inventory of your assets and move them to a safe place onsite to ensure your inventory and critical equipment is protected and away from potential water damage. Prepare a maintenance plan that keeps equipment in tip top shape, so it doesn't fail in an emergency.

- ☐ Create a [preventative maintenance plan](#)

GET TO KNOW YOUR UTILITIES

Make a list of contact numbers for your utilities and reach out to them so they know how to contact you. Some of the important utilities in Wakefield include:

- ☐ **Gas/Light:** Wakefield Municipal Gas & Light Department – 781-246-6363
- ☐ **Cable:** Xfinity – 800-266-2278
- ☐ **Water/Sewer:** Town of Wakefield – 781-246-6301 x3

UNDERSTAND YOUR INSURANCE

Does your insurance policy include business interruption coverage and flood damage? Investigate your coverage and learn how to submit a claim so the recovery process is streamlined.

- ☐ [Assess your potential risk to natural disasters to access the correct coverage](#)
- ☐ [Know how to submit an insurance claim after an emergency](#)

DEVELOP A BUSINESS CONTINUITY PLAN

Business continuity refers to the processes and procedures that must be implemented to ensure that mission-critical functions can continue during and after a disaster. This is in addition to an emergency response and recovery plan, as it is more proactive.

- ☐ Create a [Continuity and Recovery Plan](#), which would include:
 - Agreements and procedures with suppliers, vendors and business critical to daily operations
 - A plan for conducting business if your facility is not accessible

KEEP COMMUNICATIONS LINES OPEN

In any situation, but particularly in an emergency, it is important to employ multiple communication methods to keep your customers in the know. Consider all the ways your customers communicate, including email and social media. Also, how can you communicate more widely? For example, a business association can send emails to a large group that can alert customers about their business members.

- ☐ Become a member of a [business association](#) for networking and recovery assistance

GOVERNMENT RELATIONS

Local governments play an important role in response and recovery during an emergency. Make sure you know how to receive important alerts from the Town of Wakefield. Also, if you are impacted during an emergency, know who to call before you repair or alter your site.

- ☐ [Register for CodeRed](#) to get the latest updates on local emergencies
- ☐ Wakefield [Emergency Management](#)
- ☐ Wakefield [Inspectional Services and Zoning](#)

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