

# READY NEW YORK FOR BUSINESS

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WE'RE  
OPEN

OPEN

**NYC**

Emergency  
Management

Small Business  
Services



# WHY BE PREPARED?

**Businesses, large or small, play an important role in serving the communities of New York City. With the many demands on your time and resources, making an emergency plan may not seem like a priority. But when emergencies happen, businesses without a plan are more likely to suffer losses and many never re-open.**

It doesn't take a lot of time or money to make a plan and be prepared. Preparing for emergencies is important, whether you run a public, private, community or nonprofit organization. Follow these five steps to ensure that your organization continues to operate during and after an emergency.

**For more information and resources about preparing your business, visit [NYC.gov/preparemybusiness](https://nyc.gov/preparemybusiness).**

## 1. Understand the hazards

New York City is no stranger to emergencies caused by natural and man-made hazards, including fires, severe weather, and telecommunication and transportation disruptions. Consider how these emergencies may affect your ability to do business (e.g., a power outage may inhibit your ability to accept credit cards). **For more information, visit [NYC.gov/hazards](https://nyc.gov/hazards).**

## 2. Plan to stay in business

Planning before a disaster will help you return to operations more quickly. Start by taking the following steps:

- Identify operations that are critical to business functions and recovery.
- Determine which staff, materials, procedures, contacts, and equipment are necessary to keep your organization operating.
- Make a list of your most important contacts/clients and plan ways to communicate with them during and after a disaster.
- Coordinate with vendors, suppliers, and others you depend on to do business.
- Keep copies of important records you may need to rebuild your business in a waterproof, fireproof, portable container. Keep a second set at an off-site location.



## 3. Talk to your employees

It's important to talk to your employees often about what to do before, during, and after an emergency. Set up a call tree, an email alert, or a call-in voice recording to communicate with employees. When creating a plan, consider your employees' needs (including disabilities and access and functional needs). You should also encourage employees to prepare for emergencies at home.

Check out the following resources for more information about emergency preparedness:

- Partners in Preparedness: [nyc.gov/partnersinpreparedness](https://nyc.gov/partnersinpreparedness)
- Ready New York: [nyc.gov/readyny](https://nyc.gov/readyny)
  - Ready NYC app, available for Apple iOS and Android
- Notify NYC: [nyc.gov/notifynyc](https://nyc.gov/notifynyc)
  - Notify NYC app, available for Apple iOS and Android

Information about these resources is also available by contacting 311 (212-639-9675 for Video Relay Service, or TTY: 212-504-4115).

## 4. Protect your investment

In addition to protecting your employees, it is important to protect your company's physical and virtual assets. Take the following steps:

- Review your insurance coverage, and understand what your policy covers. Consider expanding your insurance to include coverage for direct and indirect costs associated with a disaster.
  - Examples of direct costs include hazard-specific property insurance (e.g., fire, flood), and data breach and cyber liability insurance.
  - Examples of indirect costs include business interruption/continuation policy insurance, business income insurance, and extra expense insurance.
- Think about what equipment is necessary for the survival of your business and where you will obtain replacement parts if it is damaged.
  - Every organization depends on electricity, gas, telecommunications, sewers, and other utilities. Have a plan in place in case these services are disrupted.
- Protect your data and information technology systems. Create backups of all of your information and store copies somewhere safe.



## 5. Know how to respond

Every business should have an emergency action plan. This plan focuses on alerting employees to an emergency or an evacuation, the method for reporting emergencies to local officials, and evacuation plans. For more information, visit [www.osha.gov](http://www.osha.gov).

- To receive notifications of incidents that may affect your organization, sign up for CorpNet by visiting [NYC.gov/corpnnet](http://NYC.gov/corpnnet).
- Know when to evacuate the workplace and when to stay where you are (i.e., “shelter in place”). This will help keep you and your staff safe.

### **IF YOU MUST EVACUATE:**

- Evacuation plans are specific to each building. If you are a tenant in the building, coordinate evacuation plans with your building manager.
- All employees should have a Go Bag – a collection of items you may need in an evacuation. A Go Bag should be packed in a sturdy, easy-to-carry container, such as a backpack. Visit [NYC.gov/readyny](http://NYC.gov/readyny) for additional information.
- Post maps of your building’s escape routes in your business. Identify and label entry/exit points on the maps and throughout the building. Plan two different ways out of the building.
- Pick two places to meet: one near your business, and one outside of the immediate area.

### **IF YOU HAVE TO STAY:**

- If it is not safe to evacuate, you may be asked by emergency officials to shelter in place. This may be as simple as remaining in your office or store while officials clear hazards from the area.
  - Identify a room with few doors or windows to shelter in place. Ideally the room should allow at least 10 square feet per person. If instructed by emergency officials, turn off all ventilation systems and seal doors.
  - Stay tuned to local communication outlets for updates from emergency officials.
- Ahead of an emergency, make a supply kit that includes items you and your employees may need, including water, food, radio, flashlights, batteries, etc. Keep these items in an easy-to-access location.

# READY NEW YORK FOR BUSINESS EMERGENCY REFERENCE CARD

Organization's legal name:

Address:

Phone:

Email:

Meeting place close by:

Meeting place outside of the neighborhood:

Emergency alerting system for employees:

Police precinct:

Phone:

Last updated:

## INSURANCE PROVIDER:

Insurance provider/policy number(s):

Agent name:

Phone:

Email:

## UTILITY PROVIDER:

Utility provider:

Account number:

## TELECOMMUNICATION PROVIDER:

Type of provider (check all that apply):

☐ Phone

☐ Internet

☐ Other

Account number(s):

Phone:

Email:

## LOCATION OF IMPORTANT DOCUMENTS:

Staff contact information:

Vendor contact information:

Supplier contact information:

Resource contact information:

## LICENSE(S) & PERMIT(S):

License(s) and Permit(s) number(s):

Location:

## UTILITY HOTLINES

- Con Edison 24-hour hotline: 1-800-752-6633 (TTY: 1-800-642-2308); [www.coned.com](http://www.coned.com)
- PSEG Long Island 24-hour hotline: 1-800-490-0075 (TTY: 631-755-6660); [www.psegliny.com](http://www.psegliny.com)
- National Grid 24-hour hotline: 718-643-4050 (TTY: 718-237-2857); [www.nationalgridus.com](http://www.nationalgridus.com)

## 911: EMERGENCIES

- Call 911 when you are in immediate danger or witness a crime in progress.
- Call 911 if you have a serious injury or life-threatening medical condition.

## 311: CITY INFORMATION

- Call 311 (212-639-9675 for Video Relay Service, or TTY: 212-504-4115) or visit [NYC.gov](http://NYC.gov) for access to non-emergency services or information about City programs.
- Do not call 311 for emergencies.
- 311 outside of New York City is 212-NEW-YORK (212-639-9675).

## NOTES



## NEW YORK CITY RESOURCES



Unless otherwise noted, call 311 (212-639-9675 for Video Relay Service, or TTY: 212-504-4115) to contact City agencies.

### **NYC Emergency Management**

[nyc.gov/emergencymanagement](http://nyc.gov/emergencymanagement)

### **NYC Emergency Management Business Resources**

[nyc.gov/preparemybusiness](http://nyc.gov/preparemybusiness)

### **Ready New York - for emergency preparedness information and to request a presentation**

[nyc.gov/readyny](http://nyc.gov/readyny)

### **NYC Department of Small Business Services**

[nyc.gov/sbs](http://nyc.gov/sbs)

### **NYC Department of Buildings**

[nyc.gov/buildings](http://nyc.gov/buildings)

## STAY INFORMED

### **CorpNet**

[nyc.gov/corpnnet](http://nyc.gov/corpnnet)

### **NYC Emergency Management on Facebook and Twitter**

[www.facebook.com/NYCEmergencymanagement](http://www.facebook.com/NYCEmergencymanagement)

[@nycemergencygmt](https://twitter.com/nycemergencygmt)

### **Notify NYC**

[nyc.gov/notifynyc](http://nyc.gov/notifynyc)

[@NotifyNYC](https://twitter.com/NotifyNYC)

## MORE BUSINESS EMERGENCY PLANNING RESOURCES

### **Ready for Business**

[www.ready.gov/business](http://www.ready.gov/business)

### **New York State Department of Financial Services**

[www.dfs.ny.gov](http://www.dfs.ny.gov)

1-800-342-3736

### **United States Department of Labor Occupational Safety & Health Administration**

[www.osha.gov](http://www.osha.gov)

1-800-321-OSHA (6742)

### **Insurance Information Institute**

[www.iii.org](http://www.iii.org)

212-346-5500

### **Insurance Institute for Business & Home Safety**

[www.disastersafety.org](http://www.disastersafety.org)

813-286-3400

**This guide is also available in audio format and in the languages below.**

### **Arabic**

رُز NYC.gov/readyny للحصول على نسخ باللغة العربية من هذا الدليل.

### **Bengali**

এই নির্দেশিকাটির বাংলা কপিৰ জন্য NYC.gov/readyny দেখুন

### **Chinese**

請撥打311或訪問NYC.gov/readyny，獲得本指南的中文版本。

### **English**

Call 311 or visit NYC.gov/readyny for copies of this guide in English.

### **French**

Visitez NYC.gov/readyny pour obtenir des exemplaires de ce guide en français.

### **Haitian Creole**

Ale nan sitwèb NYC.gov/readyny pou jwenn kopi gid sa a nan lang Kreyòl Ayisyen.

### **Italian**

Visita il sito NYC.gov/readyny per ricevere una copia di questa guida in italiano.

### **Korean**

한국어로 된 안내서 사본은 NYC.gov/readyny를 방문하십시오.

### **Polish**

Kopia w języku polskim jest opublikowana pod adresem NYC.gov/readyny.

### **Russian**

Позвоните по номеру 311 или посетите сайт NYC.gov/readyny, чтобы получить эту брошюру на русском языке.

### **Spanish**

Llame al 311 o visite NYC.gov/readyny para obtener acceso a este folleto en español.

### **Urdu**

اس رہنما پرچے کی کاپی اردو زبان میں حاصل کرنے کے لیے NYC.gov/readyny ملاحظہ کریں۔

### **Yiddish**

באזוכ NYC.gov/readyny פאר קאפּיס פון דעם פאפּיר אין אידיש.