

# Emergency and Disaster Planning for Automobile Dealership (Sample)

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## Introduction

This plan is designed to assist you in preparation and organization during a disaster. In a natural disaster or fire, it is very important that your employees know exactly what to do. In a medical emergency, there must be concise action by the appropriate persons to contact emergency response and organize the scene. If the emergency is created by neglect or error, a thorough incident investigation is necessary.

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Dealership Name

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Address

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City

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State

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Zip Code

**Program Administrator-** Responsible for oversight and recordkeeping

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Name, Title, Phone Number

**Departmental Supervisors:**

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**Recovery Supervisor**



## Responsibilities

Program Administrator:	The Program Administrator is responsible for oversight and management of the disaster plan, including the following: general recordkeeping (i.e. chemical inventory and other hazardous materials, employee emergency contact lists, training records), coordinating all fire protection equipment maintenance, posting evacuation plans throughout the building.
Departmental Level:	Enforce rules set in place regarding flammable liquid storage, ventilation, and smoking. Regularly inspect the premises for potential fire and other hazards. Provide semi-annual refresher training and conduct evacuation drills.
Employee Level:	Follow rules and evacuation routes specified in the plan. Make supervisors aware of any hazards or issues.
Recovery Supervisor:	The Recovery Supervisor is responsible for minimizing downtime and loss due to a fire or disaster. This includes maintaining backup records, deeds, titles, files, etc. Also maintain contact with insurance agencies, consultants, vendors, legal counsel, and any other services needed for business recovery.

It is the responsibility of each member of the disaster/emergency response team to fully understand the details of this policy and to know the procedure for summoning assistance during an emergency situation. (Call 911)

## Pre-Emergency Instructions (any emergency)

1. Provide semi-annual refresher training on emergency procedures with all staff.
2. Keep the Disaster Plan posted at designated locations (or provide policy to all employees.)
3. Keep Evacuation Plan posted at all exits.
4. Conduct evacuation drills semi-annually.
5. Check smoke detectors, emergency lighting units, and fire extinguishing equipment semi-annually.
6. Inspect facility on a routine basis (see samples)
7. Keep Emergency Plan updated with current information:
  - a. Employee names, addresses, telephone numbers,
  - b. Emergency contacts
  - c. Emergency procedures, changing floor plans
  - d. Insurance coverage(s)
  - e. Physical inventories
  - f. Local utility contacts
  - g. List of subcontractors and vendors.

## Evacuation Plan Guidelines

### Development and Layout

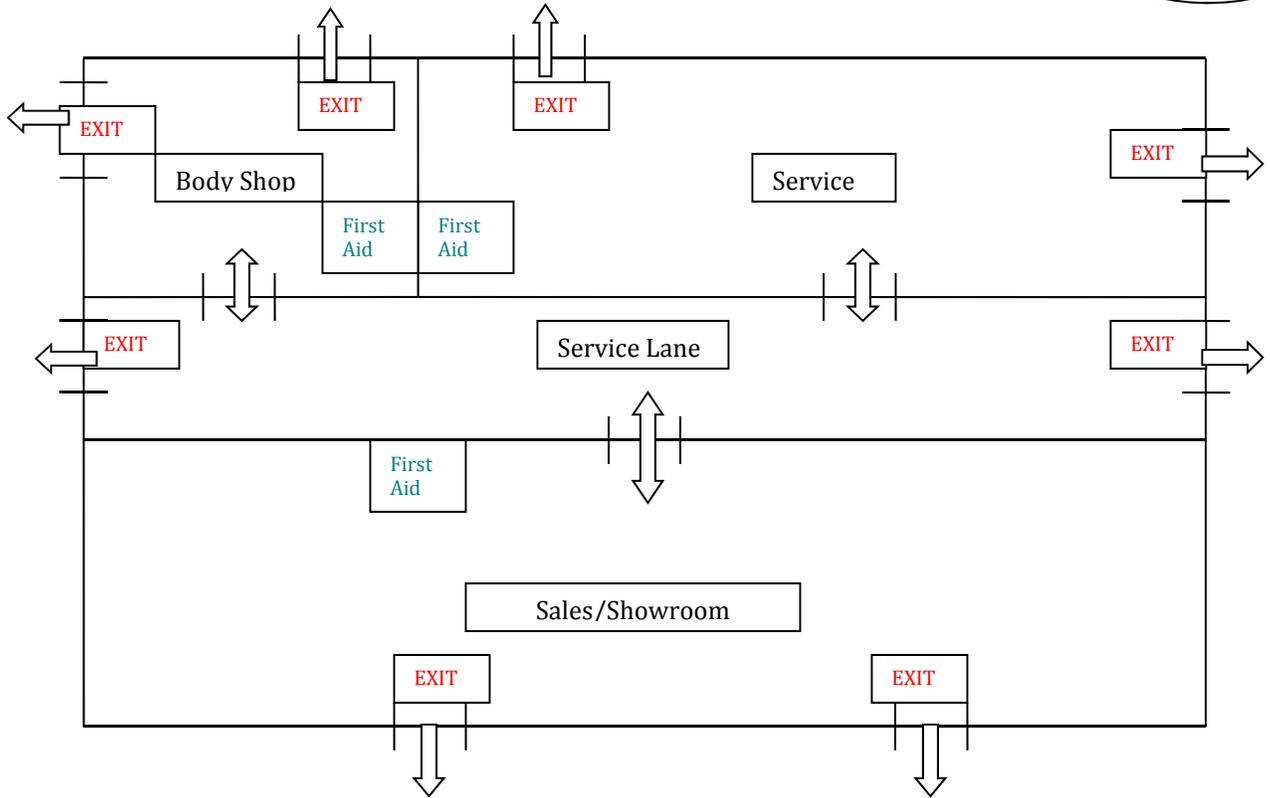
1. A layout must be made of the building, including:
  - Evacuation Routes
  - Fire Extinguisher (locations)
  - Fire Alarm Stations (locations)
  - First Aid Kit (locations)
  - Exits
  
2. A map of the parking lot and surrounding buildings
  - This must show the Rally Point
  - Rally Point must be a safe distance from the building
  - Rally Point must be easily accessible; Out of the way of emergency services, i.e.: not beside the fire hydrant

Both of these items must be posted conspicuously throughout the facility and made available to all employees upon request.

# Sample Evacuation Poster

Rally Point  
100 ft.

Rally Point  
100 ft.



Rally Point  
100 ft.

Rally Point  
100 ft.



## Emergency Preparedness

- Emergency Services Numbers
- Medical Emergency
- Fire Preparedness

### Emergency Services Numbers

Police Dept. \_\_\_\_\_

Fire Dept. \_\_\_\_\_

Ambulance \_\_\_\_\_

Health Dept. \_\_\_\_\_

Poison Control \_\_\_\_\_

Security Dept. \_\_\_\_\_

Sheriff \_\_\_\_\_

OSHA \_\_\_\_\_

DEQ \_\_\_\_\_

Insurance Agent \_\_\_\_\_

It is also useful to maintain a list of experts to contact in case of emergency:

Dealership Franchise Contact \_\_\_\_\_

Locksmith \_\_\_\_\_

Carpenter \_\_\_\_\_

Haz Mat \_\_\_\_\_

Computer Services \_\_\_\_\_

Electrician \_\_\_\_\_

Pest Control \_\_\_\_\_

Janitorial Service \_\_\_\_\_

Legal Advisor \_\_\_\_\_



## Medical Emergency

### Pre-Emergency Checklist:

	Yes	No
1. Are medical personnel readily available for advice and consultation on work related health issues?		
2. Is your dealership located within 3-5 minutes of an emergency medical service? If no, See 3.		
3. Is there at least one person, per shift, who is trained to be a first aid/CPR responder?		
4. Are first aid supplies readily available?		
5. Are suitable facilities for eye and body flushing available in the work area in event of injury?		
6. Have all employees who may be exposed to blood and body fluids, during an emergency, been trained in Blood Borne Pathogens? Have adequate BBP supplies?		
7. Are emergency contacts readily available for contact if necessary?		

### Medical Emergency Instructions:

- A. Check the scene for hazards and situation
- B. Call 911
- C. Care for the victim
  - Do not move the victim unless necessary
  - First Aid or CPR should only be administered by a certified person
  - The following websites are good references for first aid advice:
    - [www.mayoclinic.com/health/First Aid Index/First Aid Index.html](http://www.mayoclinic.com/health/First Aid Index/First Aid Index.html)
    - [www.cdc.gov/nasd/menu/topic/firstaid.html](http://www.cdc.gov/nasd/menu/topic/firstaid.html)
    - The American Red Cross
- D. If the victim's injuries are not life threatening, assign someone to take them to an in-network medical facility, or the emergency room if needed. (See ERTW Program and Physician Panel Network)
- E. The evacuation supervisor should take the names and possibly statements of the witnesses

### CHECK



- ▼ Check the scene for safety
- ▼ Check the victim for consciousness, breathing, signs of circulation, pulse, and severe bleeding

### CALL



- ▼ Dial 9-1-1 or local emergency number

### CARE

- ▼ Care for conditions you find

## Fire Preparedness

### Emergency Instructions in Case of Fire:

- A. Activate the ALARM. Evacuate the area.
- B. Call the Fire Department. (911)
- C. Fight the fire ONLY IF:
  - (1) You know how.
  - (2) The fire is small.
  - (3) Confined to the area where it started.
  - (4) You have a way out.
  - (5) You can work with your back to the exit.
  - (6) You have the right type of extinguisher.
  - (7) You feel confident that you can operate it effectively.
- D. DO NOT fight the fire if:
  - (1) You have any doubts about fighting it.
  - (2) It is spreading beyond the area where it started.
  - (3) It could block your escape route.
- E. EVACUATE THE BUILDING - Go to your assigned rally point.
- F. Once the building is evacuated:
  - (1) Take roll call of everyone present, if persons are missing, authorities (Fire Department) must be notified immediately.
  - (2) Under no circumstances are people to enter the building to search for others. Only properly qualified firefighters are permitted to enter the building.
  - (3) The use of a “rally point” or meeting place will aid in this important task. This point must be a good distance from the building, posted on all evacuation plans, and well known by all employees.
  - (4) Administer necessary first aid (see below) and contact employees’ emergency contacts if needed.

## Natural Disasters

- Tornados
- Flood
- Winter Storm
- Hurricanes

### Tornados:

#### Definitions:

A *tornado watch* is issued by the National Weather Service when tornadoes are possible in your area. Remain alert for approaching storms. This is the time to remind employees where the safest places within your facility are located, and listen to the radio or television for further developments.

A *tornado warning* is issued when a tornado has been sighted or indicated by weather radar.

#### Tornado Danger Signs

Learn these tornado danger signs:

- An approaching cloud of debris can mark the location of a tornado even if a funnel is not visible.
- Before a tornado hits, the wind may die down and the air may become very still.
- Tornadoes generally occur near the trailing edge of a thunderstorm. It is not uncommon to see clear, sunlit skies behind a tornado.

When a tornado warning has been issued, or a tornado has been spotted, the following actions must be taken.

- A. Alert everyone in the facility to come inside and take cover
- B. Keep everyone away from glass and windows, go into interior rooms
- C. Keep people out of large span roof areas

## Flood:

### Definitions:

A *FLOOD WATCH* means that flooding is possible. Stay tuned to NOAA radio, commercial radio or television for additional information.

A *FLASH FLOOD WATCH* means that flash flooding is possible. Move to higher ground. A flash flood could occur without any warning. Listen to NOAA radio, commercial radio or television for additional information.

A *FLOOD WARNING* means that flooding is occurring or will occur soon. If advised to evacuate, do so immediately.

A *FLASH FLOOD WARNING* means that a flash flood is occurring. Seek higher ground on foot immediately.

An *URBAN AND SMALL STREAM ADVISORY* means that flooding of small streams, streets and low-lying areas is occurring.

- \* Learn the elevation level of your property. This will help you know how your property will be affected when floods are forecasted.

### What to do before heavy rains and flooding

- Be aware of flash floods. If there is any possibility of a flash flood occurring, move immediately to higher ground.
- Listen to radio or television stations for local information.
- Be aware of streams, drainage channels and areas known to flood suddenly.
- If instructed, turn off utilities at the main switches or valves.
- Stay away from flood waters. They could be contaminated.
- Do not walk through moving water. Six inches of moving water can knock you off your feet. If you must walk in a flooded area, walk where the water is not moving. Use a stick to check the firmness of the ground in front of you.
- Do not drive into flooded areas. If flood waters rise around your car, abandon the car and move to higher ground, if you can do so safely. You and your vehicle can be quickly swept away as flood waters rise.

## What to do after a flood

- Stay away from flood waters. The water may be contaminated by oil, gasoline or raw sewage. The water may also be electrically charged from underground or downed power lines.
- Stay away from moving water. Moving water only six inches deep can sweep you off your feet.
- Be aware of areas where flood waters have receded. Roads may have weakened and could collapse under the weight of a car.
- Stay away from downed power lines and report them to the power company.
- Stay away from disaster areas unless authorities ask for volunteers.
- Continue listening to a battery-powered radio (NOAA) for information about where to get assistance for housing, clothing and food.
- Contact your insurance agent.

## Winter Storm

### Prepare a Winter Safety Plan

Slips/Falls are the most common type of injury to occur during the winter months because of wet, icy conditions, but there are many steps that can be taken before the storm hits that can minimize your dealership's risk for loss. Similarly, if there is no pre-plan for snow removal, you could be looking at a significant back injury.

#### Definitions

A *WINTER WEATHER ADVISORY* means that winter weather conditions are expected, but not anticipated to be severe.

A *WINTER STORM WATCH* indicates severe weather such as heavy snow or ice is possible within the next day or two. Time to prepare!

A *WINTER STORM WARNING* indicates severe weather conditions are occurring or are likely within 24 hours. Stay Indoors!

A *BLIZZARD WARNING* indicates that heavy snow and strong winds will produce blinding visibilities, deep snow drifts, and life threatening wind chills. Seek shelter Immediately! DO NOT GO OUTSIDE!

### Before the Storm

1. Who will make arrangements for snow removal, both in parking lots and walkways? subcontractor or staff?
2. Is all winter weather equipment available and in good repair? i.e. plows, shovels, blowers, brooms, floor mats, ice-melt pellets, etc.
3. Is there a communication plan established? Supervisors should have emergency contact information available to inform employees of changing weather conditions that affect the dealership's business hours.
4. Is there an emergency work crew? It is usually not necessary to require all employees to report to work during (or just after) a snow/ice storm. So, consider keeping only a skeleton crew on-site during bad weather, or until conditions improve.
5. Are "winter weather" safety meetings conducted with staff to prepare them for pending conditions? (See "Walking on Slick Surfaces" below)



6. Can new vehicles be placed inside the buildings or relocated to a covered shelter?
7. If new vehicles will be exposed to weather, have you carefully selected the most appropriate staff to remove snow from these vehicles? Selecting the right person for this job is critical.
8. Assess roof capacity for excessive snow loads (recommended to be done by a qualified engineer). Roofs that have elevation changes present a great danger because of their potential for drifting
9. Ensure that the heating equipment can maintain temperatures above 40° F at the coldest points in a building.
10. Ensure that there are no space heaters in use in the facility.

### **During the Storm**

1. Consider keeping the dealership closed during a storm. Sales are typically slow during a snow or ice storm.
2. If you must stay open for business, consider keeping only designated persons (i.e. managers) on site during bad weather.

### **After the Storm**

1. When preparing for re-opening of business, be sure that all entrances/exits and walkways leading to these entrances are cleared of snow and ice.
2. Snow removal—Subcontract the work to qualified professionals if possible. If using staff to remove snow, utilize appropriate equipment and limit manual labor.
3. Be sure that plowed snow does not block access to cleared walkways.
4. Consider using designated entrances/exits, and close off slick walkways until they are completely clear.
5. As ice/snow melts, there will be numerous puddles of water. Monitor the interior and exterior walking areas to remove all pooling water promptly.
6. Permit business casual dress attire during wintry weather and encourage use of rubber soled shoes (no heels, no leather) to improve shoe traction.
7. Apply double mats at entrances to effectively dry shoes and promote good shoe traction on floors.
8. Keep vehicles away from shaded pavement areas that don't get much sunshine to melt away icy areas. The less traffic there is around icy areas, the less risk for slip/falls.
9. Place dry floor mats along enclosed service lanes to limit access to wet floors from melting snow.

10. If shoveling snow, shovel small amounts at a time. Remove ice or slush before shoveling the entire load (to limit excessive weight). Use proper posture- keep your back straight and lift gently from the knees and hips.
11. If working outside, dress warmly and in layers that can be removed as needed.
12. Take frequent breaks to avoid overheating.

## **Walking on Wet or Slippery Surfaces**

Believe it or not, there is an art to walking on wet or slippery surfaces. Take some time to share these walking tips with your staff before a storm approaches.

1. Wear appropriate shoes, preferably rubber soled.
2. Take small steps to keep your center of balance.
3. Always look forward, and keep your eyes on where you are stepping.
4. Avoid overloading- don't carry loads that you cannot see over.
5. Use handrails when available.
6. Walk slowly and never run on icy ground.
7. Walk around puddles of water, don't walk through them.
8. Test potentially slick areas by tapping your foot on them before proceeding.
9. Most Importantly..... Don't Rush or take short-cuts.... It could cost you.

## Hurricanes:

### Definitions

A *TROPICAL STORM WATCH* indicates that a tropical storm may pose a threat to the region within 36 hours.

A *TROPICAL STORM WARNING* means that tropical storm conditions, including sustained winds of 39 to 73 MPH, are expected in specific areas within 24 hours.

A *HURRICANE WATCH* indicates that hurricane conditions pose a threat to the region within 36 hours.

A *HURRICANE WARNING* means that hurricane conditions are expected in a specified coastal area within 24 hours.

*EVACUATION ORDER*- This is the most important instruction! If evacuation is issued by local authorities, leave immediately.

### Before the Storm

- Listen to your battery-operated radio or NOAA weather radio
- If the business is located in a designated evacuation area, **cease operations** and secure the facility.
- Secure all doors, windows and other openings against wind and water.
- Close all interior doors. Closed doors will help prevent damaging hurricane winds from entering rooms.
- Tie down or bring indoors any objects that might be blown about by hurricane winds (display racks, signs and any other loose objects that are normally left outside).
- Remove all outdoor signs, particularly those that swing or might cause damage during strong winds.
- Secure all items that cannot be brought inside.
- Ensure that all vehicles are serviced and fueled. Determine where they can be stored during the storm.
- Remove antennas and loose objects from the roof.

- Install hurricane shutters over glass doors and windows or use protective material such as plywood (at least 1/2 inch thick). Make sure that plywood is flush against the wall and tight; any gaps will allow wind to enter.

### **During the Storm**

- Dismiss all non-essential personnel and personnel living or working in designated evacuation areas.
- Turn off the circuit breaker for all electrical circuits except refrigeration, and lock all doors when you leave. Take into account how this might affect your alarm system.
- Notify local authorities that the building will be vacant, if an alarm has been activated or if security will be present.
- If you are not advised to evacuate, stay inside, away from windows, skylights and doors, even if they are covered.
- Have a supply of flashlights and extra batteries within reach. Flashlights provide the safest emergency lighting source.
- If power is lost, turn off major equipment to reduce the power surge when electricity is restored.

### **After the Storm**

- Stay alert for extended rainfall and subsequent flooding, even after the hurricane or tropical storm has weakened.
- Stay away from floodwater. Drive only if absolutely necessary and avoid flooded roads and washed-out bridges.
- Examine the exterior of the building and walls, floors, doors, staircases and windows to make sure that the building is not in danger of collapsing.
- Don't expect all employees to return to work as scheduled. Their homes and roads might have been affected.
- Communicate clean-up and recovery plans to employees.
- Initiate clean-up of work site, document damages and contact your insurance agent.

## Other Disasters

- Terrorism
- Crime
- Hazardous Materials

## Terrorism

### How can terrorism affect your business?

Crimes such as burglary, robbery, vandalism, shoplifting, employee theft, fraud, and the new threat of terrorism cost businesses billions of dollars each day. These threats can be even more devastating to small businesses, which lose both customers and employees when crime and fear claim a community.

### Examples of terrorism that could affect your business?

- Cyber-terrorism: One way for terrorists to damage our economy is to hack into businesses' networks to destroy vital documents, shut down e-mail communications or any other computer-driven communications systems.
- Chemical biological radiological: The anthrax attacks in 2001 showed the nation that terrorists can use the postal system to deliver deadly toxins right to our mailboxes.
- Explosive devices: Car bombs in Oklahoma City, the World Trade Center and around the world are the most prevalent weapon in the terrorists' arsenal.

Whether these attacks hit your business or one close to you, they will affect your business through closed roads, downed power and phone lines and damaged facilities.

### Ways that your business can prevent terrorism?

Helping businesses reduce and prevent the crime of terrorism must be a community effort. Businesses can take preventive actions now to safeguard their workplace through these few steps:

- Work with law enforcement to improve security and design work spaces to reduce risk.
- Small businesses can join together in such efforts as Business Watch to alert one another of crime patterns and suspicious activity.
- Perform a commercial security survey and assessment to find out how vulnerable your business is to crime and terrorism.

- Crime Prevention Through Environmental Design (CPTED, pronounced "sep-ted") is based on the theory that proper design and effective use of the environment can lead to a reduction in the incidence and fear of crime. More information is available at <http://www.vcpa.org/CPTED%20Comm.htm>.
- Incorporate topics of loss prevention, security and crime prevention in initial employee training and orientation.
- Implement a burglar and fire alarm system. The National Burglar & Fire Alarm Association recommends seeking the services of a reputable and experienced burglar and fire alarm installing company. Learn more at <http://www.alarm.org>

## Crime

### What are the various types of crimes facing auto dealers today?

Arson:	The unlawful and intentional damage or attempt to damage property by fire or incendiary device.
Bribery:	When a person offers, gives, receives or solicits anything of value to gain an illicit advantage.
Burglary:	When a person enters a building or other structure with the intent to commit a felony or theft.
Counterfeiting/Forgery:	A copy that is presented as the original with the intent to deceive.
Vandalism of Property:	Property is willfully or maliciously destroyed, damaged, defaced or injured without the consent of the owner
*Embezzlement:	A person is entrusted to control money, property or anything of value and unlawfully misuses it. Six percent of total revenues in American businesses are lost due to embezzlement. This is the most common form of crime that takes place within automobile dealerships.
Extortion/Blackmail:	An individual obtains money, property or some other thing of value, through the use or threat of violence, the misuse of their position, a threat of criminal prosecution or the destruction of reputation or status.

- \*Fraud: Intentional deception to cause another person injury. Deliberate trickery to gain advantage This is commonly found in finance departments and with Worker's Compensation claims.
- \*Larceny/Theft: Property or possessions are unlawfully taken.
- Robbery: When a person takes anything of value by force or threat of violence from another person.
- Shoplifting: Theft of property from a retail business.

\* denotes crimes most commonly found in automobile dealerships

### Ways you can reduce crime in your business

- **Arson, vandalism, property theft-Install fire protection, security systems including fenced lots, closed-circuit televisions, cameras, foot patrolled security services, etc.**
- Embezzlement- See below

Embezzlement is an increasing problem in American businesses of all sizes. The average embezzlement/fraud scheme lasts 18 months before it is discovered. The average scheme costs a business \$130,000 - \$500,000 or more. Most fraud is committed by managers or your most trusted employees who have been given authority to handle financial transactions.

**There are various forms of embezzlement. Some examples are described below:**

- Cash Lifting - Process- Cash is received and the employee pockets it without making a record of the transaction
  - Solutions- Install cameras; Work in teams of 2 or more; Use prenumbered invoice slips; Require receipts for all sales regardless of amount
- Lapping- Process- Temporary withholding of payments on accounts receivables and continued overlapping of other payments to cover withdrawals.



- Solutions- Separate accounts receivable and accounts payable recordkeeping. Any indication that an employee is keeping personal records of business transactions besides the normal business accounts should be considered a red flag. Customer complaints on statements may also be a red flag.
- Kiting- Process- Depositing and drawing on checks on accounts from two or more different banks. This is typically done to cover end-of-period shortages, cash concealing.
  - Solutions- Separate deposit and check writing responsibilities between different employees. Have a separate member of management verify bank statements regularly.
- Payroll Fraud-Process- Adding fictitious names or family members to the company payroll and cashing the payroll checks.
  - Solutions- Have payroll authorizations signed by at least two members of management to verify employment status and establish checks/balances.
- Kickbacks- Process- Establishing dummy suppliers and fictitious purchase transactions to hide cash withdrawals. Others include: purchasing items at inflated prices so that the extra cost can be pocketed; Padding expense accounts; undercharging relatives/friends for purchases; falsely reporting overtime, etc.
  - Solutions- Checks and balances, two person references for financial transactions, require receipts on all purchases or discount offers, frequent internal and external audits.

- Skimming Revenues-

Process- Falsifying financial statements, overstating revenues, understating liabilities/expenses, unusual bad-debt write-offs.

Solutions- Frequent internal and external audits.

What to do if you're faced with Fraud- Contact your local Police Department.

How can you prevent Fraud ? Develop and implement a Prevention Plan

# Hazardous Materials

## Responding to Hazmat Incidents

During a hazardous materials incident:

- If you witness (or smell) a hazardous materials release, call 911.
- If you hear a warning siren, listen to the local radio or television station for further information.
- Stay away from the incident site to minimize the risk of contamination.
- If you are caught outside during an incident, try to stay upstream, uphill and upwind. Gases and mists are generally heavier than air and hazardous materials can quickly be transported by water and wind. In general, try to go at least one-half mile from the danger area. However, for many incidents you will need to go much farther.
- If you are in a motor vehicle, stop and find shelter in a permanent building if possible. If you must remain in your vehicle, keep the windows and vents closed and shut off the air conditioner and heater.
- If asked to evacuate, do so immediately. If authorities indicate there is enough time, close all windows, shut vents and turn off heating and air conditioning fans to minimize contamination.

If you are told to stay indoors:

- Follow all instructions given by emergency authorities.
- Get all employees inside as quickly as possible. Go to an interior room with the fewest windows. The room should be large enough to accommodate a minimum of 10 sq.ft. per occupant.
- Have an emergency package available and take with you to the interior room. The package should include: plastic sheeting, duct tape (used to seal door and windows), flashlight, scissors, battery operated radio, water.
- Turn off air conditioners and ventilation systems. In large buildings, set all ventilation systems to 100% recirculation so that no outside air is drawn into the building. If this is not possible, ventilation systems should be turned off.
- Close doors and windows in the room. Apply duct tape around the sides, bottom and top of the door. Cover each window and vent in the room with a

single piece of plastic sheeting, taping all around the edges of the sheeting to provide a continuous seal.

- If there are any cracks or holes in the room, such as those around pipes entering a bathroom, seal them with duct tape.
- **NOTE:** Remain in the room, listening to a local radio or television station until you hear that authorities advise you to leave your shelter. However, local officials will generally only recommend that you stay within this sealed shelter for up to 3 hours because the effectiveness of such sheltering diminishes with time.

#### **After a hazardous materials incident:**

- When authorities advise people in your area to leave their shelters, open all doors and windows and turn on the air conditioning and ventilation systems. These measures will flush out any chemicals that have infiltrated the building.
- Be aware that a person or item that has been exposed to a hazardous chemical might be contaminated and could contaminate other people or items. Anyone who comes into contact or is exposed to hazardous chemicals should:
  - Follow decontamination instructions from local authorities.
  - Depending on the chemical, authorities may advise your employees to take a thorough shower, or they may advise you to stay away from water and follow another procedure (Depending on the chemical exposure and severity).
  - Get medical treatment for unusual symptoms as soon as possible.
- If medical help is not immediately available and you think you might be contaminated, remove all of your clothing and shower thoroughly (unless local authorities advise otherwise). Change into fresh, loose clothing and get medical help as soon as possible.
- Place exposed clothing and shoes in tightly sealed containers. Call local authorities to find out about proper disposal.
- Advise everyone who comes in contact with you that you might have been exposed to a toxic substance.

## Recovery Efforts

The main focus of all recovery efforts is to minimize downtime and loss due to a disaster. This operation is handled by the recovery supervisor or designated emergency plan coordinator.

### A. Pre Disaster

1. Prepare backup files that are considered critical to the dealership such as titles, deeds, personnel files, insurance information, etc.
2. Ensure that insurance coverage is adequate and up to date
3. Maintain contact list: vendors, consultants, utilities, etc.
4. Store all backup files and materials offsite
5. Arrange for backup power and telephone service if possible

### B. Post Disaster

1. Use available resources to bring business back online as quickly as possible
2. Accompany insurance representative on facility damage inspection
3. Contact vendors to replace lost inventory
4. Arrange temporary facilities if necessary

## APPENDIX A: Disaster Plan Checklist

<b>Operation</b>	<b>Date Complete</b>
Assign Supervisors	_____
Develop Evacuation Map	_____
Post Evacuation Maps	_____
Maintain Employee Role & Phone Numbers	_____
Identify Hazardous Materials	_____
Complete Building Safety Checklist	_____

Complete List of Backup Files Maintained

<b>File Name</b>	<b>Last Date Updated</b>
_____	_____
_____	_____
_____	_____
_____	_____
Insurance Updated	_____
Insurance Policy Dates	_____
Contact & Phone	_____
Backup Materials Stored Offsite	_____

Location:

\_\_\_\_\_

\_\_\_\_\_

## APPENDIX B: Building Safety Checklist

Completed By \_\_\_\_\_ Date \_\_\_\_\_

Locks secure & keys accounted for? \_\_\_\_\_

Burglary alarms secure & connected to security service? \_\_\_\_\_

Last building inspection by fire marshal or other appropriate authority? \_\_\_\_\_

Fire extinguishers. Use & Location Reviewed with Employees \_\_\_\_\_

Fire alarms operable & connected to monitoring service? \_\_\_\_\_

Sprinkler systems operable? Last Inspection Date? \_\_\_\_\_

Smoke detectors operable? \_\_\_\_\_

Emergency Exits functioning properly? \_\_\_\_\_

Emergency lighting operable & available where needed?  
List locations and date checked:  
\_\_\_\_\_

First aid kits available & stocked?  
List locations and date checked:  
\_\_\_\_\_

Most recent fire drill? (at least semi-annually) \_\_\_\_\_

Most recent tornado drill? (at least semi-annually) \_\_\_\_\_

Exits or corridors, aisles, or stairwells blocked? \_\_\_\_\_

Fire doors closed; alarms working properly? \_\_\_\_\_

Exit signs not visible? \_\_\_\_\_

Warped or sticking doors? \_\_\_\_\_

Worn exposed wiring? \_\_\_\_\_

Electrical equipment not grounded? \_\_\_\_\_

Overloaded sockets? \_\_\_\_\_



Electrical cords in dangerous position? \_\_\_\_\_

Other potential tripping hazard? \_\_\_\_\_

Dangerous chemicals or other materials improperly stored? \_\_\_\_\_

Most recent check of:

- Cutoff switches and valves: \_\_\_\_\_
- Electric \_\_\_\_\_
- Gas \_\_\_\_\_
- Water \_\_\_\_\_

Sprinkler system (if separate) \_\_\_\_\_

Flashlights, with replacement batteries \_\_\_\_\_

Clearly posted and updated emergency evacuation maps? \_\_\_\_\_

## APPENDIX C: Employee Emergency Contact Verification Form

Date: \_\_\_\_\_

Employee Name: \_\_\_\_\_

Dept/Location: \_\_\_\_\_

### **Primary Contact Name (during work hours)**

Name: \_\_\_\_\_

Relationship: \_\_\_\_\_

Work Phone: \_\_\_\_\_ Cell: \_\_\_\_\_

### **Secondary Contact Name**

Name: \_\_\_\_\_

Relationship: \_\_\_\_\_

Work Phone: \_\_\_\_\_ Other: \_\_\_\_\_



## APPENDIX D: Crime Prevention Guidelines

1. Conduct thorough background checks of all prospective employees.
2. Know your employees. Build up a rapport so that employees can freely discuss suspected actions in confidence.
3. Have payroll authorizations authorized by a second member of management as a double check.
4. Have payroll additions approved by at least 2 members of management.
5. Have someone, other than the person writing checks, open mail and reconcile bank statements.
6. Have bank statements and receivables addressed to a post office box rather than the place of business, and keep written record of when and who conducted the pick up and transfer to accounting.
7. Separate Accounts Receivable and Accounts Payable responsibilities to different employees.
8. Make sure that any employee in a position to mishandle funds is adequately bonded.
9. Have executive management approve unusual discounts and bad-debt write-offs.
10. Have preparation of payroll and actual paying of employees handled by different persons.
11. Never sign blank checks.
12. Don't delegate the signing of checks and approval of cash disbursement unless absolutely necessary.
13. Closely scrutinize expense reports and requests for reimbursement.
14. Make all employees conduct at least 1 week of vacation each year.
15. If the business has cash receipts, have 2 people count the cash.
16. Perform regular internal audits, and annual external audits at least annually.

**IMPORTANT NOTICE** - *The information and suggestions presented by PMA Companies in this risk control document are for your consideration in your loss prevention efforts. They are not intended to be complete or definitive in identifying all hazards associated with your business, preventing workplace accidents, or complying with any safety related or other laws or regulations. You are encouraged to alter the information and suggestions to fit the specific hazards of your business and to have your legal counsel review all of your plans and company policies.*