KISATCHIE-DELTA
REGIONAL PLANNING
&
DEVELOPMENT DISTRICT
State of Louisiana, 6th Planning District
established 1967

SERVING THE CENTRAL LOUISIANA PARISHES OF:
AVOYELLES ◆ CATAHOULA ◆ CONCORDIA
GRANT ◆ LASALLE ◆ RAPIDES ◆ VERNON ◆ WINN

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BUSINESS RECOVERY CHECKLIST

General guidance for working your business through recovery

a collection of general information to assist your business with recovery, after disaster.

1. **People first, including yourself. 2. Ask for help. 3. Focus on critical functions.**

- **Consider risks**
  - Are you okay? Accept direction from local responders, utility providers, and emergency management providers to make sure the environment is safe.
  - Be safe. Secure your property. Obtain inspections to assure you can safely enter and exit the property before proceeding with clean-up and salvage. Consider speaking with the fire marshall's office on immediate safety matters and the building code compliance office when you are ready to discuss renovation/repair.
  - Communicate with employees, responders, vendors, and customers. Make sure you also update online information regularly and contact your insurance company, employees, vendors, and major customers. (Then, stay connected.)
  - Document with photos, lists, and records. Take photos as you clean up to help show the extent of damage and to help with damage claims.
  - Expect to have to ask for help. Contact your utility providers to assure the location is safe before proceeding with clean-up.
  - Focus on critical business functions to return quickly.
- **Identify your critical business functions**
  - What resources and personnel will you need in order to restore or reproduce these functions during a recovery?
  - Assign disaster response duties to your employees.
  - Consult with your small business development center for guidance. It's free and it's reliable.
  - Determine your cash/capital needs. Check out the Small Business Administration resources, and watch for updates on FEMA's website. A declaration changes resource availability.
- **Identify critical suppliers**
  - Identify suppliers, providers, shippers, resources, and other businesses you typically interact with and need to keep your business operating. Contact them and let them know you are actively working to recover. Ask them for patience, cooperation, or even advice.
  - Develop professional relationships with backup vendors.
- **Do use a crisis communications plan**
  - How will you communicate with your employees, customers, and suppliers, especially if your operations are shut down for a period of time?
  - Who will provide notifications and updates? Create and use a contact list and duplicate it.
- **Consider temporary relocation**
  - If your facility is damaged, will you need to relocate temporarily? Can employees telework?
  - Could you make arrangements with other companies to use their facilities while you recover your location or determine a more permanent solution?

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- **Back up critical data and important records**
  - Obtain paper or electronic copies of the data and documents your business needs to operate, including legal papers, insurance policies, credit agreements, billing and payroll databases, and customer lists.
  - Communicate with your insurer(s) immediately.
- **Recover/access information technology**
  - What procedures, resource requirements, and data restoration plans can be implemented for the recovery of IT networks, servers, computers, wireless devices, applications, and data?
  - Do you have a backup plan for accessing the Internet? (Consider that the local libraries have free Internet access, but time limitations.)
- **Review insurance coverage**
  - Check coverage for physical losses, floods, and business interruption. Understand your policy coverage and gaps. Call your insurance provider/broker. Keep track of contacts and numbers.
  - Maintain a written and photographic record of all important materials and equipment, and what it would cost to restore all these items. Store the record in duplicate locations and consider both hard copies and digital (soft) copies.
- **Seek counseling**
  - Managing your personal care will help you manage your business recovery.
  - Ask for help. Contact your local small business development center, the Louisiana Business and Emergency Operations Center, and/or your local chamber of commerce.
- **Seek resources and relief**
  - Communicate with your vendors, suppliers, bankers. Let them know what is going on, what you plan to do, and ask for help. Many will delay payments and contribute ideas. (Also, contact your credit card providers.)
  - Identify what form(s) of assistance you need and seek contacts that can help you review possible programs and tools to recover.
  - Gather information and keep it. Use your experience in this recovery to inform your next process of preparedness (after you return to operating in a "new normal").
  - Use ready-business.gov resources to connect to resources:
    - Use the emergency financial first aid toolkit https://www.fema.gov/media-library-data/1524144185649-5dd9736e7ff89b5997182396f4e13fee/Emergency_Financial_First_Aid_Kit_(EFFAK)_signed_04.09.18_508.pdf
    - Are you in a declared disaster area? https://www.disasterassistance.gov/
    - Check out the Small Business Administration's online resources for declared disaster areas…https://www.sba.gov/funding-programs/disaster-assistance
    - Capture your loss information for completing your insurance claim, possible loan application, and tax forms. (See IRS publication 584b.) https://www.irs.gov/pub/irs-pdf/p584b.pdf