

# EMERGENCY OPERATIONS PLAN AND STANDARD OPERATING PROCEDURES FOR CALIFORNIA GROCERS



Presented by the  
California Grocers Association  
Educational Foundation



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**PRE-EMERGENCY ACTION GUIDE**

**COMPLETE THE ACTIONS ON THE FRONT AND BACK OF THIS PAGE IMMEDIATELY UPON RECEIPT OF THE PLAN SO THE EMERGENCY PLAN WORKS FOR YOUR STORE.**

1. Furnish Employees with emergency telephone numbers for key contacts such as the Headquarters, Owner, Store Director, Assistant Store Director and/or Department Head. Establish communications plan for all employees including method of contact as well as responsibility directives for reporting to work. Create or update contact information for all employees.
2. Contact your electrical supplier to verify your "electrical address." This may be different from your mailing address and will be needed in the event of reporting a power outage. It can be obtained from the account executive of your electrical supplier.
3. Review your insurance information to know what your insurance policies cover, including the amounts and exclusions for any specific coverage for earthquake or flood insurance.
4. Know and inform key employees **when and how** to turn off gas, electricity and water.
5. Locate vendors who can supply the following items:
  - Supplies of dry ice for refrigeration
  - A company that rents refrigerated trucks
  - Plywood (for protection windows or covering broken windows)
  - Sandbags (to protect property in the event of flooding)
6. Store a supply of material to temporarily cover freezers and refrigerated cases during brief outages of electrical power.
7. Have the following items available for Emergencies (and store in a box close to this Emergency Plan and Procedures manual):
  - First Aid Kit
  - Battery Operated Radio set on the Local Emergency Alert System Station
  - Flashlights and Industrial Strength Glow Sticks
  - Extra Batteries
8. Prepare to donate safe food products, which cannot be sold, to your local food bank. Have their standard and emergency numbers available. Collect and maintain their emergency contact information.

**CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES**

**STORE EMERGENCY CONTACT LIST**

**Store Name/Address:** \_\_\_\_\_ **Store Manager:** \_\_\_\_\_  
**Closest major cross streets and landmarks:** \_\_\_\_\_  
**Main Phones:** \_\_\_\_\_ **Fax:** \_\_\_\_\_ **E-mail:** \_\_\_\_\_  
**Store Headquarters' 24-hour Emergency Line:** \_\_\_\_\_

**IF NOT APPLICABLE TO YOUR STORE WRITE N/A IN BOX**

<b>For All Emergency Services</b>	<b>Call 911</b>
Police—if 911 not working	
Fire—if 911 not working	
Ambulance—if 911 not working	
Poison Center	
Nearest Hospital Emergency Room	
City or County Health Department	
Natural Gas and/or Propane Gas Provider	
Gasoline and/or Diesel Provider	
EPA Hotline for Hazardous Materials Events	
Sewer/Public Works (for street flooding)	
Electric Utility	
Water Utility	
Waste Management Services	
Private Security Service	
Emergency Refrigeration Services	
Ice, regular or dry, for emergency cooling	
Sand bags and sand	
Roofing tarps and plywood to cover windows	
CGA phone line	(916) 448-3545

<b>Location of nearest pay phones</b>	<b>Lighted and safe from elements and criminals?</b>	<b>Accepts change or paper bills?</b>	<b>If it accepts only credit cards, what cards are accepted?</b>

<b>STORE TITLE</b>	<b>Pager/cell 24 hour #</b>	<b>Emergency Role</b>
		<b>Incident Manager</b>
		<b>Operations Chief</b>
		<b>Planning Chief</b>
		<b>Logistics Chief</b>
		<b>Finance and Administration Chief</b>
		<b>Safety Officer</b>
		<b>Public Information Officer</b>

**CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES**

**TRIGGER CHART FOR ACTIVATING A STORE  
EMERGENCY PLAN**

<b>TRIGGER</b>	<b>Activate the Plan</b>
A minor earthquake shakes the store hard enough to knock stock off the shelves	MAYBE (depends on amounts of loss)
A major earthquake in your region of California that causes significant damage to the store	YES
Major flooding near the store (includes street flooding) that will bring water into the store	YES
Wildfire threatening the area near the store—fire is moving your way and you see smoke	YES
Loss of electrical utilities to the store for more than thirty minutes	YES
Loss of other critical utilities needed for store operations for more than four hours which may include water, sewage, telephone and internet service, natural gas, and propane	YES
Loss of computers, data and hardware, or ability to send data to home office for more than one (1) shift	YES
Store robbed and store becomes crime scene	YES
Dam threatening to break, or has broken upstream of the store location	YES
Riot near the store	YES
A major terrorist act affecting the store community	YES
A major hazardous material (hazmat) event near the store	YES
A local emergency is declared by a County Board of Supervisors that affects the store operations	MAYBE (depends on type of event)
Governor proclaims a State of Emergency in your area	MAYBE (depends on type of event)
President declares a Disaster in California affecting your store location	YES
State of War	YES

## IMMEDIATE STEPS FOR ANY THREAT

FIRST TEN TACTICAL STEPS
Identify the threat based on best current information.
Are you and people around you safe or should you move to another location? Could the threat increase in severity? Remember to move away from the threat— <b>Uphill, Upwind and Upstream.</b>
If you are the most experienced, capable person present then take command. Inform others you are in charge. If you aren't, support whoever has taken charge and give them this list.
Activate the Plan (trigger chart to verify Plan activation). Provide first aid and rescue for the injured as soon as possible.
If the threat requires immediate movement of people, get store staff, customers and vendors in the store to a safer place, either by sheltering inside or evacuating.
Establish the store Incident Command Post (ICP). Set up the Incident Command System Team. Make an initial plan. Assign duties. Use the threat guides.
Establish communication lines with staff and with organizations outside the store. Request assistance and ensure help is coming to the store.
Meet with First Responders at the scene when they arrive. Follow their instructions.
Continue to evaluate threat levels by using known triggers to update the store strategies. Is there more than one threat? Is it under control or growing?
Anticipate the next actions based on past events and lessons learned. Find out if there is an emergency or disaster declaration (local, state and/or federal).

## WHERE ARE YOU NOW?

Monitoring	In Readiness	Plan Activated	Team Activated	Store ICP	Threat Guides	Starting Recovery

# CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES

## FOREWORD

### PREFACE

The 2010 California Grocers Association's *Emergency Operations Plan and Standard Operation Procedures (EOP or Plan)* replaces the *Emergency Planning and Procedures Manual (EPP)* of 2000. Please discard the former manual, in the red binder, and all of its contents.

*Please note that four pages of specific actions and information appear at the very front of the Plan, even before the Foreword. This is done specifically to ensure the user has the absolute most critical starting information available immediately.*

The following pages in the Foreword have specific functions:

*Plan Concurrence:* This provides proof of review and approval of the Plan by designated CGA members serving on the CGA Loss Prevention Committee.

*Letter of Approval:* This provides proof the CGA Executive management supports the contents, distribution and use of the Plan.

*Letter of Promulgation:* This provides the formal date of release of the Plan for use by CGA staff and all CGA members.

*Record of Changes:* This ensures the tracking of future revisions to emergency plans generated by CGA based on the 2010 Plan as the starting-point document.

*Distribution Record:* This documents who within your company specifically received a copy of the Plan.

*Plan Copying Information:* This explains how members can access the Plan, and how it can be printed, copied and distributed within their own organizations.

*Acknowledgements:* This provides a summary of those who participated in the production of the Plan, and those who supported the effort to accomplish the production.

*Table of Contents:* This provides a quick guide for finding the primary topic areas in the Plan, the Annex and the Appendix.

*Acronyms:* This appears both before the body of the Basic Plan and at the end of the Basic Plan for the convenience of the reader who may be initially unfamiliar with the abbreviations used in emergency planning.

# CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES

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## PLAN CONCURRENCE

The following representatives of the CGA Loss Prevention Committee concur that the 2010 *Emergency Operations Plan and Standard Operating Procedures* is to be used in its current form by CGA members for emergency preparedness, response, recovery and mitigation of member stores in accordance with its directions.

Al Hrubeniuk  
Chairman, CGA Loss Prevention Committee  
Director, Corporate Loss Prevention  
Smart & Final Stores

Peter Bartholomew  
Director, Loss Prevention  
Vons

Richard Draeger  
Vice President, Operations  
Draeger's Supermarkets, Inc.

Gus Gonzalez, Sr.  
Director, Loss Prevention  
K.V. Mart Co.

Ken Lightfoot  
Director, Loss Prevention  
Scolari's Food & Drug Co.

Eric Schmidt  
Director, Loss Prevention  
Holiday/Sav-Mor Foods

Bob Soto  
Director, Loss Prevention  
Albertsons

Jon Stokes  
Director, Loss Prevention & Security  
Fresh & Easy Neighborhood Market Inc.

Mark Stokhaug  
Manager, Loss Prevention  
Unified Grocers, Inc.

# CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES

# CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES

## LETTER OF APPROVAL

October 11, 2010

From: Ronald Fong  
President and CEO, California Grocers Association  
President, California Grocers Association Educational Foundation

The California Grocers Association Educational Foundation recently completed an extensive revision of the 2000 Emergency Planning and Procedures Manual. The document is free to CGA members and can be downloaded at the Association's website, [www.cagrocers.com](http://www.cagrocers.com).

The new document, "2010 Emergency Operations Plan and Standard Operating Procedures," (Plan) replaces the original manual and at nearly twice the number of pages, represents one of the most comprehensive emergency operations manuals available.

Significant changes to the 200-page manual include:

- Conforming to emergency planning standards defined in California's Standardized Emergency Management System and the State Emergency Plan,
- Fulfilling requirements from the National Incident Management System, as directed by the U.S. Department of Homeland Security,
- Addressing changes in laws, regulations and administrative structures for emergency management,
- Providing best practices for store operations before, during and after an emergency, and
- Updating changes in graphics and communication details.

**Every CGA member company store location should have a copy of the manual.** Download the Plan and begin emergency management training immediately. Reviewing the manual during an emergency is too late.

Begin by completing the Store Emergency Contact List. This provides the store manager with the names and numbers of the key emergency contacts in their community. It is recommended that this list be updated semi-annually.

This new tool constitutes a major improvement and expansion in emergency operations and procedure and reflects our industry's commitment to the protection of our employees, customers and communities we serve. The Association wishes to thank the CGA Educational Foundation for funding this ambitious project and the CGA Loss Prevention Committee for overseeing the project.

# CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES

# CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES

## LETTER OF PROMULGATION

October 11, 2010

From: Ronald Fong  
President and CEO, California Grocers Association  
President, California Grocers Association Educational Foundation

The safety of store personnel, the public and member stores is an inherent responsibility of all CGA members. The CGA Education Foundation, in cooperation with the members of the CGA Loss Prevention Committee, prepared this major revision of the *2000 Emergency Planning and Procedures Manual* to ensure the most effective and economical outcomes for our members during times of emergency. The *2010 Emergency Operations Plan and Standard Operating Procedures (Plan)* reflects substantial changes in emergency management in the last ten years.

While no plan can prevent all losses, good plans carried out by knowledgeable and well-trained personnel can and will minimize losses. This plan establishes the emergency organization, assigns tasks, specifies policies and general procedures and provides for coordination of planning efforts of the various store staff and CGA personnel within the elements defined in the Standardized Emergency Management System of California and the National Incident Management System, which is required by the United States Department of Homeland Security. The goal of this plan is to assist members to efficiently organize so they are capable of responding effectively to any emergency.

This letter promulgates the Plan starting on the date of this notice. CGAEF, CGA and the members of the Loss Prevention Committee have signed the concurrence in support of the contents, their distribution and use by all CGA members. CGAEF and CGA Executive Staff gives its full support to the Plan and urges all members to continue their efforts to prepare their personnel for whatever challenges may arise.

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## PLAN COPYING INFORMATION

All California Grocers Association members can download a free copy of the Emergency Operations Plan and Standard Operating Procedures (EOP & SOP) Manual via the “Members Only” section of CGA’s website [www.cagrocers.com](http://www.cagrocers.com). Members can reproduce this information for other member company associates only. CGA is the only authorized distributor of the manual to non-member organizations.

This manual replaces the Emergency Planning & Preparedness Manual issued in 2000. Remove all pages and tabs from the original manual binder and replace with this version.

Non-members can purchase a digital copy of the EOP & SOP for \$500.

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**CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES**

**ACKNOWLEDGEMENTS**

The Emergency Operations Plan and Standard Operating Procedures Manual is composed of materials from a variety of sources. The California Grocers Association Educational Foundation wishes to thank Rick Tobin, President, TAO Emergency Management Consulting, and Jill Rulon for gathering these resources and putting them into this informative and easy-to-use manual. Additionally, the CGA Educational Foundation thanks CGA's Loss Prevention Committee members for their assistance.

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**CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES**

# CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES

## **ACRONYMS FOUND IN THE BASIC PLAN**

AAR	After Action Report
ADAA	Americans with Disabilities Act Amendments
ARC	American Red Cross
ASAP	Association of Sacramento Area Planners
BIA	Business Impact Analysis
BCP	Business Continuity Plan
BICEPP	Business and Industry Council for Emergency Preparedness
BRMA	Business Recovery Managers Association
BRP	Business Recovery Plan
BUOC	Business and Utility Operations Center
CalEMA	California Emergency Management Agency
CALTRANS	California Department of Transportation
CCR	California Code of Regulations
CERT	Community Emergency Response Team
CGA	California Grocers Association
COG	Continuity of Government
CONOPS	Concept of Operations
COOP	Continuity of Operations Plan
CPG	Comprehensive Preparedness Guide
CPR	Cardio-Pulmonary Resuscitation
CRA	California Resiliency Alliance
DFO	Disaster Field Office
DHS	Department of Health Services (California)
DHS	Department of Homeland Security (U.S.)
EAP	Emergency Action Plan
EAS	Emergency Alert System
EMAC	Emergency Management Assistance Compact
EMAP	Emergency Management Assessment Program
EOC	Emergency Operations Center
EOP	Emergency Operations Plan
EPA	Environmental Protection Agency
EPAW	Emergency Partnership Advisory Workgroup (California)
EPP	Emergency Planning and Procedures Manual
ERD	Emergency Resource Directory
ESA	Emergency Services Act

## CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES

### **ACRONYMS FOUND IN THE BASIC PLAN (continued)**

ESF	Emergency Support Function
FEMA	Federal Emergency Management Agency
HQ	Headquarters
HSPD	Homeland Security Presidential Directive
IAEM	International Association of Emergency Managers
IAP	Incident Action Plan
IC	Incident Commander
ICP	Incident Command Post
ICS	Incident Command System
IDE	Initial Damage Estimate
IIPP	Injury and Illness Prevention Plans
IPAWS	Integrated Public Alert and Warning System
JIC	Joint Information Center
JIS	Joint Information System
MAC	Multi-Agency Coordination
MOU	Memorandum of Understanding
NEMA	National Emergency Management Association
NFIP	National Flood Insurance Program
NFPA	National Fire Protection Association
NGO	Non-Government Organization
NIMS	National Incident Management System
NIST	National Institute of Standards and Technology
NRF	National Response Framework
OA	Operational Area
OES	Office of Emergency Services (County or City)
PIO	Public Information Officer
REOC	Regional Emergency Operations Center
RIMS	Response Information Management System
SBA	Small Business Administration
SEMS	Standardized Emergency Management System
SOC	State Operations Center
SOP	Standard Operating Procedures
TSA	The Salvation Army
UASI	Urban Area Strategic Initiative
VOAD	National Voluntary Organizations Active in Disasters

# BASIC PLAN

## I. Introduction

The California Grocers Association (**CGA**) *Emergency Operations Plan and Standard Operation Procedures (Plan)* was prepared after months of review and revision of the previous *Emergency Planning and Procedures Manual (2000)*. This was accomplished through a collaboration of CGAEF and CGA management as well as the Association's member stores working through their representatives on the Loss Prevention Committee (**Committee**). The Plan was updated to reflect the many changes in requirements for emergency management in California since 2000 and store best practices.

### A. Purpose

The Plan is designed as a guidance tool so CGA and its member stores increase resilience to emergencies and disasters, whether natural or human-caused. The purpose of the Plan also supports the CGA Vision and Mission.

#### **Vision:**

CGA and its members believe that the timely return of normal grocery and convenience store operations, following a disaster, is a critical part of reestablishing a community's life. The CGA vision for emergency management is that all of its members should have access to consistent guidance so that all members may act in a unified, clear, consistent way before, during and after disasters.

#### **Mission:**

CGA Loss Prevention Committee and the CGA staff will continue to provide support to all CGA members before, during and after disasters to ensure quality emergency management for all of their stores.

#### **Plan Goal:**

The Plan should be prepared in order to meet the CGA mission.

# CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES

## Plan Objectives:

CGA's objectives to support the Plan Goal, in completing the plan Mission, will be to:

- Act as a liaison/advocate with government and disaster relief agencies in times of emergency or disaster
- Gather information about member response efforts and needs, and then coordinate the sharing of this **summarized, non-store specific** information with other CGA members, with appropriate government and disaster relief agencies, and the media
- Provide timely information to CGA members about applicable laws and regulations about emergency/ disaster planning, response, recovery and mitigation in California
- Provide boilerplates of generic emergency preparedness plans used in California for different size and types of member grocer operations
- Provide guidance for use of alternate communications systems during emergencies and disasters
- Develop/maintain a system that allows for timely access of accurate emergency/disaster contact information for members

## B. Scope

The Plan describes the policies in place to support CGA and its members' emergency management actions in the all-hazards environment in California, but not for other states. The Standard Operating Procedures (**SOP**) in the Functional Annexes and Appendix address the appropriate and primary actions needed to prepare for, respond to, recover from and mitigate hazards that become threats to the member stores, including dangers to their employees, customers, the store infrastructure and contents, and the surrounding community.

There are too many variants in CGA member operations (e.g., size, location, total personnel, resources) to provide highly detailed SOPs for every store and every community. The Plan guidance is general but ensures productive outcomes, if followed and adapted.

## **CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES**

Each event and each member operation will require additional specific actions not provided within the scope of the Plan.

The Plan is designed to work with a store's Business Continuity Plan (**BCP**), Business Recovery Plan (**BRP**), Continuity of Operations Plan (**COOP**), Crisis Management and Executive Crisis Communications plans, Safety and Hazardous Materials plans, Injury and Illness Prevention Plans (**IIPP**) and all other contingency plans developed by members to enhance the sustainability of their store operations when emergencies strike.

### **C. Planning Assumptions**

There are expectations about the use of this Plan once it is received and implemented by CGA staff and CGA members.

- CGA and its member stores should implement the Plan starting on the effective date of its release October 11, 2010.
- CGA members should support the Plan's system of local, regional and statewide coordination with the CGA staff and with California governments, including the use of the Incident Command System (**ICS**) and the Standardized Emergency Management System (**SEMS**) concepts.
- CGA members should select appropriate industry representatives among themselves to coordinate with government in local and regional emergency management structures outlined in the Plan.
- CGA members should take responsibility for updating contact information, threat information, and response and recovery resource lists for their stores.
- CGA members should support a redundant system of communication links for their stores with their Headquarters (**HQ**) and with CGA.
- CGA members should continue to support the training, drills and exercises for each of their stores so that management and staff are prepared at work and at home.

# CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES

## D. Authorities and References

The following documents support the concepts found in the Plan and provide authorities for taking action to protect people, property and the environment during emergency operations.

### 1. Federal

- Federal Civil Defense Act of 1950 (Public Law 920, as amended).
- National Incident Management System (**NIMS**) 2004
- National Response Framework (**NRF**), Department Of Homeland Security, January, 2008 Homeland Security Presidential Directives (**HSPD**) (Includes Emergency Support Function (**ESF**) -11 guidance)
- Fiscal Year 2009 NIMS Compliance Objectives and Metrics for Local Governments, April 1, 2009
- Every Business Should Have a Plan, U.S. Department of Homeland Security, 2009
- Protecting Business Operations, Second Report on Costs and Benefits of Natural Hazard Mitigation, Federal Emergency Management Agency (**FEMA**) 331, August, 1998
- Comprehensive Preparedness Guide (**CPG**) 101: Developing and Maintaining State, Territorial, Tribal and Local Government Emergency Plans, FEMA, March, 2009
- Criteria for Statewide Interoperability Strategic Plans, SAFECOM, Department of Homeland Security (**DHS**), 2009 [www.safecom.gov](http://www.safecom.gov)
- Guidelines for Secure Use of Social Media by Federal Departments and Agencies, Version 1.0, Federal CIO Council, September, 2009
- Emergency Management Assessment Program (**EMAP**) Guidelines, EMAP, 2009

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- National Fire Protection Association (**NFPA**) 1600: Standard on Disaster/Emergency Management and Business Continuity Programs, NFPA in collaboration with the DHS, National Emergency Management Association (**NEMA**), and International Association of Emergency Managers (**IAEM**), 2007 Edition
- Robert T. Stafford Disaster Relief And Emergency Assistance Act P.L. 93-288 As Amended, 42 United State Code 5121-5207 (**Stafford Act**) (June 2007)
- Americans with Disabilities Act Amendments (**ADAA**) Act of 2008, PL 110-325 (S 3406) September 25, 2008
- Emergency Procedures for Employees with Disabilities in Office Occupancies, FEMA Publication FA154, June, 1995

### 2. State

**NOTE:** Specific state regulations for removing delivery restrictions to stores during emergencies, details on product price controls during a State of Emergency, and the Department of Alcoholic Beverage Control's relevant rules and regulations are all provided in the Plan under Appendices, Part III.

- California Emergency Services Act (Chapter 7 of Division 1 of Title 2 of the Government Code).
- California State Emergency Plan, July, 2009
- California Disaster Assistance Act, 2008
- Business and Utility Operations Center (**BUOC**) Activation Guidelines, California Emergency Management Agency, draft, 2009
- Senate Bill 546 (Dutton) for public-private partnerships.
- Assembly Bill 2796 (Nava) for Good Samaritan Liability Protection for Businesses and Non-Profit Organizations.
- Executive Order S-04-06 for specific development, activation and operation of the Emergency Partnership Advisory Workgroup (**EPAW**)

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- Executive Order S-07-06 for creation of the EPAW Advisory Workgroup
- California Code of Regulations, Title 19, Sec 2400-2450.
- Standardized Emergency Management System (SEMS) Regulations (Chapter 1 of Division 2 of Title 19 of the California Code of Regulations) and (California Government Code §8607 et. sec).
- Governor's Executive Order W-9-91
- California Government Code 8608, Animals in Disasters
- California Government Code 8588.15, Evacuation and Sheltering of People with Disabilities and the Elderly
- California Government Code 11135
- California Code Of Regulations Title 24: Accessibility
- Hazardous Materials Area Plan Regulations (Chapter 4 of Division 2, Title 19, Article 3, §2720-2728 of the California Code of Regulations) and (California Health and Safety Code, Division 20, Chapter 6.95, Section 25503.5)
- California Department of Water Resources Flood Control (California Water Code §128).
- Orders and Regulations, which may be Selectively Promulgated by the Governor during a State of Emergency.
- Orders and Regulations, which may be Selectively Promulgated by the Governor to take effect upon the Existence of a State of War.
- California Government Code Joint Exercise of Powers Act, Section 6500

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### 3. Business Guides and Best Practices

- Contingency Planning Guide for Information Technology Systems, National Institute of Standards and Technology (NIST)
- Practical Disaster Recovery Planning, CA XOSoft White Paper, January, 2007
- Use of the Integrated Public Alert and Warning System (IPAWS), see: <http://www.fema.gov/emergency/ipaws/>
- ANSI-ASQ National Accreditation Board and the Voluntary Private Sector Preparedness Certification Program, FEMA and DHS, see: <http://www.fema.gov/privatesector/preparedness/index.htm>
- Business Continuity Guidelines: A Practical Approach for Emergency Preparedness, Crisis Management and Disaster Recovery, ASIS International, 2005
- Emergency Procedures for Employees with Disabilities in Office Occupations Resource Guide, HS04-012C Division of Workers' Compensation, August, 2007
- Federal Manager's/Decision Makers Emergency Guide, Office of Personnel and Management, 2006
- Annex 11 (ESF-11): Food Services, South Carolina Earthquake Plan, South Carolina Department of Social Services, February, 2009

# CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES

## II. Situation

### A. California Store Hazards, Threats and Risk Assessment

Before store management makes any plans for protecting its personnel and property, there must be a clear understanding about what to plan for in future disasters. Stores need to identify their actual threats and what these might do to the store. Preparing for the wrong threats reduces chances for successful recovery because strategies and resources will not meet actual needs. Store management must know the reason for taking the actions in this Plan when they adapt it for their store operation.

Many areas of California are prone to wildfires, floods and earthquakes. Coastal areas may be subject to tsunamis. Terrorist attacks and utility failures could occur almost anywhere. These types of conditions are part of the all-hazards environment and these hazard conditions comprise major risks to store operations. When a risk assessment is performed, a store evaluates what specific hazards can disrupt a store's operation or harm its employees and customers. The most likely hazards, and the most serious, are threats that must be managed. Preparing for, responding to, recovering from and mitigating against threats is the responsibility of sound store management as part of risk reduction and emergency management.

A basic hazard analysis helps stores to be ready for the most severe and/or frequent threats. This process is called defining relative probability. Whether the analysis is part of this Plan, or taken from the store's Business Impact Analysis (BIA) in its BCP, it should describe specific information about the relevant hazards that were considered, including:

- **Frequency:** how often does this hazard happen near enough to be a threat to the store?
- **Intensity:** specific event history of past disaster losses, and projections for future losses.
- **Early warning:** the pre-threat warning stores can get before a threat strikes, including considerations for how soon and often.
- **Protective measures:** whether the hazard requires evacuation and/or sheltering of people in the store, early closure of a store, added security, etc.

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- **High-risk locations nearby:** impact zones caused by the hazard (like flood maps) along with other hazards that might become a threat when the first threat occurs (e.g., locations of gas mains, water mains, dams, chemical storage sites that are in a quake or flood zone).
- **Related weaknesses:** store staff, utilities, roadways, other chain stores in the company, main office locations and key vendors that could be disrupted by the threat (e.g., the store could place information over the specific threat impact zone maps). These are sometimes called **critical facilities**.

By using the blank **Attachment 1, “Hazard Threat Assessment,”** each store manager can decide what hazards to accept as actual threats to their store. A manager can then decide which strategies and resources to include in preparation, and where there are gaps.

A manager should use available information and sound judgment to give each hazard characteristic a value from 1 to 4 (one being lowest) and then add the total score for each hazard. Any score total over 20 should merit serious consideration as a threat. Those below ten are marginal, with anything below six being outside the planning basis. If one of the low-scoring threats ever occurs, the preparations a store makes for a store’s primary threats should be adequate to address most issues created by a less frequent and distant hazard.

**Attachment 2, “Hazard Threat Assessment Sample,”** is a completed example of how one store might complete Attachment 1, with a display of that store’s management’s choices based on their assessment.

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**ATTACHMENT 1**

**HAZARD THREAT ASSESSMENT**

**Instructions:** Select the hazards in the left column you believe exist in your community. Remove those not present. Add new ones that are missing. Give each hazard a value assessment for each quality, with 1 being the smallest and 4 being the highest value for concern. Total the numbers on each line to get a total threat value in the last column to the right.

<b>HAZARDS</b>	<b>FREQUENCY</b>	<b>INTENSITY</b>	<b>WARNING</b>	<b>PROTECTIVE ACTIONS</b>	<b>RISKS NEARBY</b>	<b>RELATED WEAKNESS</b>	<b>TOTAL</b>
Bomb Threat							
Disease Outbreak (including flu)							
Drought							
Earthquake							
Fires							
Floods							
Food Shortage							
Fuel Shortage							
Hazardous Material Spill							
High Wind							
Infestation by Pests							
Nuclear Plant Event							
Plane Crash							
Riot							
Robbery							
Seiche							
Severe Temperatures							
Shooting Event							
State of War							
Terrorist Act							
Train Derailment							
Tsunami							
Utility Failure (electricity, phone, internet, water, etc.)							
Vehicle Collision							
Volcanic (explosion or ash downwind)							
Winter Storms							

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**ATTACHMENT 2**

**HAZARD THREAT ASSESSMENT SAMPLE**

<b>HAZARDS</b>	<b>FREQUENCY</b>	<b>INTENSITY</b>	<b>WARNING</b>	<b>PROTECTION</b>	<b>RISKS NEARBY</b>	<b>WEAKNESS</b>	<b>TOTAL</b>
Floods	4	4	1	4	3	4	24
Earthquake	2	3	4	4	4	4	21
Sewage Backup	4	4	4	4	1	1	18
Shooting Event	1	4	4	4	2	2	17
Utility Failure (electricity, phone, internet, water, etc.)	2	3	3	2	3	3	16
Robbery	3	3	4	3	2	1	16
Terrorist Act	1	1	4	4	3	2	15
Fires	2	3	1	4	2	2	14
Hazardous Material Spill	2	2	3	3	2	2	14
Disease Outbreak (including flu)	4	2	1	2	1	3	13
Bomb Threat	3	1	2	4	2	1	13
Riot	1	1	1	4	3	2	12
Vehicle Collision	2	2	4	2	1	1	12
Winter Storms	3	2	1	2	1	1	10
Fuel Shortage	2	2	2	1	1	2	10
Severe Temperatures	2	2	1	2	1	1	9
Tsunami	1	1	1	2	1	2	8

In this situation the manager of store #6 discarded some of the hazards listed in the Attachment 1 template because they were not relevant to the community. However, the store manager added a hazard for sewage backup because the back-check valve at the street connection, which the store does not own, had failed twice in the last four years and caused enough problems to create a store closure several times, lasting for days. After doing a complete assessment the manager reorganized the threats in the chart based on the threat totals. The store safety team could then see what the primary threats were as the basis for preparing the store. The safety team decided to not consider anything below a value of 10, so winter storms, fuel shortages, severe temperatures and tsunami were left out of the threat values for planning preparations for the store.

Later that year a store manager from store #12 looked at store #6's threat assessment. They were only arranged alike on the first two threats. Their plans were similar but not the same because the resources and strategies for the threats at store #6 were very different for that community's risk environment.

## B. Vulnerabilities

Each store has its own set of vulnerabilities. **Vulnerabilities** are conditions that can be influenced by threats to the point that they can disrupt store operations or in some cases distract management and staff from performing its core functions. These might relate to outside stakeholders and organizations the store cannot control. Vulnerabilities can be affected differently by each threat. Knowing how the identified threats can cause disruptions is part of the process of preparedness. A store's Business Continuity Plan (**BCP**) and Continuity of Operations Plan (**COOP**) should list the vulnerabilities.

Store managers should evaluate what **vulnerabilities** exist at each store when each major threat occurs, and what **controls** are available to prevent the threat's impacts—or at least reduce them. The store should also know when it does not have enough resources, which is known as a **gap** in preparedness. The store should plan for actions to ask for assistance when threats overcome available store controls. **Figure 1, "Relationship of Store Threats, Vulnerabilities and Controls,"** summarizes those relationships for a store.

## C. Controls

Each store will have its own unique controls to resist the impacts of threats. **Controls** are operational elements that prevent threats from influencing the store or deflect the threats so their impacts are minor (e.g., thorough planning or insurance). Controls are usually planned and are specifically targeted at threats to protect store operations. No store has enough resources to prevent or deflect every threat at every level of intensity. For example, a major earthquake that causes catastrophic damage is likely to overcome many of the controls in place for moderate earthquakes. Controls should be listed in the store's BCP and COOP.

## D. Capabilities and Needs Assessment

Each store will have limits to its controls. It will, however, have a certain level of capability to respond to threats and recover from them based on the controls already in place. Each store should know its limits based on the levels of threat impacts.

For example, a store should know what level of damage to expect from various levels of earthquakes based on the Modified Mercalli

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Intensity Scale. That scale evaluates the kinds of damage on the surface, not just a Richter Scale reading from the epicenter of a quake. These levels of damage are typically found on “shake maps,” available in California through the United States Geological Survey and their HAZUS mapping resources (under the Global Earthquake Model network) See: <http://www.hazus.org/>

When a store exceeds the capacity of its controls for a threat (e.g., its insurance coverage or contingency staffing) it will have to seek other sources of support. If all resources are exhausted and the needs cannot be met, there is a gap. Part of planning requires strategies to meet the gaps. ***If the gaps cannot be addressed, the store may not recover.***

An example of a store’s strategies for managing gaps to control is provided in **Figure 2, “Control Failure Recovery Strategies.”**

FIGURE 1

RELATIONSHIP OF STORE THREATS, VULNERABILITIES AND CONTROLS

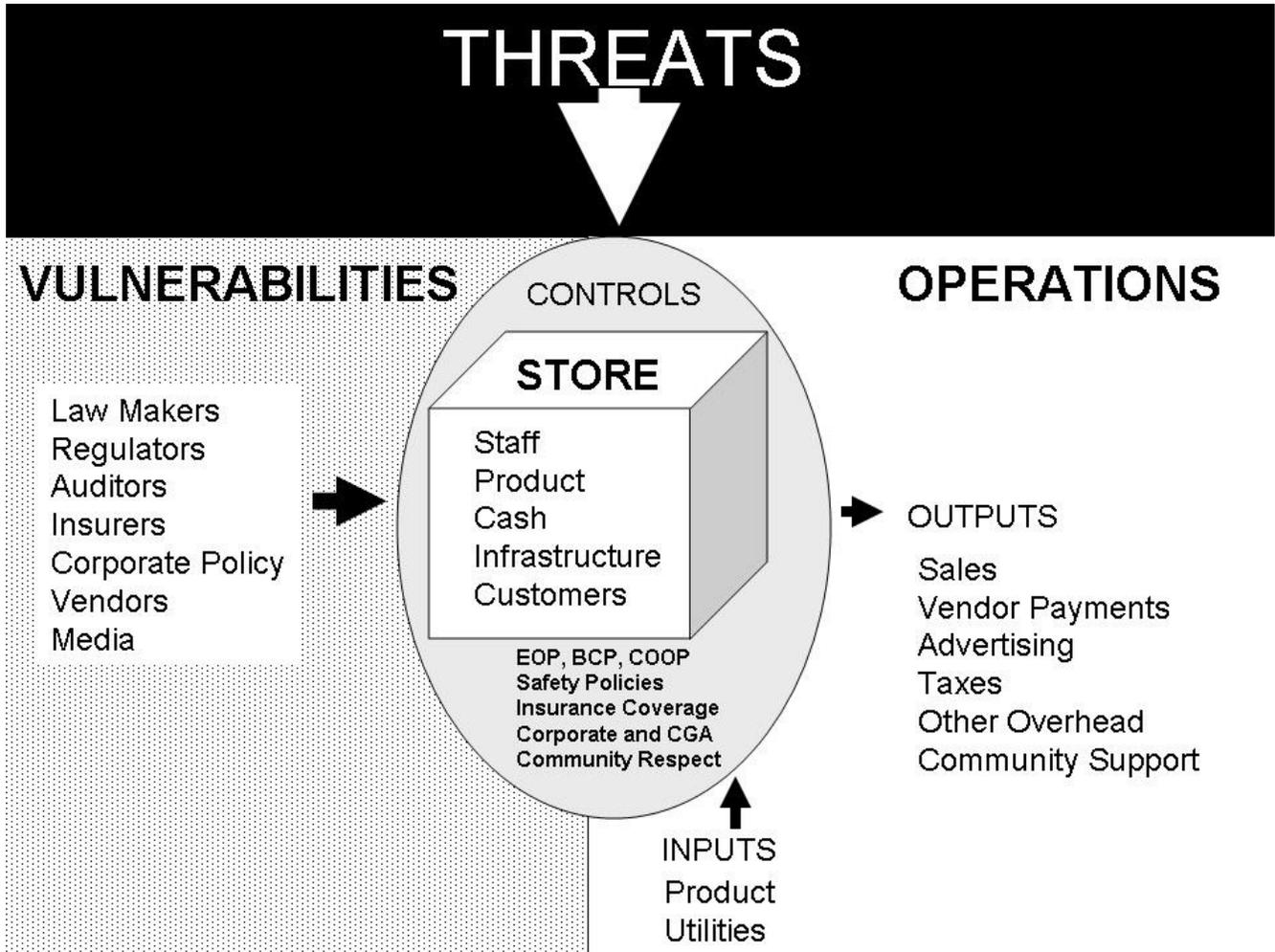


FIGURE 2

**CONTROL FAILURE RECOVERY STRATEGIES**

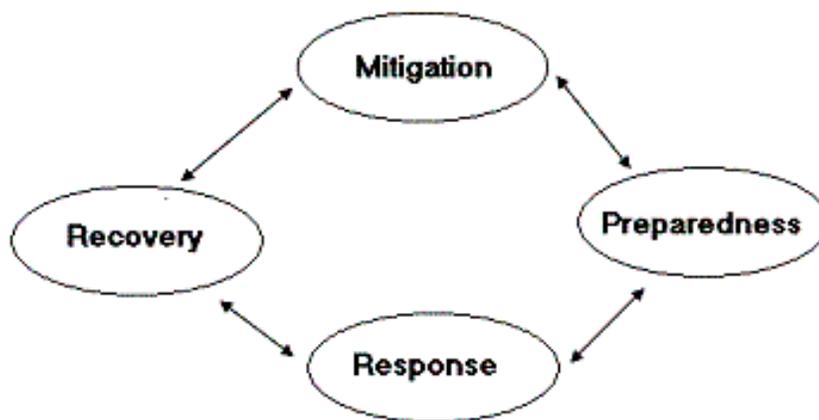
- Primary Support-----Internal policies, insurance, Corporate HQ, CGA
- Second Level of Support-----Mutual aid with other stores, vendors, community
- Third Level of Support-----Federal disaster applications (SBA), banks
- Fourth Level of Support-----State and Federal regulatory relief, courts

### III. Concept of Operations (CONOPS)

Store management understands daily, weekly, monthly, quarterly and annual cycles that affect business operations. There is a flow chart for all of these that summarizes the dynamics for each period of store business. Emergency management is a continual, year-round process of stages, and it also has a general flow diagram that shows the primary phases necessary to successfully manage all of the store's all-hazards threats, including when disasters do occur. It is shown in **Figure 3, "Emergency Management Cycle."**

**Figure 3**

#### **Emergency Management Cycle**



**Preparedness** involves planning for disaster, as well as training and testing management and employees. It also involves making sure there is a source of backup power, that phones will work, that computers will work and critical data can be saved. This phase makes everything ready.

**Response** is the phase when immediate actions are taken to save lives, property, and the environment. People are moved to safety, fires are extinguished, broken levees are plugged, and hazardous material releases are stopped. Once the immediate needs of life and health are met, the disaster moves into the recovery phase. Response is usually the first 12 to 24 hours during most events.

**Recovery** involves making things whole. During this phase stores work towards reopening and operating under the same conditions that existed before the disaster. This may take only a few days, or it may take months until the entire community has healed. All of this depends on the size, scope and seriousness of the event. Some communities never fully recover. Grocers are crucial in helping to restore normalcy after a disaster. Without a sound grocer base, a community may have trouble recovering. Much of the recovery activity will focus on finding funding to replace and repair lost assets. This can involve working with insurance companies, as well as the Small Business Administration (**SBA**), county and state government, and FEMA.

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**Mitigation** is the period between disasters when grocers can look for conditions in their store or the nearby community that could worsen conditions in a disaster. These conditions could also hurt the ability to recover the store. Grocers can use the "lessons learned" from past events to improve a store's chance of survival. One benefit is that these changes often make the store run more efficiently. Mitigation can involve simple things such as keeping the boxes and crates (flammables) a safe distance from the walls of the store. Or, having a tool in the store to clear the street drains that backup during street flooding when the drains are known to flood the parking lot and/or the store. Major mitigation might include adding a backup generator for power to the coolers, or making the shelving more secure so it will not fall on customers during an earthquake. In the National Response Framework (**NRF**) from the U.S. Department of Homeland Security, and in other FEMA guidance resources, mitigation is sometimes called prevention and outreach. For the purposes of grocer operations, this Plan will continue to use the term "mitigation" as different from prevention and outreach, which address more public functions performed by government (for?) the public and large mitigation projects.

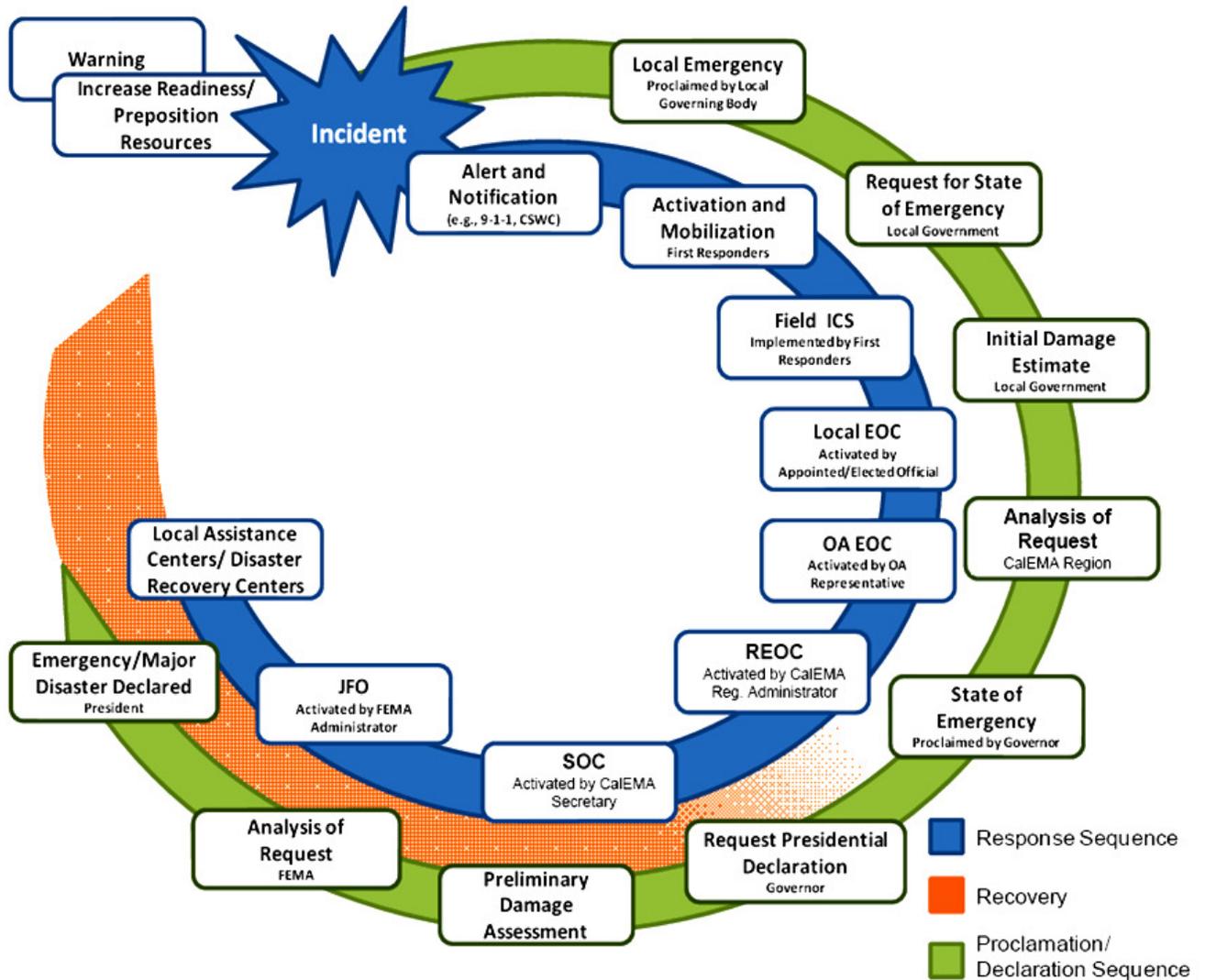
All of these phases in emergency management are organized in a pattern of activities that flows through the phases. A store's emergency Concept of Operations (**CONOPS**) describes the activities including the goals, roles and objectives of the store for emergency management activities.

The entire flow of actions from Response through Recovery is shown in **Figure 4, "CONOPS for Response to Recovery."**

FIGURE 4

CONOPS FOR RESPONSE TO RECOVERY

Source: California State Emergency Plan, July 2009



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### **A. Goals**

All CGA member stores should use the Emergency Operations Plan and Standard Operating Procedures to survive and quickly recover from serious disasters, as well as to improve their performance during smaller emergencies.

### **B. Objectives**

- CGA should support the CGA member stores as defined within the Plan during emergencies and disasters.
- Member stores should establish emergency programs in each location, with assigned and trained personnel who can use the Plan during emergencies and disasters.
- Member stores should collaborate with CGA and government agencies to prepare for threats.
- Member stores should make appropriate agreements with other organizations to support their needs during response and recovery.
- Member stores should keep their programs updated and ready by following appropriate preparedness actions.
- Member stores should adapt to changing emergency conditions, including those that are not covered in the Plan, by using the basic concepts of ICS.
- Member stores should use the ICS structure to organize their response and recovery efforts.
- Member stores should evaluate ways to mitigate threat impacts on their operations so threat losses are reduced or avoided.

### **C. Roles and Responsibilities**

Anyone with authority to take actions during a disaster has a specific role, and a responsibility to complete that role. A role may be a title or a specific assignment. Responsibilities are the specific steps that are required to complete the role.

#### **Member Stores**

Member stores have a key role to play in disaster management. Store management must ensure the operation of their stores during and after disasters so that the public has access to food. The operation of stores supports the survival of the communities they serve. Strong recovery planning by store management also helps ensure jobs for its employees and continued profitability of the store.

Member stores have specific responsibilities during disasters:

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- Know what to do when something goes wrong.
- Respond quickly to reduce losses.
- Protect the lives of employees and public inside and around their stores.
- Protect the store property and other properties near the store that might be harmed if the store was the source of hazard.
- Protect the environment from hazardous materials that might be released from the store.
- Recover the store back to normal operations as soon as possible to serve the needs of its customers.

### **CGA**

CGA's role is very specific. CGA staff will provide critical information and coordination support during a disaster, whether it is local (one county or city) or statewide. CGA supports this role by preparing documents, like this Plan, and providing information and materials to ensure CGA members know what to do and how to get assistance.

CGA has three main responsibilities:

- To organize CGA members into a regional support effort that coordinates well with government support systems with assistance from the CGA Crisis Communications Center
- To provide timely information and messages that support member disaster response and recovery, including coordination with local, state and federal government, as well as non-profit organizations and the media
- To provide guidance for specific actions through the Emergency Operations Plan and Standard Operating Procedures manual before disaster, and with fact sheets and news releases during an event

The CGA Crisis Center is the focus of this coordination during disaster operations in coordination with CGA's role at the State of California Emergency Management Agency's (**CalEMA**) Business Utility Operations Center (**BUOC**) in Sacramento.

### **Government**

The role of governments is focused mainly on restoring government services, facilities and operations. However, in recent disasters in California, more effort is being focused on private-public partnerships before disasters. This ensures that critical services provided by the private sector are also restored quickly including:

- Grocery outlets and gasoline stations

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- Pharmacies
- Privately operated hospitals and clinics
- Major employer operations and manufacturing sites
- Private utility companies and water suppliers
- Banking and savings institutions

Many of these private-sector operations are also critical for the return of store operations. This Plan focuses on the idea that stronger, regular contact between store operations and their neighbors and government emergency planners should improve the recovery of communities and store operations. CalEMA and FEMA also support this concept of building community resiliency as part of disaster resistant communities. Recent changes in California law now allow stores to donate their goods and services during declared disasters with liability protections, *if* they have registered with CalEMA before an event occurs. CGA recommends that all members register in this system. The specific laws and gubernatorial orders are provided in the Appendices, Part III, *Store Regulations and Laws References*.

Local, state and federal government roles can be critical in the disaster recovery of member stores. Government may provide various services when all other local resources are unavailable. Examples of such support could include:

- Assistance in clearing shipping products through traffic barriers
- Assistance in providing asset security during widespread events (e.g., flood, quake, riot)
- Assistance with advice on hazardous materials cleanup issues
- Support in transporting generators for backup power when community food supplies are threatened

The Plan focuses on the needs of member stores during disasters; however, store managers should understand the differences between government and store emergency planning interests.

The California Emergency Organization provides the Governor access to public and private resources within the state in times of emergency. The Governor has the ultimate responsibility for statewide emergency planning, response, recovery and mitigation. Therefore, store operations need to know how to work with the government systems. It is now common for business and government to form partnerships before disaster strikes so that all the resources of a community can be used to focus on saving that community. There are some similarities and differences of approach that should be noted, as shown on **Table 1, “Store and Government Emergency Management Approaches.”** The overall California Emergency Organization is depicted in **Figure 5, “California Emergency Organization.”**

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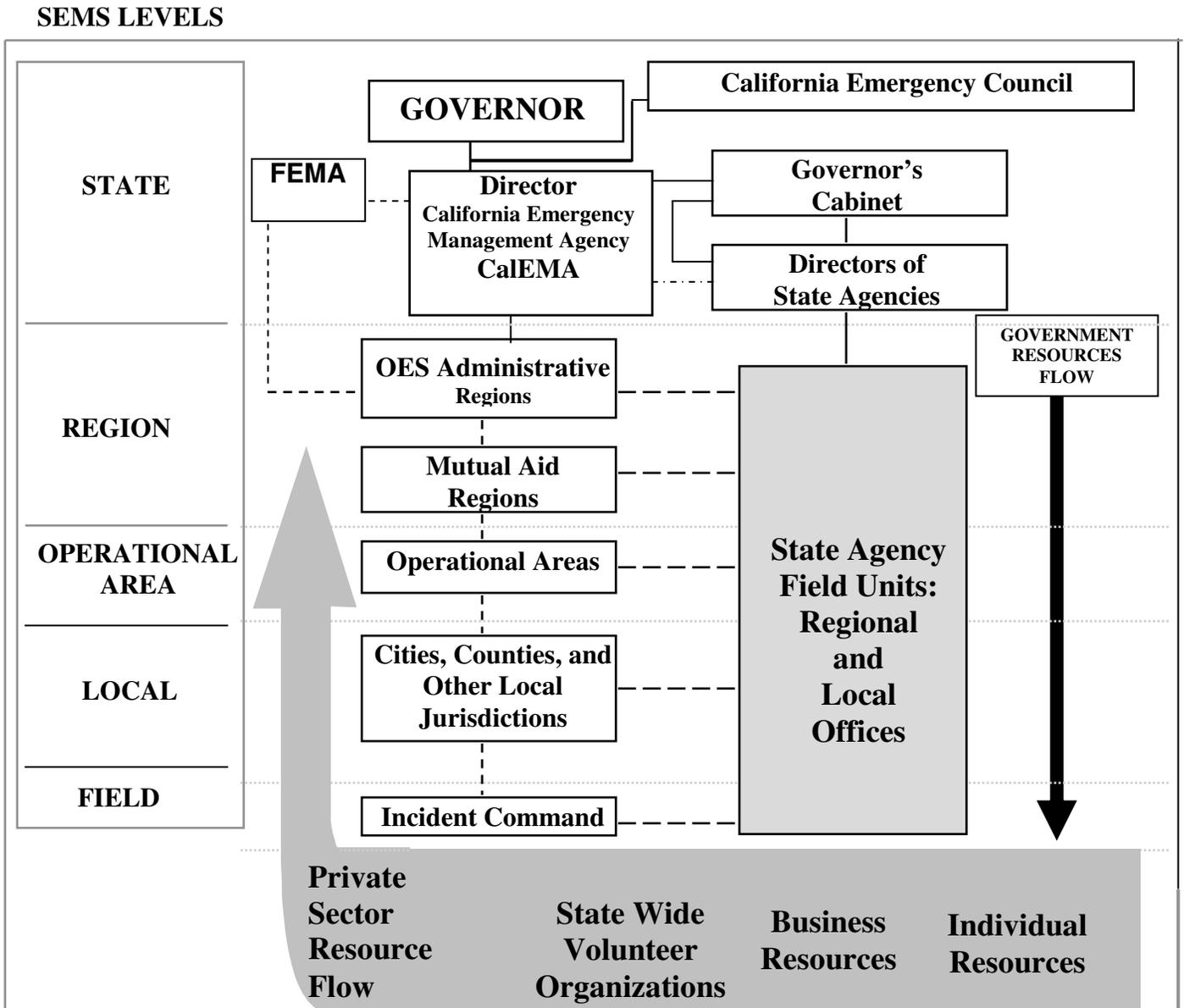
**TABLE 1**

**STORE AND GOVERNMENT EMERGENCY PLANNING APPROACHES**

<b>Approach</b>	<b>Business</b>	<b>Government</b>
<b>Emergency Management Cycle</b>	<p>Plans before disasters, practices response, and focuses response on recovery of store operations and return of sales to support salaries and store operations. Mitigation may be weak and if present is handled by risk management. Input from store insurance carriers sometimes supports mitigation.</p> <p>Planning in the stores and chains is not always consistent. They may not currently follow the Standardized Emergency Management System (<b>SEMS</b>) because many do not use the Incident Command System (<b>ICS</b>) or mutual aid. They may or may not have planned with government or non-profit organizations. They also do not have access to the Response Information Management System (<b>RIMS</b>). All of these are part of SEMS.</p>	<p>Plans before disasters, practices response, and focuses response on recovery of government and infrastructure and return of communities to normal, which supports tax base to operate government. Mitigation is important because of FEMA policies, laws and regulations. All emergency planning in California government is based on the Standardized Emergency Management System (<b>SEMS</b>).</p>
<b>Response Organization</b>	<p>CGA provides a central, statewide point of contact for information. There is no statewide command and control of all resources. Store headquarters or individual stores control their resources, which they may do through an EOC structure. Stores do not normally share staff and resources with competitors to assist in reestablishing their businesses. Stores do not practice emergency operations between chains or competing stores. There are also grocer and other retail stores that are not in an association that works with government or that connects with resources of like stores in California during disaster. Store chains and individual stores are not connected in a single communications system.</p>	<p>Government uses Emergency Operations Centers (<b>EOC</b>) in cities and counties to direct and control resources. All government bodies within a county boundary are known as an Operational Area (<b>OA</b>). Each OA has an emergency response organization that works in the EOC. Any resources provided from other OAs, the state or the federal governments are controlled at the local level by the OA. The state also organizes through three Regional EOCs (<b>REOC</b>) and a State Operations Center (<b>SOC</b>). The federal government works from a Disaster Field Office (<b>DFO</b>). All facilities are tied together by phone, radio and computer communications.</p>
<b>Recovery</b>	<p>Business must rely on its insurance carrier, or its self-insurance funding. Depending on the size of the business, there may also be support from the Small Business Administration (<b>SBA</b>). There is very little recovery funding directly available from state and federal government, except for items such as insurance from the National Flood Insurance Program (<b>NFIP</b>) for stores within a floodplain.</p> <p>Store employees may be assisted directly by assistance made available to the public by government.</p>	<p>Government can only cover costs through funds raised by taxation. Many local governments try to keep a contingency fund for disasters. The state has only a small contingency fund for disasters. The "deep pocket" for major disasters is the federal government through FEMA.</p> <p>For local governments, the County Board of Supervisors must set aside contingency funds. In the case of the State of California, the Legislature must approve state funds. In the case of FEMA, Congress allocates an annual sum to cover all Presidential disasters.</p>

FIGURE 5

CALIFORNIA EMERGENCY ORGANIZATION



———— EMERGENCY MANAGEMENT LINES OF AUTHORITY  
 - - - - - EMERGENCY RESOURCE COORDINATION/SUPPORT

## CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES

### Non-profit Organizations

There are several major non-profit organizations that are addressed in this Plan. These organizations focus on the relief of human suffering during recovery operations. The Salvation Army (**TSA**) and the American Red Cross (**ARC**) are both well known to store members. The ARC role is defined by federal mandates from Congress. TSA is part of what are called "faith-based" disaster services organizations. More information is available at the end of the Plan regarding non-profits and formal requests for assistance from the ARC and TSA.

These are not the only non-profit organizations that may ask your stores for assistance. You may also be approached, through government coordinators, with requests from Volunteer Organizations Active in Disasters (**VOAD**), which help coordinate during disasters many of the local emergency support non-profits from meals-on-wheels to food banks. VOADs are well established in both Northern and Southern California. It is valuable that store management become familiar with the non-profits in their communities during disaster planning, rather than just during disasters.

Responsibilities of non-profit organizations are highly varied. Each has its own mission and vision. CGA members need to remember this when working with non-profit requests. Stores should find methods to work in partnership, as stated in the Plan, through Memorandums of Agreement or other documents. Public service is very important to every store since they are community members, but the continued operation of the store is the first order of business, always. Outside requests for aid should not divert the store from its primary objectives.

## D. Use of ICS, SEMS and NIMS

### Incident Command System (ICS)

The Incident Command System (ICS) was developed in California to organize disaster response efforts of people and resources in a field environment (e.g., at a fire scene, in a riot, at a large plane crash, etc.). The basic concept is that if everyone uses identical titles and roles, identical language and identical methods of communicating, there would be less chaos and waste and better use of resources. ICS works and many businesses in California use it for their facility operations in disasters. Its use and structure are part of SEMS. ICS is used specifically at incident sites where resources provide response and recovery from disaster events.

### What would ICS look like for a store emergency operation?

Larger stores and the Crisis Center should have a very similar organization of their staff during disasters. The structure is based on the function, "Who Does What." **Figure 6, "Store ICS Emergency Structure,"** shows the basic positions. Using standard terms for positions between organizations ensures clearer and more efficient communications. Free courses about ICS are available online from FEMA.

### What do the five basic groups do for store operations and the Crisis Center?

**Table 2, "Retail Food Store ICS Roles,"** gives a brief overview of the ICS primary roles. When you organize your store, you may contact your management for more training and information about ICS. Your local office of emergency services is also a good source of information. CGA recommends that all operations consider using ICS because it works.

### How should a store pick people for ICS positions?

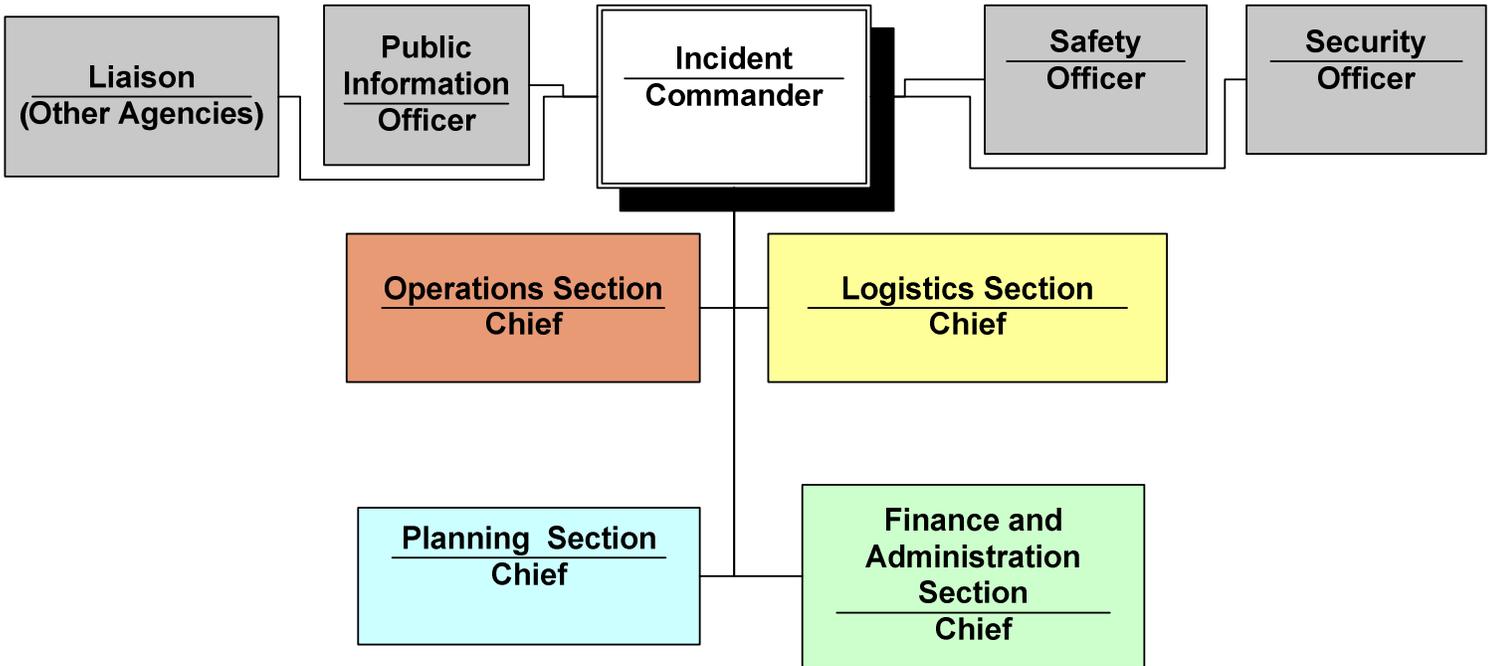
A store would have someone in charge of the store during disaster—usually the Store Manager. This person would be the Incident Commander (IC) for the store operations. Each store should identify someone as the store IC. This is critical for communicating with fire, law enforcement and medical personnel that may arrive at your store. If you are identified as the IC, then you can talk directly with the First Responder IC and get the information and support you need. Without the IC designation, you may be delayed or even unable to contact the head of the First Responders at your store. That could delay your return to get valuable records or do initial damage assessment.

### How would a store use ICS?

Your store may be very large and therefore need the other working functions of a larger ICS organization at the scene. There are specific functions that would be filled—which are also used in SEMS management organizations. These functions are described later.

FIGURE 6

STORE ICS EMERGENCY STRUCTURE



**CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES**

**TABLE 2**

**RETAIL FOOD STORE ICS ROLES**

<b>ICS FUNCTION</b>	<b>STORE ROLE</b>	<b>STAFFING</b>
<p><b>MANAGEMENT</b> (Including Officers of Safety, Security, Public Information and Liaisons)</p>	<p>Oversight of decisions for protecting staff and assets. Ensuring others in functional sections have the support they need. Key role in coordination with store executive staff, CGA and government.</p>	<p>Store Manager or Assistant Manager and Store Specialists</p>
<p><b>OPERATIONS SECTION</b></p>	<p>Takes actions to protect and prepare assets and restore operations including: evacuation, utility shut-off, security, coordination with local First Responders, and requests for resources for recovery from other stores, CGA and government.</p>	<p>Store Assistant Manager or Shift Supervisor</p>
<p><b>PLANNING SECTION</b></p>	<p>Gathers information important for Operations Section and Management decision making including: damage reports, weather, disaster information, warnings from government, data reported by CGA, planning for next 24-36 hours for the store response or recovery, writing reports about store actions and current status including Damage Estimate Reports to go to CGA and store management. Also track and sort records used during the event for filing.</p>	<p>Shift Supervisor or Safety Officer/Risk Manager</p>
<p><b>LOGISTICS SECTION</b></p>	<p>Acquires resources requested by Operations. Ensure staffing is provided to support the store or the Crisis Center. Assesses where shortfalls might be in equipment, supplies, transportation, utilities, etc. and finds ways to acquire them, should they be needed. Tracks the status of all requested resources (i.e., know who is providing what, status during delivery, when they arrive and who received).</p>	<p>Purchasing or Ordering staff</p>
<p><b>FINANCE and ADMINISTRATION SECTION</b></p>	<p>Tracks all costs for staff time and of purchases for response and recovery. Assists with recovery planning such as insurance claims and contact with the SBA, if necessary. Becomes master keeper of all completed Damage Estimate Reports.</p>	<p>Bookkeeper or Admin Support</p>

## 1. SEMS Application to CGA

### What is the major difference between ICS and SEMS?

The answer is that ICS is for directing specific actions and decisions at the Incident Command Post (**ICP**) at the store where the incident or damage is located. SEMS, however, is more of a coordination and management system that overlooks the field operations from an Emergency Operations Center (**EOC**). SEMS is mainly used to look outward for other resources, for coordination and communications with those interested outside the organization, and for continuity in recovery once the field personnel have left the site. There are some basic concepts that apply to both ICS and SEMS use including:

- Common terminology
- Modular organization (grow or subtract as the event requires)
- Management by objectives
- Use of Incident Action Plans and Emergency Action Plans
- Manageable span of control (limited report to about 5 people)
- Pre-designated incident management locations and facilities
- Comprehensive resource management
- Integrated communications
- Chain of command (orderly line of authority)
- Unity of command (everyone has a superior)
- Accountability for actions
- Deployment of resources only as needed or requested
- Information and intelligence management

### How will CGA use SEMS?

CGA has developed a Crisis Center that is staffed in the SEMS structure. There is a Center Director (Management) and other support sections as needed to support CGA members. Resources will be used only as needed. That means that only required staffing need to support the Crisis Center. In smaller events one person may be all that is needed. In some events, all CGA staff may be called upon for support. In addition, the Crisis Center will coordinate member needs with government through the structures set in place by SEMS. This will help collaboration with local, state and federal government when those resources are needed.

The Crisis Center also uses SEMS concepts to ensure reliable information about the disaster is shared between stores and government. This also ensures that proprietary store and store system data is protected within the Crisis Center and is only used to develop summary information that covers jurisdiction loss totals, e.g., for a city, county or region. Store and store-system specific data will not be shared with government or between competing CGA members.

## CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES

### Where are the CGA regional representatives going to be located during coordination with government?

They may be in their offices, traveling, or at one of the three Regional Emergency Operations Centers (**REOC**) used by state government to coordinate mutual aid resources. The REOCs will be explained in the next section. The CGA regional representation may serve at the REOC in situations that require intense and direct communications with retail store operations. These REOCs are located in three cities (two for northern operations and one for southern).



During catastrophic-level events, CGA staff may be requested to consult directly with upper-level government officials in Sacramento at the State Operations Center (**SOC**).

## 2. NIMS Compliance in Business

There is no requirement that stores follow ICS or NIMS. Their use is a recommended best practice that has value because other businesses and government support agencies are using this system. It is a simple and logical way to manage the actions necessary to respond to the needs of people, the store and the environment, as the store management plans a way to recover the store to normal operation.

### E. Coordination with other government, private, and non-profit organizations

#### 1. Preparedness Before and After Events

Store management should work with their staff, the HQ offices and CGA to use the Plan to prepare their staff for the identified threats. This includes considering best practices as staff are trained and exercised. Stores may also be asked to work with their Chamber of Commerce, with non-profits (like the American Red Cross and the Salvation Army), with the local city or county governments (including the Disaster Council) and with the Urban Area Strategic Initiative (**UASI**) groups for terrorism planning. There are also business-related professional planning associations in various parts of California including California Resiliency Alliance (**CRA**), Business and Industry Council for Emergency Planning and Preparedness (**BICEPP**) in Southern California, the Business Recovery Managers Association (**BRMA**) in Northern California and the Association of Sacramento Area Planners (**ASAP**). There are also events and tools sponsored by CGA to help stores prepare.

## CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES

You can also learn more about planning for your area by contacting your county office of emergency services. All governments within a county boundary now work together during a disaster in what is called an Operational Area (OA). Operational Area planning often involves businesses and non-profits so that all community interests are represented. You might further be involved in planning for your store by meeting with the Disaster Council for your Operational Area. Cities also have Disaster Councils, which can be of particular value when a store is planning for local disaster response.

### 2. Response Coordination

CGA is developing a stronger coordination structure for statewide operations between members and government. The challenge is matching the organizational structure government uses during large disasters with the business structure of member stores and CGA.

Government operations in California use a series of mutual aid regions to coordinate shared resources as shown in **Figure 7, “California Mutual Aid Regions.”** CGA disaster operations have traditionally been divided into Northern California and Southern California operations. To blend the two regional systems, CGA representatives now work with the government mutual aid regions. **Figure 8, “CGA Coordination Regions,”** reflects the shape of the regions that CGA uses to support its member stores. Though there is more territory in the Northern California representation, there are far more total operating stores in the Southern California section.

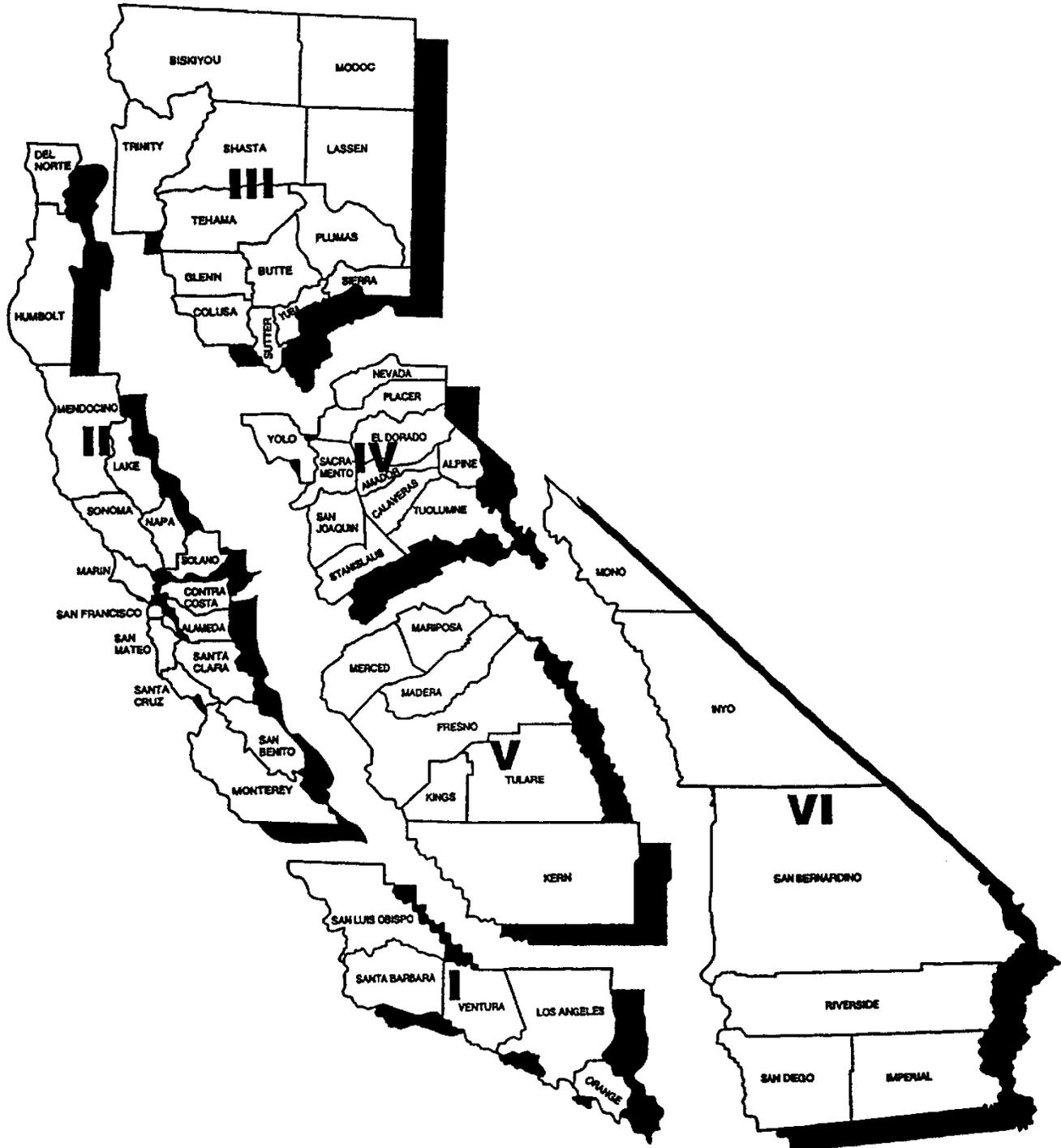
Your store management should have access to the CGA representatives and the CGA Crisis Center during disaster to acquire and exchange the latest and best information, and to ensure that your needs are being addressed.

### 3. Recovery Collaboration

The store should identify the key contacts it will need for recovery from the various threats. Each chain will have its own vendors for reconstruction, security, products, insurance, staffing, etc. This list should be readied during preparedness. Each store should keep in close contact with the chain HQ. CGA will also appreciate occasional updates on recovery after major events like fires, floods, earthquakes, etc. It is valuable to keep contacts with others who have also gone through recovery so lessons learned will prevent wasted time and resources. CGA can assist with this connection.

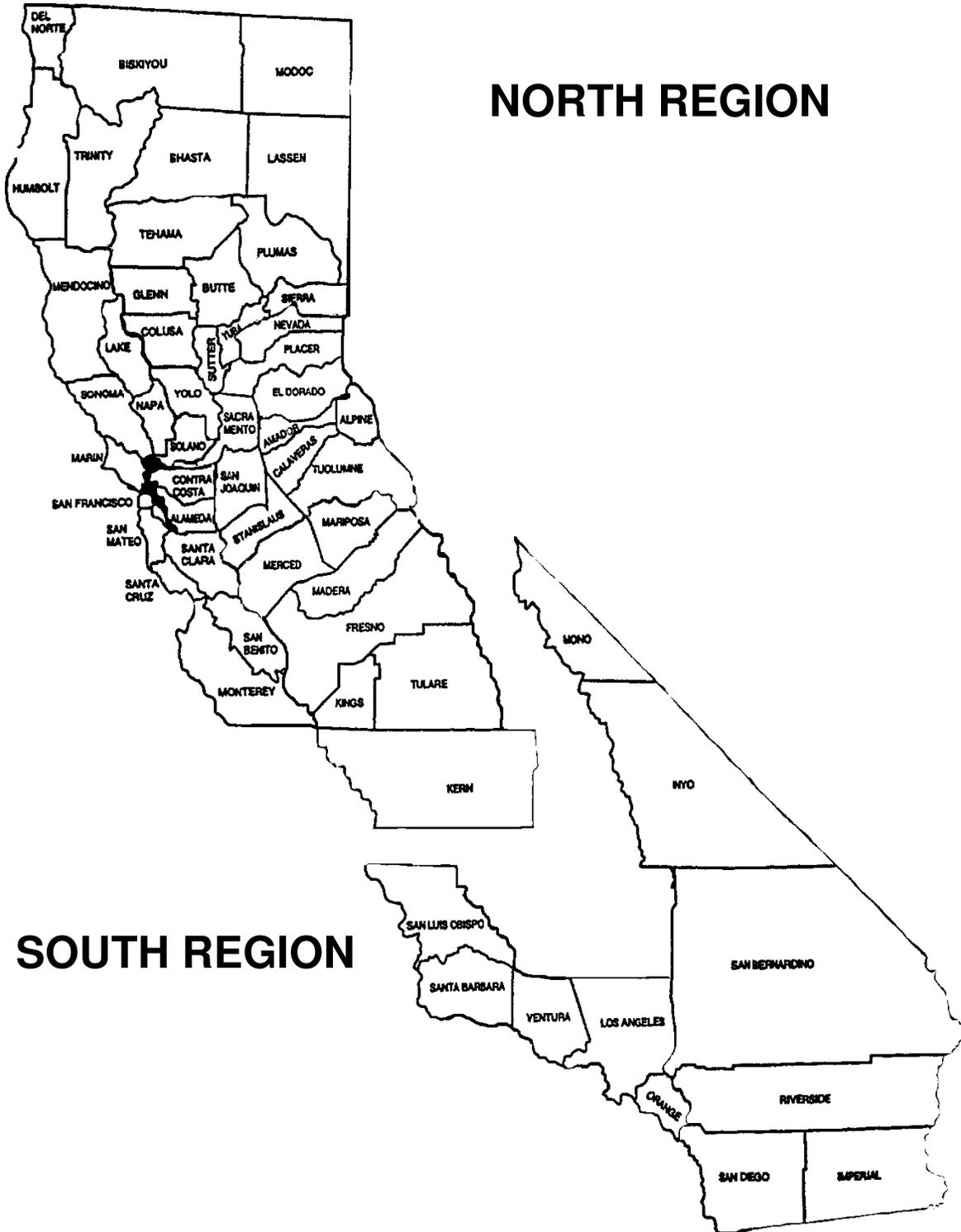
CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES  
FIGURE 7

CALIFORNIA MUTUAL AID REGIONS



CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES  
FIGURE 6

CGA COORDINATION REGIONS



### 4. Mitigation Partnerships

Once store management identifies actions it can take to reduce losses from threats, and its HQ offices approve the actions, the store should form partnerships with local authorities and its neighbors, especially if the actions will affect any structures outside the store structure or change health controls of food inside the store (i.e., may be a public health inspection interest). The store may also be able to become part of a larger public mitigation project that affects the store because of its location.

### F. Emergency Operations Centers (EOC)

ICS and SEMS require pre-designated facilities or locations that can be used to fulfill the activities needed to manage a disaster. These sites can be as simple as a clipboard in a parking lot outside a store, with staff circled around a store manager, to a multi-million dollar EOC with high-tech support and substantial response resources stored and ready. The basic concept is a place where people come together to organize their actions. The relationship of the various kinds and levels of coordination facilities are depicted in **Figure 9, “Coordination Center Connections in California.”**

#### 1. Store ICP

Store managers should plan for at least three likely locations for an Incident Command Post (ICP) based on the threats identified for the store, with the understanding that the ICP must be in a place that is safe for all of the emergency responders of the store. The Incident Commander (IC) should have access to the Plan, communications, ways to identify the IC personnel, and ways to make an IAP that can be distributed. Safety equipment and survival supplies that can be carried to the site, or pre-stationed, should be in place.

#### 2. Store HQ EOCs

Chain stores should have a centralized location for support of all of their stores during emergencies. They should have all of the basic capabilities of an ICP, but also advanced communications and larger capability for expansion and housing of personnel and representatives, as needed, including office space, multi-media, parking areas and backup power. The sites must also be able to maintain 24 x7 operations throughout a disaster.

#### 3. CGA Crisis Center

The primary purpose of the CGA Crisis Center is to coordinate communications. This includes sending information to members, and between members. It also includes coordination with government, the media and the public. Initially, the role of the Crisis Center is to get accurate information to members for their immediate recovery. Gathering this information can be a challenge for individual members based on previous disaster communications problems experienced in California.

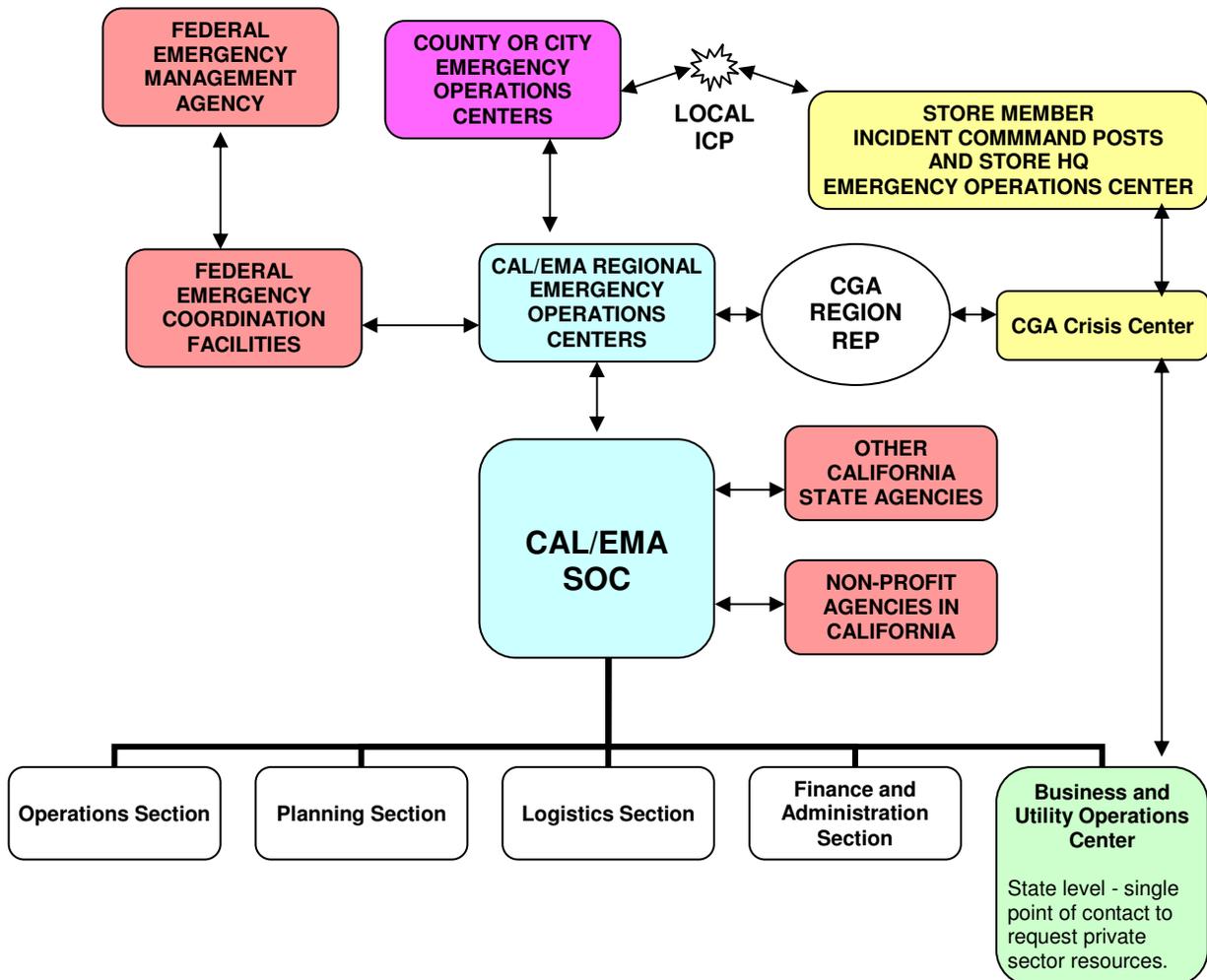
# CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES

Telephone lines are often overloaded immediately following a major disaster. This may make it difficult or impossible for member stores to reach other members for assistance, or government. Therefore, the CGA Crisis Center should be in operation to coordinate and communicate with key emergency personnel within the membership. CGA should also initiate coordination with local, state and federal government. CGA should also contact the ARC and TSA. This should help provide maximum support to member stores. CGA is developing strategies to use other systems for activating resources from cell phones, pagers, faxes and e-mail. They are also investigating the use of satellite phones. All of this may be used to notify key personnel that have been identified in the planning process. Appropriate regional CGA representatives should assist the CGA staff in order to support the needs of member stores.

The Crisis Center and member stores should take some immediate first actions. These are provided at the front of the Plan and also in the SOP checklists for threats in the Appendix. After these initial steps are taken, the Crisis Center should organize and operate within SEMS.

**FIGURE 9**

## **COORDINATION CENTER CONNECTIONS IN CALIFORNIA**



### **4. Essential Facilities (Primary and Alternate EOC)**

Each store and store HQ should pre-identify at least one major and two redundant sites for coordination of the emergency. These sites should be located to ensure they are not all affected by the same threats. One should be at some distance in case there is a regional catastrophe that destroys the store or the store HQ.

In the event that a disaster strikes the area around the primary CGA Crisis Center in Sacramento, a backup Crisis Center can be operated from the CGA Burbank Offices.

### **5. ADAA Access to Essential Facilities**

All emergency coordination facilities must allow access and provide accommodation for assigned staff who have special needs. This is a federal requirement under the Americans with Disabilities Act, As Amended.

### **6. Organization**

All emergency coordination facilities should follow the NIMS model. The ICP should use ICS and the EOCs should follow the SEMS California design.

### **7. ICP and EOC Activation, Demobilization and Deactivation**

The store ICP is activated by the store manager when an event occurs that “triggers” the need to respond to an emergency. The store HQ EOC is activated any time a store in the chain activates its ICP and Plan, or if the HQ executive management decide to activate the HQ EOC and Plan. CGA may also request a store HQ activate its EOC. The Executive Director of CGA will activate the CGA Crisis Center, either partially or fully, whenever a store ICP is activated or a store chain HQ EOC is activated.

Demobilization occurs at all facilities when a reduction of staffing and resources is appropriate based on the needs of the event. Demobilization is performed at each facility by the lead for that site, but only in coordination with other supporting facilities and organization. Demobilization should not be performed independently of the overall emergency effort.

Deactivation is the complete closure of a response coordination facility. This should also be done only with the understanding of and coordination with responding and supporting organizations. Some organizations may continue to keep their facilities operational during the early stages of response.

## **IV. Continuity of Operations (COOP)**

Each chain of stores should have a basic Continuity of Operations Plan (**COOP**) to ensure that the primary capabilities of operations continue no matter what event may cause interruptions to other operating functions. The following discussion summarizes the basic concepts that should be included, which individual stores and small chains should consider for their COOP planning.

### **A. Vital Records Retention**

Stores and HQs should ensure that vital records are backed up and stored at an alternative, safe location on a regular basis. Those most critical for operations, such as daily receipts and personnel records, should be backed up no less than each day. A test of the backup system should be completed several times a year to verify that the system works and how long it takes to retrieve the data. Vital records can also include tax records, licenses, legal agreements, contracts, databases and any written communications critical to the essential functions of the operation.

### **B. Essential Facility and Infrastructure Protection**

The store site and HQ building need to be protected from damage or loss to prevent interruption of service. Plans should be in place for operating all critical functions from at least two alternate locations. These sites should have the same operating capacity and resources as the original sites. Tests should be completed each year to evaluate the ability of moving and working from an alternate site. Other infrastructure protection includes security measures, mitigation from major threats and standard maintenance.

### **C. Management Continuity**

Each store and HQ should identify the chain of command for its entire primary staff needed during an emergency. At least two replacement staff should be named for each primary position. This ensures continuity of management and also allows for multiple shift operations if a 24-7 response and recovery operation is required. All alternate staffing must be trained and capable of performing the role and responsibility of the position they are assigned to fill. This process of transferring authority should be practiced annually to ensure everyone knows their assignment and how they would fulfill that role and its responsibilities.

## V. Direction, Control and Coordination

### A. Alert, Warning and Notification

Your store and its management should have many ways of staying informed during a disaster. In some disasters you should know of a threat ahead of time (a slow, rising flood) or immediately (a strong earthquake). The CGA Emergency Plan has also designed a method to keep its members aware of threats, prepared to act and directed to take protective steps.

There is a level of awareness about serious events that occurs before a disaster. The alerting process involves increasing the awareness level of specific, responsible individuals and the public when such conditions exist. An example is a weather forecast about an approaching storm. The public and government are alerted to the possibility of a problem. They have **not** yet been warned of specific hazards or to take *preventative actions* (e.g., carry an umbrella, or snow chains). They have **not** yet been notified to take specific *protective actions* (e.g., seek immediate shelter, or move to higher ground). Alerting is simply an awareness process that supports readiness activities. Members may be alerted by weather radios in their offices, the Emergency Alert System (EAS) on radio or television, or by messages from management that come from the home office or CGA.

Many communities in California refer to this stage as **Increased Readiness**. As a crisis begins to develop, officials act to increase readiness. Actions are taken during the buildup of a crisis situation, so an organization can respond effectively to a disaster. Increased readiness actions include briefing store staff, reviewing plans, updating resource lists and checking the phone systems. Special pager signals or phone messages may be sent to select individuals to put them on alert for further warning or notification.

Warning occurs when a specific threat happens, whether or not there was time for an alert before the warning. Warnings may come as specific information to specific, responsible individuals. It may also come as general warnings to the public through sirens, the Emergency Alert System (**EAS**), or other programs. Warning requires immediate action to protect people and animals. Store management and CGA would probably assist in the warning process if the information were provided to them ahead of time.

Many communities in California refer to the warning stage as **Pre-Impact**. When officials recognize the approach of a potential disaster, actions are taken to save lives and protect property. The purpose of warning is to prevent and reduce losses. The first stage of response is to coordinate emergency response activities. During this phase, warning systems such as sirens may be activated, First Responders (fire, law enforcement, medical) may be mobilized and evacuations may begin. The CGA Emergency Plan and Crisis Center might also be activated.

Notification involves contacting emergency response personnel and public officials about actions they are to take, as well as details of the event. The CGA will work with its staff and member regional representatives to notify the appropriate grocer management about the situation. Notification means that a person is to

## CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES

take further, immediate actions such as reporting to a Regional Emergency Operations Center (**REOC**), contacting other store employees and initiating a store's specific emergency plan immediately.

First Responders, like fire and law enforcement, take immediate, specific actions when they are notified during a disaster. The same is true of CGA members who serve at the CGA Crisis Center or act as regional representatives.

Communities in California often refer to this phase as **Immediate Impact**. During this phase, emphasis is placed on saving lives, controlling the situation and minimizing the effects of the disaster. Immediate response actions are accomplished within the affected area by government, non-profit and some private agencies (including requests for mutual aid). During this phase, emergency instructions may be issued to the public by government, and CGA may provide additional guidance to member stores. All government-related response activities are coordinated through use of the Standardized Emergency Management System (**SEMS**) and the Incident Command System (**ICS**).

The CGS Emergency Call List is located in the CGA Crisis Procedures Manual. It is based upon the five SEMS Center functions used in disaster, which will be explained later in the Plan. The call list includes personnel and organizations supporting CGA members during disaster.

The Emergency Call List is organized into three tiers of contact: Alert, Warn and Notify. This ensures that contact is made at the appropriate stage of emergencies or disasters.

### ***B. Establishing Command***

#### ***1. Activation of the Plan***

The operations in this Plan are not implemented until the Plan is officially **activated**. Activation may happen when specific "triggers" are met and recognized by CGA and its member stores. In order to recognize the triggers the store manager needs to be aware of the store conditions and surrounding events, which is known as **situational awareness**. The suggested triggers for store Plan activation are found in Table 3. Please remember that as defined earlier, this Plan would not be activated for small incidents at a store or chain that might, for instance, be considered an industrial accident, or a management crisis. It might not even be activated for a larger event if the CGA members involved do not need assistance in their operations, or if government and non-profits are not expected to need membership support or information. For example, if the Governor proclaimed a State of Emergency because of a crop freezing or because of drought, CGA might not activate the CGA Emergency Plan. Triggers still allow for assessment and choices.

Once activation of the Plan begins, stores may be told to take action based on known disaster threats or occurrences. That is the alert and warning process. Warning is part of the process of helping members know about actual threats. The CGA Crisis Center will be important in the alerting and warning of members. They

## CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES

will also notify specific individuals who can respond with help for CGA members during and after a disaster.

### C. Communications Systems and Protocols

The ***Store Emergency Contact List*** (at the front of this Plan) for each store provides primary emergency phone number for critical supporting organizations and for the store's IC staff positions. This should be used to contact store IC staff with alerts, warnings and notifications to serve at the ICP. There should be at least two methods for reaching each critical contact.

All communications during an emergency should be:

- Factual
- Brief
- Focused on the immediate actions or needs
- Recorded, either in a logbook or on a phone record

Continuous lines of contact, such as between the store and the chain HQ, should be assigned to one position to ensure continuity of information.

Store, HQ and CGA communications should consist of a primary and at least two additional, redundant systems. Landline phones might be the primary system with cellular phones and Internet VOIP as backups. CB radios and other radio systems may be used, but HAM operations cannot be used for business response and recovery during an emergency. It is also valuable to map the location of any nearby pay phones. They are typically restored to operation before many other phone systems. A contact outside the state can also be used to transfer information. Long distance systems may allow calls out of the area when local call-switching is overwhelmed.

**CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES  
TABLE 3**

**POSSIBLE ACTIONS BY CGA AND MEMBERS**

**TRIGGER**

	Activate the Plan	Open CGA Crisis Center	Send CGA Reps to REOC(s) and/or SOC	Anticipate Requesting Government Assistance
An earthquake in California over 6.0 but less than 7.0 on the Richter scale	YES	MAYBE (depends on location and impact)	MAYBE	MAYBE
Any earthquake in or near California over 7.0 on the Richter Scale	YES	YES	YES	YES
Major county-wide flooding	YES	MAYBE (depends on location and impact)	MAYBE	MAYBE
Wildfire threatening any urban area	YES	MAYBE	MAYBE	MAYBE
Loss of electrical utilities to a major city or any county for more than 12 hours	YES	YES	YES (and contact utilities)	MAYBE
Dam break affecting any urban area	YES	YES	YES	YES
Riot in a major city	YES	YES	YES	YES
A major terrorist act in an urban area	YES	YES	YES	YES
A major hazmat disaster in an urban area	YES	MAYBE	MAYBE	MAYBE
A local emergency is declared by a County Board of Supervisors	MAYBE (depends on type of event)	MAYBE	MAYBE	MAYBE
Governor proclaims a State of Emergency	MAYBE (depends on type of event)	PROBABLY	PROBABLY	MAYBE
President declares a Disaster in California	YES	YES	YES	YES
State of War	YES	YES	YES	YES

## CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES

### D. Continuing Operations

The store IC should organize an Incident Action Plan (IAP) for each operational period (basically each shift) that contains only the most important information to help lead the store through response and into recovery. The IAP for the store is tactically oriented, looking inward at the challenges at the store while looking outward to EOCs for support. The store can use the formal **ICS Form 201** and **202** (see Common ICS Forms at the end of the Functional Annex section). The IAP directs ICP/store actions. Meanwhile, in the store HQ EOC and the CGA Crisis Center, the staff produce a strategic Emergency Action Plan (**EAP**), which focuses outward to coordinate resources and communications to support the needs of the store ICP.

### E. Field/EOC Direction and Control Coordination

Every store should have plans for a primary and several alternate Incident Command Post (**ICP**) locations to use when the plan is activated. Larger chains may also have a Headquarters (**HQ**) location for managing support for its stores. For the purposes of this Plan, the HQ facility will be called an Emergency Operations Center (**EOC**). It could also be called a crisis center, control center, war room or any number of other names. In all cases it is clear that the direction and control for tactical actions to be taken at the store site always remain with the IC at the store ICP. Other EOCs and support organizations do not control the decisions of the store IC to protect store staff and customers, the store and its contents, or the environment. There will likely be an IC for government operations as law enforcement, fire, EMS and other services arrive. At that point the store manager is not the “site” IC, but still has responsibility for the store operations in coordination with directions from the site IC.

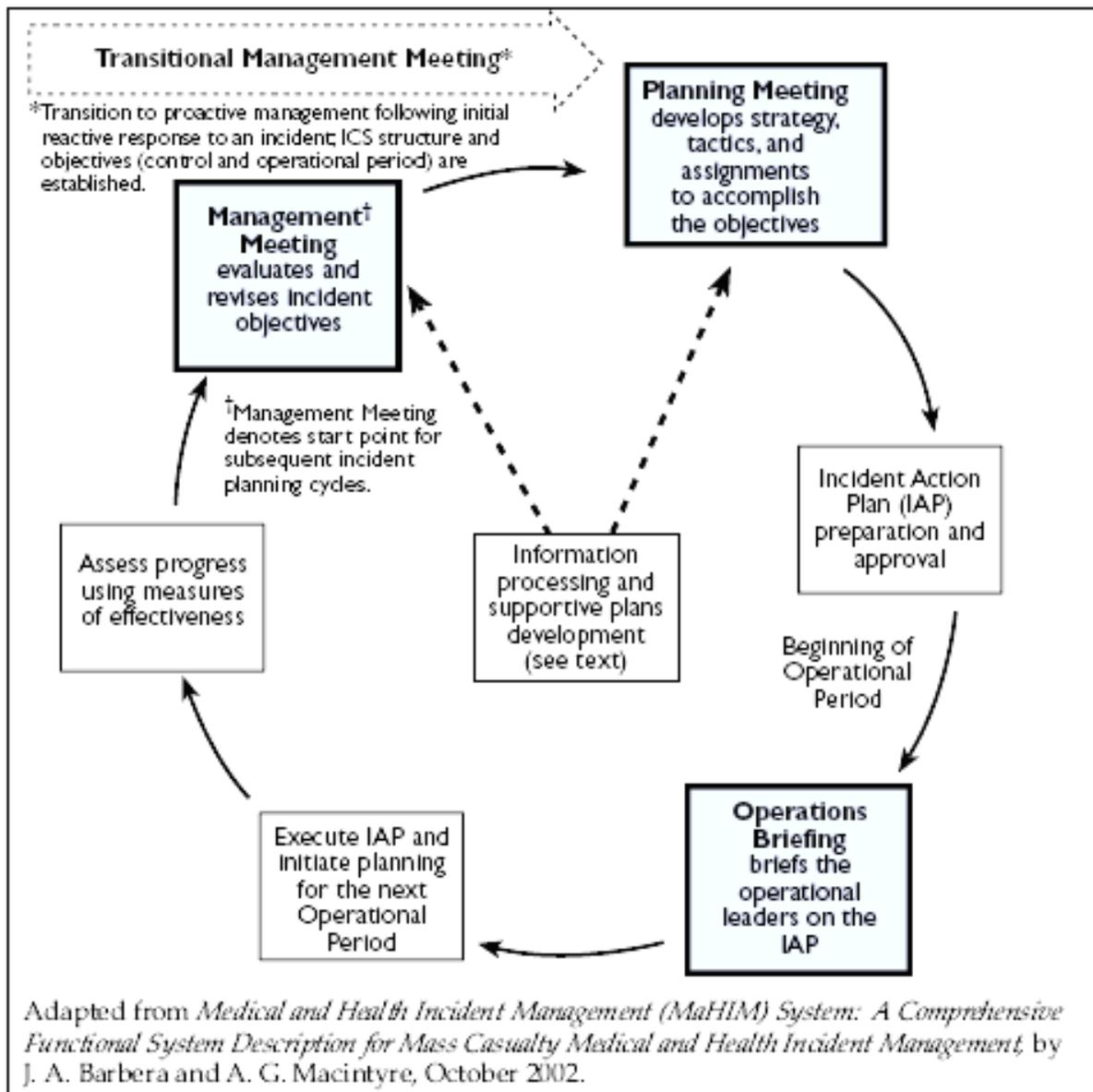
### F. Field/EOC Communication and Coordination

The process of moving from response toward recovery requires appropriate and continuous communication between the store and the HQ management. CGA will also be available in this loop to support the store’s need. A communications link, whether primary or backup, should be available between the field ICP and the HQ EOC at all times. However, information should only be sent when it is directly and immediately relevant to resolving the objectives in the Incident Action Plan (**IAP**) or when new developments occur.

The process of continuous monitoring and evaluation of the site situation is provided in regularly scheduled briefings held at least once during each operational period (usually a shift). They are brief, focused on the IAP, and allow for questions and answers with agreement on the time and method of the next briefing. A best practice is for the IC to lead the briefing through a prepared agenda so the meetings are kept on track and to the point. A time limit should also be set for briefings so they don’t interrupt with IC control at the ICP. **Figure 10, “Response Monitoring and Briefing Processes,”** summarizes the process of continual updating and monitoring of the response effort. **ICS Form 209, the Situation Status Report** (in the Plan Annex), should be completed each operational period (shift) by the Planning Section Chief and reviewed during shift turnovers, and also be sent to HQ and CGA.

**CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES**  
**Figure 10**

**Response Monitoring and Briefing Processes**



## CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES

### G. Store Field Coordination with HQ EOC and Other EOCs

The HQ EOC and other organization EOCs are responsible for providing support to the ICP. The EOCs may also coordinate strategies for ICPs when there are severe resource shortages. If many stores of the same chain are involved, each store has its own ICP, and the central store HQ should set up an EOC to act as the Area Command for all of the stores to interface with a city/county EOC. Or, if they are down, the Regional CGA representative should work with the State CalEMA REOC. If an Area Command is established by a HQ's EOC (when one or more stores are impacted and several ICPs are working), the EOC will provide area-wide strategies to all ICPs so that resources and IAP objectives are achieved with the resources available.

### H. Information Collection and Dissemination

CGA is establishing a redundant system of communications with and between its members. This may include the use of landline phones, cellular phones, pagers, faxes, e-mail, the CGA website and even satellite phones. In order to facilitate effective industry coordination, it is key to establish a system for processing important store information so that CGA is aware of the disaster impacts as well as government.

California has established essential communications support procedures between the Operational Areas (counties), the OES Regional Emergency Operations Centers, the State Operations Center and other state agencies to provide the information links for elements of the California Emergency Organization. Remember that businesses are also part of the California Emergency Organization (Figure 5).

This communications infrastructure includes the use of the Response Information Management System (**RIMS**), a statewide, uniform software system, and the California portion of the National Warning System. CGA believes that access to RIMS should allow better information to flow between the industry and government during disaster. It is now open to many private utility companies in California. With access to RIMS, CGA should be able to provide the latest information about disaster response being taken by any community in California. It is also a method for requesting resource support from government for stores that are in crisis and have no other recourse for support.

#### **What is the response information management system (RIMS)?**

The California Emergency Management Agency developed a software program for electronically sharing disaster information, such as:

- Situation reports
- Damage estimates
- Resource allocations and requests
- Other information developed at the state, regional, and Operational Area levels during disaster responses

## CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES

Local emergency management agencies can now use the RIMS program for resource requests, resource tracking, and other information exchanged between local governments, operational areas and the REOC. RIMS can be used between cities, special districts, and Operational Areas. When CGA has information posted on RIMS, all levels of government should see the status of the retail food industry.

### **What should CGA report on RIMS?**

By gathering information from the *Initial Damage Estimate Report (IDE) (Attachment 3)*, CGA can report the *accumulated amounts of damage* in a jurisdiction (city, county, region) to responding government agencies through RIMS. This allows government to evaluate how serious the losses are due to the disaster. This can help focus on the need for government resources to protect and assist stores in their recovery.

During a State of Emergency (proclaimed by the Governor), CGA should track accumulated losses to stores in the food industry for Level I and Level II damage.

#### **LEVEL I**

**Stores or warehouses that are or will be temporarily closed (less than 1 week) for cleanup and restocking or a temporary utility outage.**

#### **LEVEL II**

**Stores or warehouses that suffered structural damage and will be closed more than 1 week.**

CGA member stores in the disaster zone should complete the **Attachment 3, “Initial Damage Estimate Report,”** as soon as possible. They should then send this to store management who will share it with the nearest CGA Regional Representative and also fax it to the CGA Crisis Center. This information is needed for government agencies, law enforcement and the news media. ***Specific store information will not be shared with government or other store organizations. Data will be a compiled summary of all stores.***

When the Governor declares an emergency, CGA should ask the Governor to sign an executive order to lift the ban on night deliveries to stores.

CGA should notify the Federal and State Government of your damages including closure of stores. Both the Federal W. I. C. and food stamp agencies need to know which stores are open and closed for temporary distribution of W. I. C. and food stamps.

# CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES

## I. Resource Management

One of the most important concepts in NIMS (ICS and SEMS) is that resources must be used correctly and efficiently to respond to and eventually control the disaster threat. Resources are always limited. In large regional disasters and catastrophes there are always gaps between needs and available resources. Two important steps will help stores acquire the right resources from other organizations at the right time. First is identification of the types of resources needed; second is the use of a system to acquire those resources.

### 1. Resource Typing for Stores

The Federal Emergency Management Agency (**FEMA**) has identified over 100 resource “types” to use during emergencies. Their definitions take into consideration the characteristics of each resource:

- *Category* – function for which the resource is most useful (firefighting, law enforcement, health and medical, etc.)
- *Kind* – broad class of characterization, such as teams, personnel, equipment and supplies – metrics have been developed for each kind and are measurements of capability or capacity
- *Type* – measure of minimum capabilities to perform its function – Type 1 implies a higher capability than Type II.

Resources in the FEMA list are primarily government resources for fire, law enforcement, EMS, public works, etc. These are called Type 1 resources. Type II resources are those defined by government plans that are not in the FEMA list. Store resources would, unless exactly like a Type 1 resource, be Type II and named by the stores and described in their Plans. CGA can help stores to name their resources so they are similar between store chains.

The Situation Status Report, ICS Form 209, at the end of the Annex, was adapted for stores to track resources that stores may need to request through mutual aid.

### 1. Registering with CalEMA

Laws are now in place (see Laws and Regulations in the Appendix) that allow stores to register resources they are willing to share with government during responses to disasters in California. The law provides liability coverage for stores if the resources are identified and registered prior to the disaster. CGA supports this effort and can help member stores register these resources.

## CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES

### 2. Mutual Aid

Resource requests for response and recovery originate from the store. They may go directly to store management when a store has resources great enough to address its issues without outside assistance. The CGA Crisis Center can be the center of coordination when there is a request for resource assistance between CGA members.

Requests for government assistance start at the lowest level of government and are forwarded to the next level until filled. For example, if a store contacts the Emergency Operations Center (**EOC**) of an Operational Area (**OA**), and they are unable to provide the necessary requested assistance from within the county boundaries, the OA may contact State OES at the Regional Emergency Operations Center (**REOC**) and forward the request to state agencies for support.

When support requirements cannot be met with state resources, the state may request assistance from those federal agencies having statutory authority to provide assistance in the absence of Presidential Declarations. The state may also request a Presidential Declaration of an Emergency or Major Disaster under the provisions of the Robert T. Stafford Disaster Relief and Emergency Assistance Act, Public Law 93-288, as amended. Knowing the IDE report information from your store helps the State justify to the federal government that there are enough dollar losses to declare a federal disaster.

Again, the role of the CGA Crisis Center in resource acquisition is that of coordination of information. CGA cannot direct anyone or any agency to expend resources. CGA cannot purchase or request resources under its authority. CGA simply transmits requests from government to the retail food industry and from the retail food industry to government. This is depicted in Figures 11 and 12. ***The first level of service, always, is to provide information about resource requests between the CGA members so they can assist each other.***

FIGURE 11 COORDINATING REQUESTS FROM GOVERNMENT

# DISASTER REQUEST COORDINATION

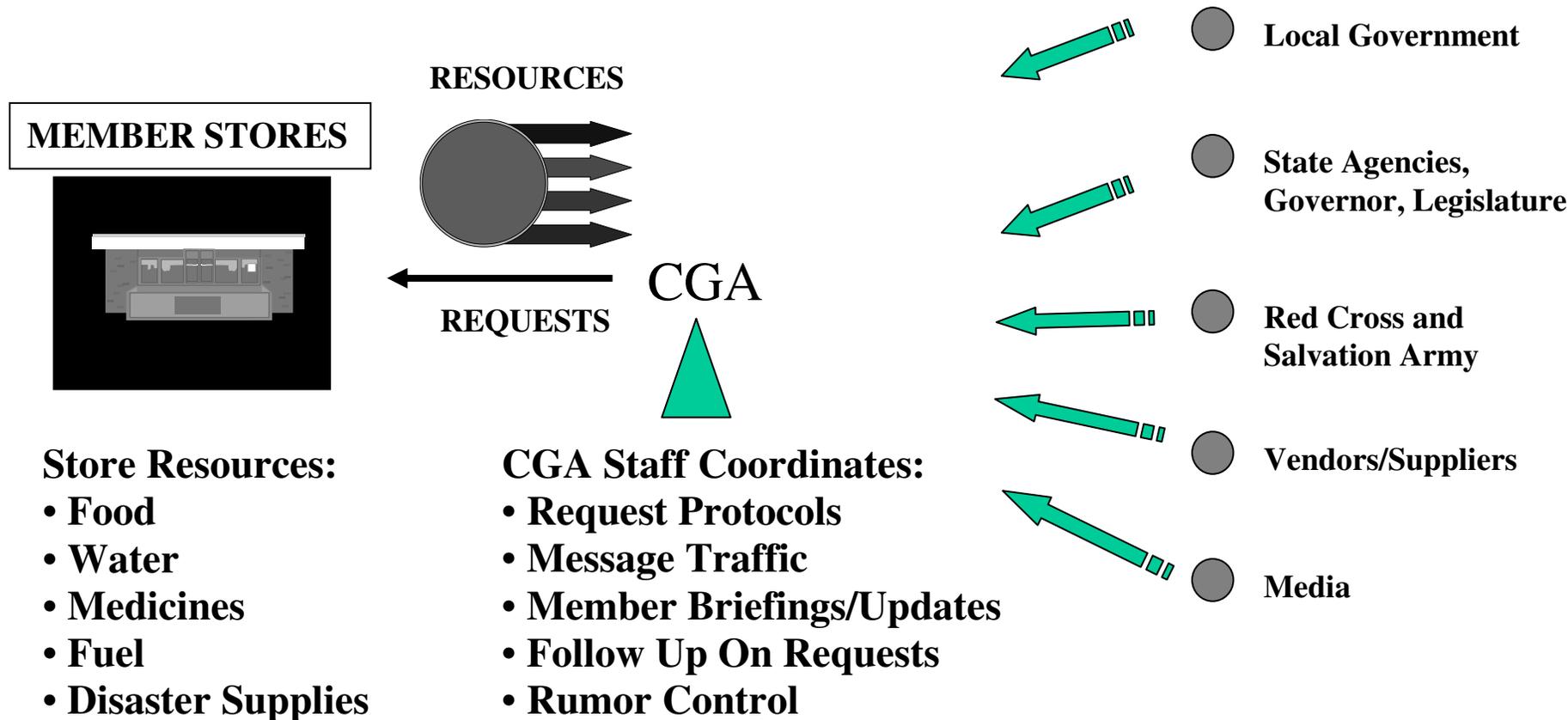
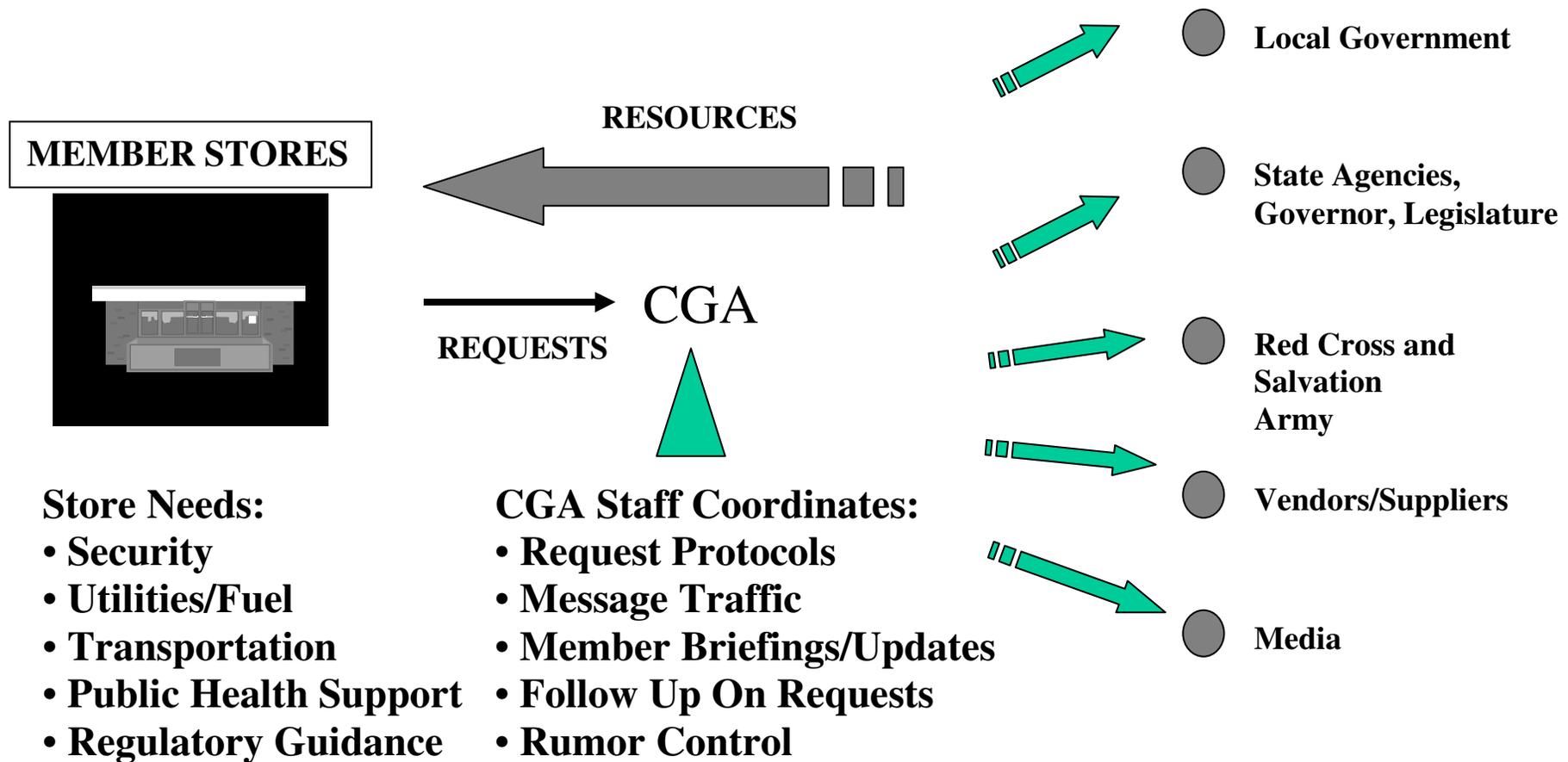


FIGURE 12 COORDINATING REQUESTS TO GOVERNMENT

# DISASTER REQUEST COORDINATION



## **J. Emergency Declarations and Proclamations**

The following information is from the California State Emergency Plan. Store management needs to understand the powers and authorities that governments may have over private resources, depending on the type and the level of government that has declared an emergency or disaster. This summary should help store ICs and HQ executives understand declaration and proclamation terminology and the importance of the different stages of each action.

### **Local Emergency Proclamation:**

A local governing body or designee may proclaim a Local Emergency if there is extreme peril to the safety of persons and property within the territorial limits of a county, city and county, or city where the declaring entity is overwhelmed and unable to abate an existing or potential emergency and requires resources from other unaffected political subdivisions and jurisdictions.

A Local Emergency provides local governing bodies with expanded emergency police powers and authorities, which include:

- Authorization to promulgate and suspend local orders and regulations necessary to provide for the protection of life and property
- Authority to acquire or commandeer supplies and equipment for public use
- Power to conduct and perform emergency response activities under emergency conditions with broadened immunities from legal liability for performance or failure of performance

### **Request for the Governor to Proclaim a State of Emergency:**

When emergency conditions exceed, or have the potential to exceed, local resources and capabilities, local government may request state assistance under the California Emergency Services Act (**ESA**). The formal request may be included in the original emergency proclamation or as a separate document. The request must be received within ten days of the event.

### **Proclamation of a State of Emergency:**

The Governor proclaims a State of Emergency based on the formal request from the local governing body and the recommendation of CalEMA. If conditions and time warrant, the Governor drafts and signs a formal State of Emergency Proclamation.

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The Governor has expanded emergency powers during a proclaimed State of Emergency. The Governor:

- Has the right to exercise police power, as deemed necessary, vested in the State Constitution and the laws of California within the designated area
- Is vested with the power to use and commandeer public and private property and personnel, to ensure all resources within California are available and dedicated to the emergency when requested
- Can direct all state agencies to utilize and employ personnel, equipment and facilities for the performance of any and all activities designed to prevent or alleviate actual and threatened damage due to the emergency and can direct them to provide supplemental services and equipment to political subdivisions to restore any services in order to provide for the health and safety of the residents of the affected area
- May make, amend or rescind orders and regulations during an emergency and temporarily suspend any non-safety-related statutes, ordinances, regulations or rules that impose restrictions on the emergency response activities

### **Governor's Proclamation of a State of Emergency Without a Local Request:**

A request from the local governing body is not always necessary for the Governor to proclaim a State of Emergency. The Governor can proclaim a State of Emergency if the safety of persons and property in California are threatened by conditions of extreme peril or if the emergency conditions are beyond the emergency response capacity and capabilities of the local authorities.

### **State Request for a Presidential Declaration:**

When it is clear that State capabilities will be exceeded, the Governor can request Federal assistance, including assistance under the Robert T. Stafford Disaster Relief and Emergency Assistance Act (Stafford Act). The Stafford Act authorizes the President to provide financial and other assistance to state and local governments, certain private non-profit organizations, and individuals to support response, recovery and mitigation efforts following Presidential emergency or major disaster declarations.

### **Presidential Declaration of Emergency or Major Disaster:**

The President of the United States can declare an Emergency or Major Disaster under the Robert T. Stafford Disaster Relief and Emergency Assistance Act (42 USC §5121 et seq.), thereby providing federal government resources to support the states' response and recovery activities. While Presidential Declarations under the Stafford Act release federal resources and funding to support response and recovery, federal

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agencies may also provide assistance under other authorities or agreements that do not require a Presidential Declaration.

### **Proclamation of a State of War Emergency:**

In addition to a State of Emergency, the Governor can proclaim a State of War Emergency whenever California or the nation is attacked by an enemy of the United States, or upon receipt by California of a warning from the federal government indicating that such an enemy attack is probable or imminent. The powers of the Governor granted under a State of War Emergency are commensurate with those granted under a State of Emergency.

## **K. Emergency Public Information**

During an emergency, stores have a responsibility to distribute information about the emergency to keep the public informed about what has happened, the actions of stores to provide services or recovery operations and to summarize the expected outcomes of the emergency actions during response and recovery.

Emergency public information consists of the processes, procedures and systems to communicate timely and accurate information by accessible means and in accessible formats on the incident's cause, impact and current store situation to the public, responders and additional stakeholders (both directly affected and indirectly affected).

Emergency public information must be coordinated and integrated as part of the Joint Information System (**JIS**) through the CGA, store HQ, and local jurisdictions, agencies and organizations; and with other private-sector partners as well as non-profits.

Emergency public information includes processes, procedures and organizational structures required to gather, verify, coordinate and disseminate timely and accurate information.

Emergency public information must be accessible to ensure effective communication for people who are deaf/hard of hearing, blind/low vision or deaf/blind. Considerations should be made for other special needs such as foreign language users.

## VI. Recovery

### A. Overview

Recovery is the process of stores returning to normal operation (utilities, phones, computers and data management, cash registers, deliveries, parking, credit card services, staffing, etc.). Effective recovery also requires planned coordination. Some larger store chains may already have a separate manual just for the business recovery process in a Business Recovery Plan (**BCP**). This discussion is a basic overview of the policies CGA believes its members should follow, at a minimum, to make recovery successful.

### B. Organization

There is no clearly defined separation between response and recovery. Recovery operations should begin as soon as possible. A successful recovery starts at the moment of impact. The first action requires assessing the actual amount of damage to people and property through an **Initial Damage Estimate (IDE) Report** (see **Attachment 3**). The IDE should be sent to the store main office for insurers as soon as possible after people are safe. The IDE should also be sent to CGA soon after that during disasters so CGA can forward the overall total loss amount to CalEMA. This helps the State to justify a State of Emergency or request federal assistance. A store's local government may also request this information.

The tasks for recovery are different from response, but they can be carried out at the same time as response is still in progress. Larger chains may have enough staff to organize a separate recovery organization that works in coordination with the response organization. Most stores should probably use the same staff for response and recovery.

The ICS structure should be continued during recovery. People involved in disaster recovery in California have found in the past that ICS helped the recovery process work just as efficiently as response. In addition, stores should have prior agreements in place for recovery services they might need, such as construction, communications, plumbing, shelving and personnel. Strong relations with vendors prior to an event are critical, especially when larger, regional events tax resources.

### C. Damage Assessment

The store IC, should evaluate the personnel and infrastructure losses from the disaster. The IDE Report should be filled out as soon as people are safe and treated. If there is any issue about the integrity of the store structure, complete estimates for the IDE Report from outside the building

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at a safe distance. When a qualified building inspector is available, follow the directions from Appendices, Part I, Store Action Guides, ***Building Inspection***. Share the IDE Report with your store's main office for their insurer's review, and then send a copy to CGA if it is clear the event will probably be a disaster, or has already been declared a disaster.

### D. Recovery

Recovery operations are divided into two parts: The first is short term, as people always come first, and the second is the store facility.

#### 1. Personnel Considerations

A substantial effort should be made immediately to support store personnel who have been traumatized by the disaster. This may require paid leave time for counseling. This may also mean allowing some staff time off to repair their own homes and deal with personal loss and grief. Temporary staffing may be required from other stores outside the disaster area, or from temporary hiring firms. Do not expect store personnel to work at their pre-disaster levels of skill until they have had time to process the trauma. This includes store management. Businesses that ignore this support encounter loss of employee productivity, increases in employee personal issues and often loss of key staff.

#### 2. Facility Repair

This involves restoring the building capabilities, including:

- Basic building integrity—doors, walls, roofing, ventilation, lighting and shelving—see Appendices, Part I, Store Action Guides, *Building Inspection*
- Power—both electric and gas
- Heating, ventilation and air conditioning
- Water and sewer
- Refrigeration for food—see Appendices, Part I, Store Action Guides, *Food Contamination*
- Lighting (inside and outside)
- Phone service and ATM lines
- Computer operations

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- Cashier operations
- Security systems
- Fire safety systems and alarms
- Access from surface streets
- Parking for customers and vendors

The Finance and Administration Section should work closely with the Store Incident Commander (Manager) to find funds to pay for damage repairs through insurance companies, the store chain offices and even the Small Business Administration loan center (if there is a federally declared disaster).

### 3. Long-Term Recovery

Long-term recovery involves returning the store back to normal pre-disaster levels of service. Long-term considerations include:

- Developing a recovery team either at the store or in the store chain
- Implementing strategies to fund recovery operations
- Attracting customers back to the store through advertising campaigns and post-disaster specials
- Continuing to support the emotional and financial needs of store personnel, while giving them credit for sacrifices they made to make recovery work
- Performing hazard prevention and mitigation efforts to reduce impacts on the store from future, similar events
- Updating store emergency plans, procedures and training
- Writing reports to store management and CGA about lessons learned that can be shared with other members, so all members can be better prepared for the next disaster

It is critical that careful cost documentation is performed early during response and throughout recovery. Stores should develop checklists for recovery operations to ensure this accountability is maintained. This may be required for some insurance reimbursement. Records of these costs should be stored for auditing and reference for at least three years after recovery is complete. The store manager should officially inform the store staff and then the community when the store is recovered and fully operational.

### **E. Critical Infrastructure and Key Resources Restoration**

In smaller events there is typically little challenge to acquiring the kinds of services and materials needed to recover the store's critical infrastructure (as listed in short-term recovery). However, in larger events, especially regional catastrophes like a large earthquake or flood, the resources may be limited, in demand and costly. Each store should prepare a list of the most important resources it will need for long-term recovery. It is in the store's best interest to then make formal agreements with the providers of these resources and services before the event to ensure the store will be served if the vendor has access to the needed resources. Setting fixed prices for certain goods and services each year can also reduce "add-ons" when a vendor wants to pass along their own disaster losses to their clients. For the most critical recovery elements, such as refrigeration, the store should consider having multiple vendor agreements in case a vendor is also out of business due to the disaster. Having a local, regional and out of state vendor for the most critical infrastructure recovery is a sound practice.

### **F. Disaster Assistance**

Each store must understand when it has reached its limits for recovery from each level of assistance available to the store. Early recognition helps the store move quickly to the next level of support. However, jumping ahead beyond proven need may jeopardize support. For example, if a local water main breaks and floods the front of a store, the manager should not go immediately to local government and ask for an emergency declaration. That is not effective and will not build trust with local government authorities. Disaster assistance processes should be tested through brief tabletop exercises with stores, store HQ executive management and CGA. Local government representatives or their input to these activities are valuable.

### **G. Documentation**

The store is responsible for preparing a system for capturing all costs associated with disaster operations, both response and recovery. These may be used for insurance reimbursement, and to justify application for SBA loans after a federal disaster declaration. When a local or state government has used a store resource (e.g., refrigeration units, trucks, pallets, etc.), documentation is critical for reimbursement from government for the use/maintenance/repair encumbered as a result of that use. The records should be stored at least three years after the recovery is complete and all indebtedness is repaid from outside sources, including loans from SBA or banks.

# CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES

## 1. After-Action Reports

Every store should work with their main offices to produce a brief After-Action Report (**AAR**) after response is clearly finished and well into the recovery phase. The report should include:

- A timeline of major events that involved the store, from the beginning of the incident through the stage of recovery at the time of the AAR—this includes major decisions by store management and government
- Losses to the store—including injuries and death, infrastructure damage, loss of product and loss of other valuable assets
- Impacts on the community from interruption or loss of the store, including lost wages, taxes and food availability, and any chemical releases from the store that affected the environment
- Total estimated financial losses—including losses of sales, staff income and product losses
- Actions the store management and staff took through their ICS structure
- Support received by government, non-profits, other stores and CGA
- Lessons learned from the event (what worked well and what needs improvement)
- Gaps that occurred in the capability to respond and recover—these should be very specific regarding resources, planning, training, communications, coordination with other organizations, etc.
- Course of Action—what the store plans to do in the future, including updating plans and procedures, training, prevention, mitigation and any final recovery efforts—resolution of identified gaps should be included
- It is valuable to include photos of the damage and the recovery, as well of names of people and agencies who supported response and recovery

The report should be stored with the cost records and a copy sent to CGA for its files.

**ATTACHMENT 3**

**INITIAL DAMAGE ESTIMATE (IDE) Report**

**PLEASE PRINT**

DATE \_\_\_\_\_ TIME \_\_\_\_\_ COMPANY \_\_\_\_\_

DISASTER NAME/NUMBER OR TYPE \_\_\_\_\_

DATE OF ORIGINAL DAMAGE \_\_\_\_\_

**PLEASE FAX THIS REPORT TO THE CGA CRISIS CENTER AS SOON AS POSSIBLE**

**Fax (916) 448-2793**

REPORTED BY: \_\_\_\_\_

TELEPHONE NUMBER \_\_\_\_\_ FAX NUMBER \_\_\_\_\_

NAME OF STORE \_\_\_\_\_

STREET ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_ COUNTY \_\_\_\_\_

STORE TELEPHONE NUMBER \_\_\_\_\_ STORE FAX NUMBER \_\_\_\_\_

**DAMAGE SUMMARY**

**STRUCTURAL: (Brief Description)**

**REPAIR COSTS ESTIMATE**

Roof \_\_\_\_\_ \$ \_\_\_\_\_

Walls \_\_\_\_\_ \$ \_\_\_\_\_

Ceiling \_\_\_\_\_ \$ \_\_\_\_\_

Flooring \_\_\_\_\_ \$ \_\_\_\_\_

Electrical wiring \_\_\_\_\_ \$ \_\_\_\_\_

Plumbing/fire suppression/gas lines \_\_\_\_\_ \$ \_\_\_\_\_

Windows and doors \_\_\_\_\_ \$ \_\_\_\_\_

Shelving \_\_\_\_\_ \$ \_\_\_\_\_

Refrigeration \_\_\_\_\_ \$ \_\_\_\_\_

Parking area \_\_\_\_\_ \$ \_\_\_\_\_

Exterior lighting \_\_\_\_\_ \$ \_\_\_\_\_

**SUB-TOTAL (STRUCTURAL ONLY)**      **—————>**      **\$** \_\_\_\_\_

**NON-STRUCTURAL**

Cleanup \_\_\_\_\_ \$ \_\_\_\_\_

Restocking \_\_\_\_\_ \$ \_\_\_\_\_

Missing Carts \_\_\_\_\_ \$ \_\_\_\_\_

Missing Palettes \_\_\_\_\_ \$ \_\_\_\_\_

**SUB-TOTAL (NON-STRUCTURAL ONLY)**      **—————>**      **\$** \_\_\_\_\_

**TOTAL ALL COSTS**      **—————>**      **\$** \_\_\_\_\_

## **VII. Prevention and Mitigation**

### **A. Prevention**

Prevention is accomplished when the store management takes actions to avoid an incident or intervenes to stop an incident from occurring. For store operations, prevention involves actions to protect lives and property. It involves applying intelligence and other information to a range of activities that may include such countermeasures as deterrence operations; heightened inspections; improved surveillance and security operations; investigations to determine the full nature and source of the threat; food safety enforcement; immunizations of store personnel; and assisting law enforcement operations aimed at deterring, preempting, interdicting or disrupting illegal activity when such activities relate to store business. Prevention is typically an applied process of ongoing activities.

CGA members can ensure that prevention is successful if they:

- Identify past losses to the store during disaster and try to identify the reason for those losses
- Evaluate neighboring business operations to identify new or changing threats that might impact store operations (i.e., this chemical storage data can be provided by local fire services or the administering agency for hazardous materials)
- Involve store personnel in monthly walkthroughs to identify potential problem areas on store property such as:
  - Improper storage of crating or boxes
  - Incorrect proximity of fuel or vehicles with LPG tanks
  - Improperly marked hazardous materials
  - Poor or improper lighting (security risk)

Store management can also integrate prevention and preparedness through use of:

- Weather radios in the store
- Staff training to recognize the meaning of local sirens

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- Ties to local government for phone notifications during disaster on automatic warning systems
- First-aid training of staff
- Community Emergency Response Team (**CERT**) programs so the store is a recognized member of community response and recovery support
- Memorandum of Understanding (**MOU**) and other agreements for back-up power supplies
- Guidance and ideas on prevention from the central office, CGA, local and state government and the Federal Emergency Management Agency

### **B. Mitigation**

Mitigation is any action of a long-term, permanent nature that reduces the actual or potential risk of loss of life or property from a hazard that is a known risk. An example would be building permanent containment walls near the sides of a store on a side hill to prevent mudslides or hillside sloughing, or to divert runoff from rain or melting snow to reduce flood risks. Installing special resistant glass on storefronts is also a permanent installation. Mitigation projects sometimes take substantial planning, funding and collaboration with community organizations.

CGA does not have a direct responsibility for mitigation. CGA staff may, however, provide information for store management to consider mitigation, based on best practices. For example, providing details of how a store in a flood-prone area worked with local officials to improve storm drains in their community as part of the community's National Flood Insurance Program, or specifics on how a store in an earthquake zone found new ways to permanently strengthen shelving to reduce risks to customers and loss of stock.

### **C. Use of Store Business Impact Analysis**

Larger store systems should have a business continuity plan already in place. The store's BCP has a section called the Business Impact Analysis (**BIA**). This part of the BCP identifies specific threats to business operations by their nature, timing, degree of impact and what business processes would be most seriously interrupted. Stores can use the BIA to identify opportunities for both prevention and mitigation.

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### D. Outreach

Sometimes prevention can be accomplished through coordinated efforts with the general community and specifically with store customers. A good example is providing food-safety instructions with products. An example is the guidance for deep frying turkeys during Thanksgiving, which is a source of many house fires across the country. Another example is supporting vaccinations for influenza before flu season and providing hand-cleansing sites for customers entering the store. All of this is outreach that helps reduce threats not just at the store, but within the community it serves.

## VIII. Administration, Finance and Logistics

CGA headquarters' staff are responsible for providing preparedness tools for its members. Such tools include this Plan, fact sheets and updates provided throughout the year, opportunities to attend training courses in person or online and fax updates when critical new information becomes available, such as legislation or court cases that change how stores need to prepare.

CGA staff also prepare by making the Crisis Center ready for operation in Sacramento, and in the alternative Crisis Center in Burbank. CGA also maintains its own emergency procedures and training for headquarters staff, as well as equipment and supplies needed to operate the CGA Crisis Centers. CGA should also work closely with its Emergency Planning Committee to verify and update the emergency phone list each year. CGA also acts as a representative for its members in the Business and Utilities Operations Center (**BUOC**) in the CalEMA State Operations Center (**SOC**) in Sacramento during declared disasters.

Each member store has responsibility for maintaining its own emergency program. Many stores may already have specific guidance for preparedness from their central office. This EOP is not meant to replace specific plans already in place, but rather to ensure there is a statewide consistency among members. Members need to prepare and implement their specific store plans, staff training, response equipment and outside agreements using the CGA EOP as a guide. For example, the use of the Damage Estimate Report, the ICS structure, the coordination through Regional CGA representative, and the coordination with the CGA Crisis Center for information and resource requests.

# CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES

## A. Emergency Operations Plan Development

CGA Executive staff work directly with a Loss Prevention Committee to continually improve the safe operations of CGA member companies. The Loss Prevention Committee is comprised of leading safety and emergency management experts from a cross-section of CGA member stores. CGA and the Committee work through several drafts and reviews of all revisions to the Plan.

The EOP and SOPs of this Plan are reviewed on an annual basis for thoroughness and compliance. Full revisions of the Plan are only scheduled outside of the three-year revision cycle when major changes are required. Changes in the Plan ensure that store guidance results in the best possible outcomes. Items that may require revision include:

- Major changes in laws and regulations
- New compliance guidance for emergency management operations
- Changes in organizations such as CGA and its members
- Changes in supporting government organizations
- Emerging threats that require creation of new or revised SOPs
- Input from member stores and CGA management for specific changes

## B. Standard Operations Procedures (SOP) Development

SOPs are developed by the same process as the overall Plan, but may be updated more often as emerging threats occur or strategy for existing threats have to be changed based on new lessons learned. It is the decision of CGA Executive staff and the Loss Prevention Committee to change the content of the existing SOPs.

## C. Plan Maintenance

CGA will update the EOP and SOPs at least every three years to ensure the documents are relevant and in compliance with current laws and regulations, as well as best practices. CGA is responsible for identification of funding to complete the maintenance, revision and distribution of the CGA EOP and SOPs.

## CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES

Every member store should update its plans and procedures regularly, especially the contact list at the beginning of the EOP. This is absolutely necessary for emergency staffing and support. Funding for this process is part of each store's overhead for operations.

### **D. Plan Distribution**

CGA and the Loss Prevention Committee are responsible for the identification of store members and other organizations that will receive copies of the Plan and its revisions. CGA makes the Plan available through controlled access on its website, and through direct distribution of electronic copies when appropriate. Printed copies of the Plan should be created by the store members and shared with their teams and management. Distribution dates and tracking of those receiving the Plan are noted on the *Distribution Record* in the Foreword of the Plan.

### **E. Training**

Each store is responsible for the formal training of its management and staff based on the contents of the Plan and other procedures the stores may use to protect their operations, e.g., safety plans, BCP, business recovery, etc. CGA can provide, as funds allow, additional limited regional training if requested through the Loss Prevention Committee and its store members. Other training is also available for related topic areas, like ICS, through local government, CalEMA and FEMA. CGA recommends that stores take advantage of all training opportunities. Training records should be kept by each store for each person who completed any specific training related to this Plan. Those records should be maintained permanently as a record of store operations.

### **F. Drills and Exercises**

Drills are small practice sessions of specific elements in emergencies. Testing the emergency lighting, holding fire drills, practicing a CPR situation for a customer and testing back-up generators are all drill applications. Exercises are larger events that may be low-key discussions using a scenario at a table called a tabletop exercise; a functional exercise where store management and the team actually meet and play out a realistic scenario with an ICS structure, or a field exercise where actual events are played out with movement within and outside the store, sometimes with outside agencies. This might happen in a large exercise with a city and county for events like a terrorism event, earthquake, or major flooding.

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Drills and exercises require resources to complete, but the results are always better during response and recovery when store personnel have had both training and exercise experiences. The Plan is the basis for a store's program. Training provides information and understanding. Drills and exercises make the ideas work and make them real for the participants. It is a proven standard that during a crisis, people always return to their most recent or best training.

# CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES

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## IX. Glossary

### A. Acronyms

AAR	After Action Report
ADAA	Americans with Disabilities Act Amendments
ARC	American Red Cross
ASAP	Association of Sacramento Area Planners
BIA	Business Impact Analysis
BCP	Business Continuity Plan
BICEPP	Business and Industry Council for Emergency Preparedness
BRMA	Business Recovery Managers Association
BRP	Business Recovery Plan
BUOC	Business and Utility Operations Center
CalEMA	California Emergency Management Agency
CALTRANS	California Department of Transportation
CCR	California Code of Regulations
CERT	Community Emergency Response Team
CGA	California Grocers Association
COG	Continuity of Government
CONOPS	Concept of Operations
COOP	Continuity of Operations Plan
CPG	Comprehensive Preparedness Guide
CPR	Cardio-Pulmonary Resuscitation
CRA	California Resiliency Alliance
DFO	Disaster Field Office
DHS	Department of Health Services (California)
DHS	Department of Homeland Security (U.S.)
EAP	Emergency Action Plan
EAS	Emergency Alert System
EMAC	Emergency Management Assistance Compact
EMAP	Emergency Management Assessment Program
EOC	Emergency Operations Center
EOP	Emergency Operations Plan
EPA	Environmental Protection Agency
EPAW	Emergency Partnership Advisory Workgroup (California)
EPP	Emergency Planning and Procedures Manual
ERD	Emergency Resource Directory

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ESA	Emergency Services Act
ESF	Emergency Support Function
FEMA	Federal Emergency Management Agency
HQ	Headquarters
HSPD	Homeland Security Presidential Directive
IAEM	International Association of Emergency Managers
IAP	Incident Action Plan
IC	Incident Commander
ICP	Incident Command Post
ICS	Incident Command System
IDE	Initial Damage Estimate
IIPP	Injury and Illness Prevention Plans
IPAWS	Integrated Public Alert and Warning System (IPAWS)
JIC	Joint Information Center
JIS	Joint Information System
MAC	Multi-Agency Coordination
MOU	Memorandum of Understanding
NEMA	National Emergency Management Association
NFIP	National Flood Insurance Program
NFPA	National Fire Protection Association
NGO	Non-Government Organization
NIMS	National Incident Management System
NIST	National Institute of Standards and Technology
NRF	National Response Framework
OA	Operational Area
OES	Office of Emergency Services (County or City)
PIO	Public Information Officer
REOC	Regional Emergency Operations Center
RIMS	Response Information Management System
SBA	Small Business Administration
SEMS	Standardized Emergency Management System
SOC	State Operations Center
SOP	Standard Operating Procedures
TSA	The Salvation Army
UASI	Urban Area Strategic Initiative
VOAD	National Voluntary Organizations Active in Disasters

# CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES

## B. Definitions

Source: California State Emergency Plan, July 2009 and FEMA Standard Definitions

**After-Action Report (AAR):** A report that examines response actions, application of SEMS, modifications to plans and procedures, training needs and recovery activities.

**All-Hazards:** Any incident, natural or manmade, that warrants action to protect life, property, environment, public health or safety and minimize disruptions of government, social or economic activities.

**California Disaster and Civil Defense Master Mutual Aid Agreement (MMAA):** An agreement entered into by and between the State of California, its various departments and agencies and the various political subdivisions, municipal corporations and public agencies of the State of California to assist each other by providing resources during an emergency. Mutual Aid occurs when two or more parties agree to furnish resources and facilities and to render services to each other in response to any type of disaster or emergency.

**California Emergency Services Act (ESA):** An Act within the California Government Code to insure that preparations within the state will be adequate to deal with natural, man-made, or war-caused emergencies that result in conditions of disaster or extreme peril to life, property and the natural resources of the state, and generally to protect the health and safety and preserve the lives and property of the people of the state.

**Catastrophe:** Any natural or man-made incident, including terrorism that results in extraordinary levels of mass casualties, damage or disruption severely affecting the population, infrastructure, environment, economy, national morale and/or government functions.

**Command:** The act of directing, ordering or controlling by virtue of explicit statutory, regulatory or delegated authority.

**Command/Management:** Command is responsible for the directing, ordering and/or controlling of resources at the field response level. Management is responsible for overall emergency policy and coordination at the SEMS EOC levels.

**Command Staff:** The Command Staff at the SEMS field level consists of the Information Officer, Safety Officer and Liaison Officer. They report directly to the Incident Commander. They may have an assistant or assistants, as needed. These officers are also found at the EOC levels in SEMS and they report directly to the EOC Director and comprise the Management staff. They may have an assistant or assistants, as needed.

## CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES

**Common Terminology:** Normally used words and phrases, which avoids the use of different words/phrases for same concepts and provides consistency to allow diverse incident management and support organizations to work together across a wide variety of incident management functions and hazard scenarios.

**Communications:** Process of transmission of information through verbal, written or symbolic means.

**Continuity of Government (COG):** Activities that address the continuance of constitutional governance. COG planning aims to preserve and/or reconstitute the institution of government and ensure that a department or agency's constitutional, legislative and/or administrative responsibilities are maintained. This is accomplished through succession of leadership, the pre-delegation of emergency authority, and active command and control during response and recovery operations.

**Continuity of Operations (COOP):** Planning should be instituted (including all levels of government) across the private sector and non-governmental organizations as appropriate, to ensure the continued performance of core capabilities and/or critical government operations during any potential incident.

**Coordination:** The process of systematically analyzing a situation, developing relevant information and informing appropriate command authority of viable alternatives for selection of the most effective combination of available resources to meet specific objectives. The coordination process (which can be either intra- or inter-agency) does not involve dispatch actions. However, personnel responsible for coordination may perform command or dispatch functions within the limits established by specific agency delegations, procedures, legal authority, etc. Multi-agency or inter-agency coordination is found at all SEMS levels.

**Coordination Center:** Term used to describe any facility that is used for the coordination of agency or jurisdictional resources in support of one or more incidents.

**Corrective Actions:** Implementing procedures that are based on lessons learned from actual incidents or from training and exercises.

**Critical Infrastructure:** Systems and assets, whether physical or virtual, so vital to the United States that the incapacity or destruction of such systems and assets would have a debilitating impact on security, national economic security, national public health or safety, or any combination of those matters.

**Cyber Threat:** An act or threat that poses potentially devastating disruptions to critical infrastructure, including essential communications such as voice, email and Internet connectivity.

## CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES

**Cyber Security:** The protection of data and systems in networks that are connected to the Internet, including measures to protect critical infrastructure services. These services may include essential communications such as voice, email and Internet connectivity.

**Demobilization:** The orderly, safe and efficient return of an incident resource to its original location and status.

**Disaster:** A sudden calamitous emergency event bringing great damage loss or destruction.

**Emergency:** Any incident(s), whether natural or man-made, that requires responsive action to protect life or property. Under the Robert T. Stafford Disaster Relief and Emergency Assistance Act, an emergency means any occasion or instance for which, in the determination of the President, federal assistance is needed to supplement state and local efforts and capabilities to save lives and to protect property and public health and safety, or to lessen or avert the threat of a catastrophe in any part of the United States.

**Emergency Management Assistance Compact (EMAC):** A congressionally ratified organization that provides form and structure to interstate mutual aid. Through EMAC, a disaster-affected state can request and receive assistance from other member states quickly and efficiently, resolving two key issues upfront: liability and reimbursement.

**Emergency Management Community:** The stakeholders in emergency response in California including the residents of California, the private sector and federal, state, local and tribal governments.

**Emergency Operations Center (EOC):** The physical location at which the coordination of information and resources to support incident management (on-scene operations) activities normally takes place. An EOC may be a temporary facility or may be located in a more central or permanently established facility, perhaps at a higher level of organization within a jurisdiction. An EOC may be organized by major functional disciplines (e.g., fire, law enforcement, medical services), by jurisdiction (e.g., federal, state, regional, tribal, city, county) or some combination thereof.

**Emergency Operations Plan (EOP):** The ongoing plan maintained by various jurisdictional levels for responding to a wide variety of potential hazards.

**Emergency Resource Directory (ERD):** A directory containing information on agency or organization personnel emergency certifications and qualifications and vendor and support organization supplies, equipment, etc. that may be needed during an emergency. Supplies and equipment can include such items potable

## CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES

water tenders, portable toilets, heavy equipment, prepared meals, bulk foodstuffs, cots, rental office trailers, etc. To the extent possible and when appropriate, equipment should be typed by capability according to a common and accepted typing schematic. Emergency resource directories should only include those items likely to be needed by the preparing agency or organization in the performance of their duties and should not attempt to include everything that may be needed in any emergency.

**Emergency Response Personnel:** Personnel affiliated with or sponsored by emergency response agencies.

**Evacuation:** Organized, phased and supervised withdrawal, dispersal or removal of civilians from dangerous or potentially dangerous areas and their reception and care in safe areas.

**Finance/Administration Section:** The section responsible for all administrative and financial considerations surrounding an incident or EOC activation.

**Function:** Function refers to the five major activities in ICS: Command, Operations, Planning, Logistics and Finance/Administration. The same five functions are also found at all SEMS EOC levels. At the EOC, the term Management replaces Command. The term function is also used when describing the activity involved (e.g., the planning function). A sixth function, Intelligence/Investigations, may be established, if required, to meet emergency management needs.

**Hazard:** Something that is potentially dangerous or harmful, often the root cause of an unwanted outcome.

**Incident:** An occurrence or event, natural or man-made, that requires a response to protect life or property. Incidents can include major disasters, emergencies, terrorist attacks, terrorist threats, civil unrest, wild-land and urban fires, floods, hazardous materials spills, nuclear accidents, aircraft accidents, earthquakes, hurricanes, tornadoes, tropical storms, tsunamis, war-related disasters, public health and medical emergencies, and other occurrences requiring an emergency response.

**Incident Action Plan (IAP):** An oral or written plan containing general objectives reflecting the overall strategy for managing an incident. It may include the identification of operational resources and assignments. It may also include attachments that provide direction and important information for management of the incident during one or more operational periods. At the SEMS EOC level it is called the EOC Action Plan.

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**Incident Command:** Responsible for overall management of the incident and consists of the Incident Commander, either single or unified command, and any assigned supporting staff.

**Incident Commander (IC):** The individual responsible for all incident activities, including the development of strategies and tactics and the ordering and the release of resources. The IC has overall authority and responsibility for conducting incident operations and is responsible for the management of all incident operations at the incident site.

**Incident Command Post (ICP):** The field location where the primary functions are performed. The ICP may be co-located with the incident base or other incident facilities.

**Incident Command System (ICS):** A standardized on-scene emergency management construct specifically designed to provide for the adoption of an integrated organizational structure that reflects the complexity and demands of single or multiple incidents, without being hindered by jurisdictional boundaries. ICS is the combination of facilities, equipment, personnel, procedures and communications operating within a common organizational structure, designed to aid in the management of resources during incidents. It is used for all kinds of emergencies and is applicable to small as well as large and complex incidents. ICS is used by various jurisdictions and functional agencies, both public and private, to organize field-level incident management operations.

**Information:** Pieces of raw, unanalyzed data that identifies persons, evidence or events; or illustrates processes that specify the occurrence of an event. May be objective or subjective and is intended for both internal analysis and external (news media) application. Information is the “currency” that produces intelligence.

**Intelligence:** Product of an analytical process that evaluates information collected from diverse sources, integrates the relevant information into a cohesive package and produces a conclusion or estimate. Information must be real, accurate and verified before it becomes intelligence for planning purposes. Intelligence relates to the specific details involving the activities of an incident or EOC and current and expected conditions and how they affect the actions taken to achieve operational period objectives. Intelligence is an aspect of information. Intelligence is primarily intended for internal use and not for public dissemination.

**Interoperability:** Allows emergency management/response personnel and their affiliated organizations to communicate within and across agencies and jurisdictions via voice, data or video-on-demand, in real-time, when needed and when authorized.

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**Integrated Public Alert and Warning System (IPAWS):** IPAWS is the nation's next-generation infrastructure of alert and warning networks expanding upon the traditional audio-only radio and television Emergency Alert System (EAS) by providing one message over more media to more people before, during and after a disaster.

**Joint Information Center (JIC):** A facility established to coordinate all incident-related public information activities. It is the central point of contact for all news media. Public information officials from all participating agencies should co-locate at the JIC.

**Joint Information System (JIS):** Integrates incident information and public affairs into a cohesive organization designed to provide consistent, coordinated, accurate, accessible, timely and complete information during crisis or incident operations. The mission of the JIS is to provide a structure and system for developing and delivering coordinated interagency messages; developing, recommending and executing public information plans and strategies on behalf of the IC; advising the IC concerning public affairs issues that could affect a response effort; and controlling rumors and inaccurate information that could undermine public confidence in the emergency response effort.

**Jurisdiction:** A range or sphere of authority. Public agencies have jurisdiction at an incident related to their legal responsibilities and authority. Jurisdictional authority at an incident can be political or geographical (e.g., federal, state, tribal and local boundary lines) or functional (e.g., law enforcement, public health).

**Key Resources:** Any publicly or privately controlled resources essential to the minimal operations of the economy and government.

**Liaison:** A form of communication for establishing and maintaining mutual understanding and cooperation.

**Liaison Officer:** A member of the Command staff (Management staff at the SEMS EOC levels) responsible for coordinating with representatives from cooperating and assisting agencies or organizations. At SEMS EOC Levels, reports directly to the EOC Director and coordinates the initial entry of Agency representatives into the Operations Center and also provides guidance and support for them as required.

**Local Government:** According to federal code a county, municipality, city, town, township, local public authority, school district, special district, intrastate district, council of governments, regional or interstate government entity, or agency or instrumentality of a local government; an Indian tribe or authorized tribal entity, or in Alaska a Native village or Alaska Regional Native Corporation; a rural community, unincorporated town or village, or other public entity.

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**Logistics:** Providing resources and other services to support incident management.

**Logistics Section:** The section responsible for providing facilities, services and material support for an incident or EOC activation.

**Mitigation:** Provides a critical foundation in the effort to reduce the loss of life and property from natural and/or manmade disasters by avoiding or lessening the impact of a disaster and providing value to the public by creating safer communities. Mitigation seeks to fix the cycle of disaster damage, reconstruction and repeated damage. These activities or actions, in most cases, will have a long-term sustained effect.

**Mobilization:** The process and procedures used by all organizations—federal, state, tribal and local—for activating, assembling and transporting all resources that have been requested to respond to, or support, an incident.

**Multi-agency or Inter-agency Coordination:** The participation of agencies and disciplines involved at any level of the SEMS organization working together in a coordinated effort to facilitate decisions for overall emergency response activities, including the sharing of critical resources and the prioritization of incidents.

**Multi-agency Coordination Group (MAC Group):** Typically, administrators/executives or their appointed representatives, who are authorized to commit agency resources and funds, are brought together. MAC Groups may also be known as multi-agency committees, emergency management committees or as otherwise defined by the System. The group can provide coordinated decision making and resource allocation among cooperating agencies and may establish the priorities among incidents, harmonize agency policies, and provide strategic guidance and direction to support incident management activities.

**Mutual Aid Agreements and/or Assistance Agreements:** Written or oral agreements between and among agencies/organizations and/or jurisdictions that provide a mechanism to quickly obtain emergency assistance in the form of personnel, equipment, materials and other associated services. The primary objective is to facilitate rapid, short-term deployment of emergency support prior to, during and/or after an incident.

**Mutual Aid Region:** A mutual aid region is a subdivision of CalEMA established to assist in the coordination of mutual aid and other emergency operations within a geographical area of the state, consisting of two or more Operational Areas.

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**National Incident Management System (NIMS):** Provides a systematic, proactive approach guiding government agencies at all levels, the private sector and non-governmental organizations to work seamlessly to prevent, protect against, respond to, recover from and mitigate the effects of incidents, regardless of cause, size, location or complexity, in order to reduce the loss of life or property and harm to the environment.

**National Response Framework (NRF):** A guide to how the nation conducts all-hazards incident management.

**Non-governmental Organization (NGO):** An entity with an association that is based on the interests of its members, individuals or institutions. It is not created by a government, but it may work cooperatively with the government. Such organizations serve a public purpose, not a private benefit. Examples of NGO include faith-based charity organizations and the American Red Cross.

**Officer:** 1) The ICS title for the personnel responsible for the Command staff (Management staff at EOC) positions of Safety, Liaison and Public Information. 2) One who holds an office or post; especially one elected or appointed to a position of authority or trust in a corporation, government, institution, etc.

**Operational Area (OA):** An intermediate level of the state emergency organization, consisting of a county and all other political subdivisions within the geographical boundaries of the county.

**Operational Period:** The time scheduled for executing a given set of operation actions, as specified in the Incident Action Plan. Operational periods can be of various lengths, although they usually last 12-24 hours.

**Operations Section:** The section responsible for all tactical incident operations and implementation of the Incident Action Plan. In ICS, it normally includes subordinate branches, divisions and/or groups. At the SEMS EOC levels the section is responsible for the coordination of operational activities. The Operations Section at an EOC contains branches, groups or units necessary to maintain appropriate span of control.

**Planning Section:** The section responsible for the collection, evaluation and dissemination of operational information related to the incident or EOC activities and for the preparation and documentation of the IAP or EOC action plan respectively. This section also maintains information on the current and forecasted situation and on the status of resources assigned to the incident or EOC activation.

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**Preparedness:** A continuous cycle of planning, organizing, training, equipping, exercising, evaluating and taking corrective action in an effort to ensure effective coordination during incident response. Within NIMS, preparedness focuses on the following elements: planning, procedures and protocols, training and exercises, personnel qualification and certification, and equipment certification.

**Prevention:** Actions to avoid an incident or to intervene to stop an incident from occurring. Prevention involves actions to protect lives and property. It involves applying intelligence and other information to a range of activities that may include such countermeasures as deterrence operations; heightened inspections; improved surveillance and security operations; investigations to determine the full nature and source of the threat; public health and agricultural surveillance and testing processes; immunizations, isolation, or quarantine; and, as appropriate, specific law enforcement operations aimed at deterring, preempting, interdicting or disrupting illegal activity, and apprehending potential perpetrators and bringing them to justice.

**Private Sector:** Organizations and entities that are not part of any governmental structure. The private sector includes for-profit and not-for-profit organizations, formal and informal structures, commerce and industry.

**Protocols:** Sets of established guidelines for actions (which may be designated by individuals, teams, functions or capabilities) under various specified conditions.

**Public Information:** Processes, procedures and systems for communicating timely, accurate and accessible information on the incident's cause, size and current situation; resources committed; and other matters of general interest to the public, responders and additional stakeholders (both directly affected and indirectly affected).

**Public Information Officer (PIO):** A member of the Command staff (Management staff at the SEMS EOC levels) responsible for interfacing with the public and media, and/or with other agencies with incident-related information requirements.

**Recovery:** The development, coordination and execution of service- and site-restoration plans; the reconstitution of government operations and services; individual, private-sector, nongovernmental and public assistance programs to provide housing and to promote restoration; long-term care and treatment of affected persons; additional measures for social, political, environmental and economic restoration; evaluation of the incident to identify lessons learned; post-incident reporting; and development of initiatives to mitigate the effects of future incidents.

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**Recovery Plan:** A plan developed to restore the affected area or community.

**Region Emergency Operations Center (REOC):** Facilities found at CalEMA Administrative Regions. REOCs provide centralized coordination of resources among Operational Areas within their respective regions and between the Operational Areas and the state level.

**Reimbursement:** Provides a mechanism to recoup funds expended for incident-specific activities.

**Resource Management:** Efficient emergency management and incident response requires a system for identifying available resources at all jurisdictional levels to enable timely and unimpeded access to resources needed to prepare for, respond to, or recover from an incident. Resource management under NIMS includes mutual aid agreements and assistance agreements; the use of special federal, state, tribal and local teams; and resource mobilization protocols.

**Resources:** Personnel and major items of equipment, supplies and facilities available or potentially available for assignment to incident operations and for which status is maintained. Resources are described by kind and type and may be used in operational support or supervisory capacities at an incident or at an EOC.

**Response:** Activities that address the short-term, direct effects of an incident. Response includes immediate actions to save lives, protect property and meet basic human needs. Response also includes the execution of EOP and of mitigation activities designed to limit the loss of life, personal injury, property damage and other unfavorable outcomes. As indicated by the situation, response activities include applying intelligence and other information to lessen the effects or consequences of an incident; increased security operations; continuing investigations into nature and source of the threat; ongoing public health and agricultural surveillance and testing processes; immunizations, isolation or quarantine; and specific law enforcement operations aimed at preempting, interdicting or disrupting illegal activity, and apprehending actual perpetrators and bringing them to justice.

**Response Personnel:** Includes federal, state, territorial, tribal, sub-state regional and local governments, private sector organizations, critical infrastructure owners and operators, NGO and all other organizations and individuals who assume an emergency management role. Also known as an Emergency Responder.

**Safety Officer:** A member of the Command staff (Management staff at the SEMS EOC levels) responsible for monitoring incident operations and advising the IC on all matters relating to operational safety, including the health and safety of emergency responder personnel. The Safety Officer may have assistants.

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**Section:** The organizational level having responsibility for a major functional area of incident or EOC Management (e.g., Operations, Planning, Logistics, Finance/Administration) and Intelligence/ Investigations (if established).

**Situation Report:** Often contain confirmed or verified information regarding the specific details relating to the incident.

**Span of Control:** The number of resources for which a supervisor is responsible, usually expressed as the ratio of supervisors to individuals. (Under NIMS, an appropriate span of control is between 1:3 and 1:7, with optimal being 1:5.)

**Stafford Act:** The Robert T. Stafford Disaster Relief and Emergency Assistance Act establishes the programs and processes for the federal government to provide disaster and emergency assistance to states, local governments, tribal nations, individuals and qualified private non-profit organizations. The provisions of the Stafford Act cover all-hazards including natural disasters and terrorist events. Relevant provisions of the Stafford Act include a process for governors to request federal disaster and emergency assistance from the President. The President may declare a major disaster or emergency.

**Standard Operating Procedure (SOP):** Complete reference document or an operations manual that provides the purpose, authorities, duration and details for the preferred method of performing a single function or a number of interrelated functions in a uniform manner.

**Standardized Emergency Management System (SEMS):** A system required by California Government Code and established by regulations for managing response to multi-agency and multi-jurisdictional emergencies in California. SEMS consists of five organizational levels, which are activated as necessary: Field Response, Local Government, Operational Area, Region and State.

**State Operations Center (SOC):** The SOC is operated by the California Emergency Management Agency at the State Level in SEMS. It is responsible for centralized coordination of state resources in support of the three CalEMA Administrative Regional Emergency Operations Centers. It is also responsible for providing updated situation reports to the Governor and legislature.

**Strategy:** The general plan or direction selected to accomplish incident objectives.

**Technical Assistance:** Support provided to state, tribal and local jurisdictions when they have the resources but lack the complete knowledge and skills needed to perform a required activity (e.g., mobile-home park design or hazardous material assessments).

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**Technical Specialists:** Personnel with special skills that can be used anywhere within the SEMS organization. No minimum qualifications are prescribed, as technical specialists normally perform the same duties during an incident that they perform in their everyday jobs and they are typically certified in their fields or professions.

**Terrorism:** Under the Homeland Security Act of 2002, terrorism is defined as activity that involves an act dangerous to human life or potentially destructive of critical infrastructure or key resources; is a violation of the criminal laws of the United States or of any state or other subdivision of the United States in which it occurs; and is intended to intimidate or coerce the civilian population, or influence or affect the conduct of a government by mass destruction, assassination or kidnapping. See Section 2 (15), Homeland Security Act of 2002, Public Law 107\_296, 116 Stat. 2135 (2002).

**Threat:** An indication of possible violence, harm or danger.

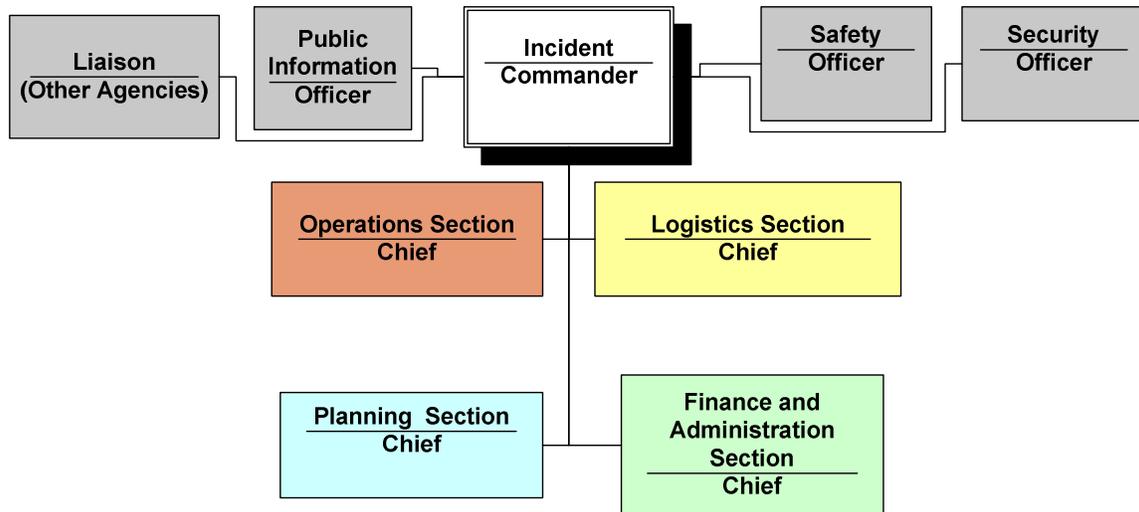
**Type:** 1) An ICS resource classification that refers to capability. Type 1 is generally considered to be more capable than Types 2, 3 or 4, respectively, because of size, power, capacity or, in the case of incident management teams, experience and qualifications. 2) A class, kind or group sharing one or more characteristics; category. 3) A variety or style of a particular class or kind of things.

**Unified Command:** An ICS application used when more than one agency has incident jurisdiction or when incidents cross political jurisdictions. Agencies work together through the designated members of the UC, often the senior person from agencies and/or disciplines participating in the UC, to establish a common set of objectives and strategies and a single IAP.

**Vital Records:** The essential agency records that are needed to meet operational responsibilities under national security emergencies or other emergency or disaster conditions (emergency operating records), or to protect the legal and financial rights of the government and those affected by government activities (legal and financial rights records).

**Volunteer:** For purposes of NIMS, a volunteer is any individual accepted to perform services by the lead agency (which has authority to accept volunteer services) when the individual performs services without promise, expectation or receipt of compensation for services performed. See 16 U.S.C. 742f(c) and 29 CFR 553.101.

## FUNCTIONAL ANNEXES



### SUMMARY OF STORE ICS SECTION BASIC RESPONSIBILITIES

#### **Management (IC and All Officers)**

- Coordinate Damage and Recovery Information with Store Executives
- Direct Actions to Move the Store Back to Full Operation from Response to Recovery
- Coordinate with Media on Scene
- Perform Oversight of Safety and Security Issues that could Harm People
- Request Technical Information from Specialists
- Coordinate Information and Requests for Assistance with and from Government

#### **Operations**

- Coordinate with Fire, Law Enforcement and Medical Responders
- Assist Store Personnel Impacted by the Disaster
- Ensure Food/Water Safety
- Coordinate Donations
- Organize and Direct Building Inspection
- Shut Down and/or Re-establish Utilities
- Control of Hazardous Materials
- Establish Hazard Mitigation to ensure the Store is not Further Damaged, or Harms Others
- Establish Plans to Recover the Store
- Supervise the Repair, Staffing and Resupply of the Store

# CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES

## **Planning**

- Report Response or Recovery Status
- Complete and Send Initial Damage Estimate Reports
- Gather and File Documentation
- Perform Advance Planning
- Perform Technical Information Research

## **Logistics**

- Establish and Maintain Communications and Computer Support
- Identify Transportation Support
- Identify and Acquire Personnel for Staffing
- Perform Procurement of Materials and Resources for Response and Recovery
- Arrange for Alternate Store Facilities if Store Building is Unusable
- Perform Resource Tracking
- Establish Mail and Courier Services

## **Finance/Administration**

- Collect Time Reports
- Verify Logistics Ability for Procurement
- Process Compensation and Claims
- Perform Cost Accounting
- Complete Initial Damage Estimate Report Record-keeping

***Commonly Used ICS Forms*** list (linked to location on Internet for copying) appears at the end of the Functional Annex, and includes copies of ICS Forms 201, 202 and 209.

**CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES**

**STORE ICS FUNCTIONAL POSITIONS AND RESPONSIBILITIES CHART**

FUNCTIONS	STORE IC/ Deputy	PIO	Safety Officer	Liaison Officer	Security Officer	Operations	Planning	Logistics	Finance & Admin
EVENT MANAGEMENT AT THE STORE	PRIMARY	SUPPORT	SUPPORT	SUPPORT	SUPPORT	SUPPORT	SUPPORT	SUPPORT	SUPPORT
ADVANCE PLANNING	SUPPORT	SUPPORT	SUPPORT	SUPPORT	SUPPORT	SUPPORT	PRIMARY	SUPPORT	SUPPORT
ALERTING & WARNING	PRIMARY	SUPPORT			SUPPORT	SUPPORT	SUPPORT		
CASUALTY MANAGEMENT		SUPPORT	PRIMARY		SUPPORT	SUPPORT		SUPPORT	
DAMAGE ASSESSMENT				SUPPORT	SUPPORT	SUPPORT	SUPPORT	PRIMARY	
DAMAGE CONTROL			PRIMARY		SUPPORT	SUPPORT		SUPPORT	
DEMOBILIZATION	PRIMARY	SUPPORT	SUPPORT	SUPPORT		SUPPORT	SUPPORT	SUPPORT	SUPPORT
DOCUMENTATION/RECORDS			SUPPORT	SUPPORT		SUPPORT	SUPPORT	SUPPORT	PRIMARY
ADMINISTRATION	SUPPORT	SUPPORT	SUPPORT	SUPPORT	SUPPORT	SUPPORT	SUPPORT	SUPPORT	PRIMARY
EXPENDITURE TRACKING			SUPPORT			SUPPORT	SUPPORT	SUPPORT	PRIMARY
FACILITIES MANAGEMENT	SUPPORT		SUPPORT					PRIMARY	
FAMILY RELATIONS		SUPPORT	PRIMARY						
IT & TELECOMMUNICATIONS					SUPPORT	SUPPORT	SUPPORT	PRIMARY	
LODGING			SUPPORT					PRIMARY	SUPPORT
MATERIALS AND SUPPLY								PRIMARY	SUPPORT
OPERATION RESTORATION	SUPPORT	SUPPORT	SUPPORT			PRIMARY	SUPPORT	SUPPORT	SUPPORT
PUBLIC & EMPLOYEE INFORMATION	SUPPORT	PRIMARY	SUPPORT				SUPPORT	SUPPORT	SUPPORT
RECOVERY PLANNING	SUPPORT	SUPPORT	SUPPORT	SUPPORT		SUPPORT	PRIMARY	SUPPORT	SUPPORT
RESPONDER LIAISON	SUPPORT	SUPPORT		PRIMARY	SUPPORT				
RELOCATION	SUPPORT	SUPPORT	SUPPORT	SUPPORT		SUPPORT	SUPPORT	PRIMARY	SUPPORT
SAFETY			PRIMARY		SUPPORT			SUPPORT	
SECURITY			SUPPORT	SUPPORT	PRIMARY		SUPPORT	SUPPORT	
SITUATION ANALYSIS	SUPPORT	SUPPORT	SUPPORT	SUPPORT		SUPPORT	PRIMARY	SUPPORT	SUPPORT
TRAFFIC CONTROL			SUPPORT		SUPPORT	SUPPORT	SUPPORT	PRIMARY	
TRANSPORTATION			SUPPORT	SUPPORT		SUPPORT	SUPPORT	PRIMARY	
VITAL RECORDS							SUPPORT	PRIMARY	SUPPORT

# CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES

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### **I. Command**

The following are the command positions a store manager may staff, as needed, to support response and recovery in an event. Personnel should not be assigned unless they have had training for that position. Command Section for a store might include the Store Incident Commander (and a Deputy for larger, more complex events), Public Information Officer (PIO), Safety Officer, Security Officer (which may be combined with the Safety Officer for smaller stores) and Liaison Officer.

## Store Incident Commander

### *Primary Roles:*

- Alert, Warning and Notification
- Event Management
- Demobilization
- Call for and support Multiple Organization Coordination

***(In Government ICS this is Multi-agency Coordination or MAC)***

### *Support Roles:*

- Advance Planning
- Alerting and Warning
- Administration
- Facilities Management
- Operations Restoration
- Responder Liaison
- Public and Employee Information
- Recovery Planning
- Relocation
- Situation Analysis

## CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES

### STORE IC

ACTIVATION DUTIES	
	Determine the status of the threat and where you are in the event, using the Immediate Actions checklist.
	Activate the Plan based on the conditions (triggers) and notify store staff to report to the location of the ICP for their ICS duties.
	Announce that you are in charge and direct that the needs of those injured are tended to immediately with first aid. You may have to move or evacuate people.
	Ensure the ICP is set up and ready for operations, including habitability. Is it safe? Decide if there is a need to evacuate or shelter-in-place.
	Establish a sign-in sheet for the operational period once the ICP is established.
	Direct the ICP personnel to complete their initial actions checklists, after obtaining a short briefing from Section Chiefs to develop an initial Incident Action Plan (IAP).
	Call HQ management when you know you are activated and operational. If you have to evacuate the store, tell HQ where you are going and when the ICP is set up.
	Review the IC's responsibilities in the checklist.
	Open a logbook of your activities. If you have a Deputy, have them keep it current.
	Determine communications. Once they are established as adequate, assign Logistics to keep them operating along with a backup method.
	When the threat is identified, use the threat checklists to start taking actions.
	Schedule an action planning meeting for the first operational period with your Command staff and the Section Chiefs. Use ICS Forms for completing an IAP.
	Determine what resources the ICP needs, including more staff.
	Track your actions to assess the situation and take actions to protect people, the store and the environment.
	Estimate emergency duration and intensity to develop the next Operational Period.
	Plan for shift operations of 12-hour durations if the event will last more than a day.
	Request more store ICP support personnel for extended operations.

OPERATIONAL PERIOD DUTIES	
	Receive a briefing from the existing store IC if you are the new Operational Period IC. Ensure you review the IAP and the latest Situation Status Report.
	Establish and maintain contacts with the store HQ and other organizations. HQ will maintain contact with CGA.
	Confer with the Command staff and Section Chiefs in an incident action planning meeting to establish goals and objectives to manage the event. Use the ICS Forms to complete all the information for the IAP, and distribute the final.
	Cooperate and coordinate with First Responders if they arrive at the store. Give the site IC title to the First Responder IC, but maintain charge of store staff as the store IC. Log the directions and instructions to the store given by the responder Site IC.
	Continue to use the objectives from the IAP to manage store actions at the ICP.
	Ensure the store HQ is regularly informed by sending Situation Status Reports from the Planning Section Chief after your review and approve the contents.

## CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES

### **STORE IC (continued)**

OPERATIONAL PERIOD DUTIES (continued)	
	If possible, hold a telephone conference call once-per-shift with HQ staff and CGA.
	Review any information the PIO is going to release about the store.
	Prepare and brief the relief ICP staff at shift change. Use the IAP and Situation Status Report to complete the briefing. Only leave when the replacement IC is briefed.
	Sign out of the ICP after briefing your replacement and leaving a current phone number.

DEACTIVATION DUTIES	
	Downgrade ICP activation to reduce staffing when practical, based on the situation reports and with the current Section Chief's agreement.
	Authorize deactivation of sections when they are no longer required. Ensure Section Chiefs debrief any section staff and secure their logbooks.
	Notify the store chain HQ EOC or management that the ICP is closing, and HQ will inform the CGA Crisis Center and other related centers (if the ICP was working in coordination with them).
	Collect copies of logbooks and critical records from ICP personnel for the critique and the After-Action Report.
	Note incomplete actions to be cleared after deactivation as the store goes into Recovery.
	Deactivate the ICP and close out your own logs.
	Sign out on the official ICP sign out sheet.
	Leave a phone number where you can be reached.
	Inform HQ management that your position and the ICP are deactivated.
	File your notes and the logbooks for After-Action Reports, reviews and analyses.
	Establish a time, date and place for an Incident Critique.
	Ensure all ICP management positions and Section Chiefs attend the critique.
	Ensure an After-Action Report is completed and sent to HQ. HQ will send a copy to CGA.

### **HOW TO DETERMINE THINGS ARE RETURNING TO NORMAL**

- Threat conditions may persist, but are stable and no longer worsening. People, the store and the environment are no longer in any immediate danger.
- Normal communications are restored and stable.
- The Store HQ requests the deactivation of the ICP.
- No further resources are needed.
- The event critique is scheduled.
- An After-Action Report is requested, and must be developed and recorded.
- Lessons Learned are identified for making corrections to the operations.

## CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES

### STORE DEPUTY IC

ACTIVATION DUTIES	
	Have initial briefing with the store IC (see ICS Form 201 at the end of the Annex).
	Review the Deputy IC's responsibilities checklist and take over the IC logbook.
	Stay in position near the IC to assist with log entries and other duties as assigned.
	Meet with the Logistics Section Chief to establish the status of internal and external communications capabilities, and discuss alternatives. Brief the IC if there will be any problems with communications during response or recovery.
	Track the events separately in the log after assigning a name for the emergency. Let the ICP staff know what the event is called. Local government may have another event name if it is a large disaster; use that name when you know it.
	Track the action objectives from the IAP (using inputs from the Section Chiefs) to help evaluate how complete they are for the IC. Brief the IC frequently.
	Give the update on the status of the objectives to the Planning Section Chief during the IAP meeting.
	Identify a shift replacement for your position with the Logistics Section Chief.
	Attend and record all meetings called by the IC. Record the main points, especially the objectives and primary decisions made by the store.

OPERATIONAL PERIOD DUTIES	
	Ensure that Planning Section holds action planning meetings called by the IC, and then attend them.
	Continue to maintain the IC log book, and assume the IC duties when requested.
	Determine if there are any problems in communicating with outside organizations. Assign the Logistics Chief to fix communications problems.
	Keep notes to brief your replacement at change of shift.
	Sign out of the ICP after briefing your replacement and leaving a phone number.

DEACTIVATION DUTIES	
	Be sure that any ongoing Deputy IC responsibilities will be completed.
	Coordinate with the IC to close down the Deputy IC function.
	Close out your logbook.
	Determine what follow-up actions might be required and inform the IC.
	Sign out of the ICP and inform the store HQ management that your position is deactivated and so is the ICP.
	Leave a phone number where you can be reached.
	Help compile all the logbooks and notes for the After-Action Report.
	Attend the event critique.
	Assist in preparing the After-Action Report if requested.

## **Public Information Officer**

*Primary Role:*

- Public and Employee Information

*Support Roles:*

- Event Management (Store information)
- Advance planning
- Alerting and warning
- Demobilization of staff and the DOC
- Administrative support
- Family relations
- Restoration
- Recovery Planning
- Responder liaison (with television media and other reporting PIOs from other organizations)
- Relocation
- Situation Analysis

## CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES

### **PUBLIC INFORMATION OFFICER (PIO)**

ACTIVATION DUTIES	
	Sign in when you arrive at the ICP.
	Report to the IC or Deputy IC and obtain a briefing on the situation.
	Review the Public Information Officer's responsibilities checklist and open a chronological logbook of your activities.
	Monitor radio stations and television (if available) regarding coverage of the event.
	Meet with the Logistics Section Chief to get access to communications.
	Track events of public information significance at the IC's briefings and from the Situation Status Reports. Record that information in your log.
	Get estimates of the time for completing critical activities.
	Meet with any media arriving at the store site or who want to talk to store management. Coordinate brief statements by the IC, if absolutely necessary.
	Attend and monitor the meetings held by the IC with the Section Chiefs.

OPERATIONAL PERIOD DUTIES	
	Confer with the IC about the information available and when it is appropriate for release. Also confer with the HQ PIO and CGA as needed.
	Confer with the Section Chiefs and other staff. Obtain and provide information the Department's stakeholders need to know. Stakeholders might include: <ul style="list-style-type: none"> <li>• Employees—through Human Resources phone calls, e-mail, website, newsletters, etc.</li> <li>• Store customers—per directions of the Operations Section Chief</li> <li>• Media who may cover the event</li> <li>• Local/state government agencies other than regulators—with the Liaison</li> <li>• Vendors</li> <li>• Insurers</li> </ul>
	Prepare news releases, with IC approval, and advise media representatives of points-of-contact for follow-up stories.
	Determine if there are requirements to staff Public Information 24-7, and if so, request the support required to: <ul style="list-style-type: none"> <li>• Develop a media briefing schedule</li> <li>• Prepare briefing materials</li> <li>• Clear the releases with the IC</li> </ul>
	Assist the Logistics Chief to find a replacement PIO for the next shift.
	Keep notes to brief your relief at change of shift.
	Sign out of the ICP after briefing your replacement and leaving a current phone number.

## CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES

### **PUBLIC INFORMATION OFFICER (PIO) (continued)**

DEACTIVATION DUTIES
Coordinate with the IC for concurrence that you can begin to close down Public Information's functions.
Ensure that continuing media questions will be directed to Public Information at HQ.
Periodically brief the IC and Chiefs about issues raised by reporters and external situations the media are covering that are likely to affect the store response/recovery.
Attend and monitor IAP meetings to determine potential impacts and requirements for Public Information.
Use the information from broadcast media monitoring to develop follow-up news releases and rumor control. Continue to be alert for rumors and misinformation.
Provide copies of all news releases to the IC for approval.
Release at least one complete media news release once each operational period.
Ensure file copies are maintained of all information released.
Keep the IC or Deputy IC advised of all unusual requests for information and all major critical or unfavorable media comments. Provide an estimate of their impact and severity, and provide recommendations for action.
Complete detailed deactivation briefings with the IC or Deputy IC. Ensure in-progress activities are identified and that follow-up requirements are understood.
Sign out and inform the IC the position is deactivated.
Leave a phone number where you can be reached.
Ensure your comments and materials are made available to the IC for the After-Action Report.
Attend the event critique.
Assist with preparing the After-Action Report, if requested.

# CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES

## Safety Officer

### *Primary Roles:*

- Safety (facility and personnel)
- Casualty Management
- Damage Control
- Family Relations

### *Support Roles:*

- Event Management
- Advance Planning
- Casualty Management
- Damage Control
- Demobilization
- Administration
- Expenditure Tracking
- Facilities Management
- Family Relations
- Lodging
- Operation Restoration
- Public and Employee Information
- Recovery Planning
- Relocation
- Safety
- Security
- Situation Analysis
- Traffic Control
- Transportation

## CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES

### **SAFETY OFFICER**

ACTIVATION DUTIES	
	Sign in upon arrival at the ICP.
	Report to IC or Deputy IC and get a briefing on the situation.
	Review the Safety Officer's responsibilities checklist and open a chronological logbook of your activities.
	Establish a central worksite with access to phones for 911 calls and with a store emergency first-aid kit and fire extinguisher. Ensure the injured are cared for immediately and assist with evacuation or shelter-in-place as directed by the IC.
	Get communications access through the Logistics Section Chief, especially for connections to local medical response, the local Health Department, Cal OSHA and CalEPA.
	Track and address significant safety conditions by observation and from IC operational period briefings. Record your findings and actions in your log.
	Get estimates of the time for arrival of medical support if there are injuries, and ensure security is in place to direct arriving teams.
	Attend and monitor the IAP meetings.
	Coordinate assistance to people at the site with arriving EMS personnel.

OPERATIONAL PERIOD DUTIES	
	Confer with the IC about life-safety issues and dangers at the store, especially at the ICP.
	Talk to the Section Chiefs and other staff about safety issues.
	Give out safety information, which might include: <ul style="list-style-type: none"> <li>• Threatening weather reports and dangers from heat, cold, lightning, sunburn, etc.</li> <li>• Toxic chemical conditions and proper response to exposure</li> <li>• Recommendations to evacuate or shelter-in-place to the IC or Deputy IC</li> <li>• Physical threats to avoid after an earthquake, flood, fire, etc.</li> <li>• Family preparedness guides to ensure the employees' families are also prepared</li> <li>• How to watch for and avoid tripping hazards and slipping hazards</li> <li>• How to avoid back strain by lifting correctly, especially during emergencies</li> </ul>
	Determine if there are requirements to staff the Safety Officer position for 24-7.
	Assist the Logistics Chief to find a replacement Safety Officer for the next shift.
	Prepare safety reports, injury reports and insurance application reports each operational period.
	Keep notes to brief your relief at change of shift.
	Sign out of the ICP after briefing your replacement and leaving a current phone number.

## CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES

### SAFETY OFFICER (continued)

DEACTIVATION DUTIES	
	Coordinate with the IC for concurrence that you can begin to close down the Safety Officer's position. <b>A Safety Officer must remain in place as long as there is an ICP.</b>
	Ensure that continuing safety questions will be directed to the IC.
	Provide copies of all safety actions, reports and assessments to the IC.
	Ensure file copies are maintained for long-term issues of workers compensation and insurance.
	Sign out of the ICP and inform the IC you are deactivated.
	Leave a phone number where you can be reached.
	Ensure your comments and materials are made available to the IC for the After-Action Report.
	Attend the event critique.
	Assist with preparing the After-Action Report, if requested.

## **Liaison Officer**

*Primary Role:*

- Coordinate with External Organizations (especially First Responders)

*Support Roles:*

- Event Management
- Advance Planning
- Damage Assessment
- Demobilization
- Documentation/Records
- Recovery Planning
- Responder Liaison
- Relocation
- Security
- Situation Analysis
- Transportation

## CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES

### LIAISON OFFICER

ACTIVATION DUTIES	
	Sign in at the ICP.
	Report to IC or Deputy IC and get a briefing on the situation.
	Review the Liaison Officer's responsibilities checklist and open a chronological logbook of your activities.
	Establish a working position near the IC and Deputy IC so they can be reached immediately as outside requests and concerns come to the ICP from other organizations.
	Meet with the Logistics Section Chief to get access to outside communications.
	Establish communications with any arriving First Responders.
	Establish communications with local governments, non-profits and CGA as needed.
	Attend all IC briefings and monitor the situation status reports. Record critical contacts with outside organizations in your log.
	Get estimates of the time for store recovery you can share with concerned outside agencies. Ensure this is in agreement with what the PIO is releasing.
	Attend and monitor IAP meetings.

OPERATIONAL PERIOD DUTIES	
	Confer with the IC about the policies regarding other organizations' roles.
	Establish contact names and numbers for all possible agencies that might call for information or be asked to assist with, or adjust to, the store recovery operations.
	Confer with the Section Chiefs and other staff to get information that the external stakeholder organizations need to know as they support the store response and recovery. Stakeholders to consider include: <ul style="list-style-type: none"> <li>• First Responders at the scene, through their IC</li> <li>• Local city/county coordinating EOC Liaisons</li> <li>• Non-profit agency contacts</li> <li>• CGA Regional Representatives</li> <li>• Organizations with mutual aid agreements or contracts with the store</li> </ul>
	Determine if there are requirements to staff the Liaison position 24-7.
	Assist the Logistics Chief to find a replacement Liaison Officer for the next shift.
	Prepare an operational strategy for managing external organization requests.
	Keep notes to brief your relief at change of shift.
	Sign out of the ICP after briefing your replacement and leaving a current phone number.

## CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES

### LIAISON OFFICER (continued)

	DEACTIVATION DUTIES
	Coordinate with the IC for concurrence that you can begin to close down the Liaison Officer's position.
	Ensure all continuing coordination or questions from external organizations will be forwarded to the Public Information office at store HQ after deactivation.
	Sign out of the ICP and inform the IC you are deactivated.
	Leave a phone number where you can be reached.
	Ensure your comments and materials are made available to the IC for the After-Action Report.
	Attend the event critique.
	Assist with preparing the After-Action Report, if requested.

## **Security Officer**

*Primary Role:*

- Security

*Support Roles:*

- Event Management
- Advance Planning
- Alerting and Warning
- Casualty Management
- Damage Assessment
- Damage Control
- Administration
- IT/Communications
- Responder Liaison
- Safety
- Traffic Control

## CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES

### SECURITY OFFICER

ACTIVATION DUTIES	
	Set up the sign-in sheets and sign in at the ICP. Ensure all others arriving also sign in on arrival and sign out at shift change.
	Report to IC to get a briefing on the situation. Assist immediately with first aid for injured persons.
	Assist with evacuation or shelter-in-place, as directed by the IC.
	Review the Security Officer's responsibilities checklist and the site safety plan, and then open a chronological logbook of your activities.
	Establish a perimeter control, including the verification of locked doors and entries other than controlled entrances used by staff. Also ensure clearance for evacuation.
	Establish an electronic media monitoring position if security cameras are in place and allow for simultaneous control of ingress and egress (e.g., kiosk with video display).
	Meet with the Logistics Section Chief to get access to communications equipment.
	Meet with the Safety Officer to establish zones or conditions of safety concern.
	Get estimates of the time for recovery in order to plan staffing with the Logistics Chief.
	Consider shifts for Security staff and help the Logistics Chief fill those positions.
	Attend meetings called by the IC, if specifically requested to attend.

OPERATIONAL PERIOD DUTIES	
	Confer with the IC about security information of concern including possibilities of bomb threats, nearby disorders, reports of hazmat spills, violence in the workplace and intruder alerts.
	<p>Confer with the Section Chiefs and other staff. Obtain and provide information that the ICP staff need to know. Security information includes:</p> <ul style="list-style-type: none"> <li>• Sign In/Out Log protocols</li> <li>• Identification protocols for entry, and ID recognition while working within the ICP</li> <li>• Store and ICP entry protocols for visitors, including vendors, government stakeholders and media (in coordination with the Liaison Officer and the PIO)</li> <li>• Violence control strategies, should staff or visitors be endangered</li> <li>• Conduct for working with outside law enforcement</li> <li>• Coordination with arriving First Responders such as EMS, fire, public health and law (<i>in collaboration with IC and Liaison Officer</i>)</li> <li>• Personal-effects recovery, evidence protection and seizure policies during recovery operations</li> </ul>
	<p>Determine if there are requirements to staff Security 24-7, and if so, request from the Logistics Section Chief the support required to:</p> <ul style="list-style-type: none"> <li>• Protect all primary entrances</li> <li>• Control entry through a sign in/out log monitoring station</li> <li>• Support the IC's need for security status information</li> </ul>
	Update the Site Security Plan, as needed, during the recovery process.
	Keep notes to brief your relief at change of shift.
	Sign out of the ICP after briefing your replacement and leaving a current phone number.

## CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES

### **SECURITY OFFICER (continued)**

	DEACTIVATION DUTIES
	Coordinate with the IC for concurrence that you can begin to close down the Security Officer position.
	Conduct shift change briefings in detail; ensure in-progress activities are identified and that follow-up requirements are known.
	Ensure that continuing security concerns will be directed to normal store security.
	Sign out of the ICP and inform the IC your position is deactivated.
	Leave a phone number where you can be reached.
	Ensure your comments and a copy of your log and the sign-in sheets are made available to the IC for the After-Action Report and to the Finance and Administration Section Chief to verify staff response hours for reimbursement, when available.
	Attend the event critique.
	Assist with preparing the After-Action Report, if requested.

## II. Operations

### Operations Section Chief

Primary Role:

- Operation Restoration

Support Roles:

- Event Management
- Advance Planning
- Alerting and Warning
- Casualty Management
- Damage Assessment
- Damage Control
- Demobilization
- Documentation/Records
- Administration
- Expenditure Tracking
- Information Technology (IT) & Telecommunications
- Recovery Planning
- Relocation
- Situation Analysis
- Traffic Control
- Transportation

## CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES

### OPERATIONS SECTION CHIEF

ACTIVATION DUTIES	
	Check in at the ICP.
	Report to the IC or Deputy IC and obtain a briefing on the situation. Get a briefing from last shift Operations Section Chief if this is not the initial activation.
	Review your position's responsibilities checklist and open your logbook.
	Ensure the Operations section is set up properly with needed equipment and supplies in place—including maps, communications gear, call directories and status boards.
	Review the rest of the ICP organization and establish who has information or support you will need.
	Clarify any issues you may have regarding your authority and assignment, and those of others in the ICP, with the IC or Deputy IC.
	Meet with the Logistics Section Chief to get access to established site and external communications tools.

OPERATIONAL PERIOD DUTIES	
	Attend the Incident Action Plan meeting with the IC and ICP staff to determine from the IAP: <ul style="list-style-type: none"> <li>• What the objectives are in the Action Plan and who is assigned to each</li> <li>• The steps and resources needed to complete the objectives in the Action Plan</li> <li>• A timeline for completing the objectives (may cover several operational periods)</li> </ul>
	Meet with the Planning Section Chief to obtain an improved situational awareness of the current events including advance planning for the next 24-72 hours, the status of the resources used to address the objectives in the IAP (are they working?), changes in key conditions (like weather, aftershocks, new flood threats, etc.), and to obtain additional situational information that can impact operations.
	Track events that move the store back to recovery, by their specific IAP number listing as assigned by IC, by identifying response and recovery actions by: <ul style="list-style-type: none"> <li>• Locations of actions</li> <li>• Situation status of action effectiveness, use of resources, needs, completion %</li> <li>• Operational capabilities at risk from each event activity if it fails</li> </ul>
	Estimate the response duration until recovery is formally started.
	Make a list of key issues currently facing your section. Considerations: <ul style="list-style-type: none"> <li>• Business functions impaired or lost</li> <li>• Continued operability of the ICP, including staffing</li> <li>• Relocation restrictions</li> <li>• Reestablishment of data</li> <li>• Communicating with critical shareholders through the Liaison Officer</li> </ul>
	Set action items that match the current operational period's IAP objectives.
	Ensure your logbook is maintained and key actions are recorded with time/date references.
	Determine if there is a need for representation or participation from outside organizations as part of Operations actions (e.g., a key vendor).

## CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES

### OPERATIONS SECTION CHIEF (continued)

OPERATIONAL PERIOD DUTIES	
	Provide the IC or Deputy IC, and the Planning Section Chief, periodic reports about progress of the IAP objectives.
	Think ahead to anticipate situations and problems before they occur, using advanced planning information from the Planning Section.
	Direct requests for resources, staffing and facility support to the Logistics Section Chief.
	Refer media requests to the Public Information Officer.
	Attend and participate in IAP meetings.
	Work with the Planning Section Chief to develop recommendations for the next operational period's IAP.
	<p>Ensure all fiscal and administrative issues are provided to and discussed with the Logistics Chief and Finance and Administration Section Chief, including:</p> <ul style="list-style-type: none"> <li>• Extraordinary expenditures caused by this emergency</li> <li>• Projected time of hourly employees needed to support the store in this emergency</li> <li>• Other expenses that may be reimbursable by insurers</li> </ul>
	Brief the IC on major issues which require immediate resolutions or are foreseeable to occur in the near future when they may cause issues of health and safety, or major interruption of operations capabilities. The Safety Officer must know about major operations planned that involve potential dangers to staff.
	<b><i>Share important new information</i></b> with the other Section Chiefs and the IC. <i>Confirm that their critical issues match yours.</i>
	If there are problems in communications systems, get them corrected as soon as possible through the Logistics Section Chief.
	Determine if there are requirements to staff the Operations Section position 24-7.
	Assist the Logistics Chief to find a replacement Operations Section Chief for the next shift.
	Keep notes to brief your relief at change of shift.
	Sign out of the ICP after briefing your replacement and leaving a current phone number.

DEACTIVATION DUTIES	
	Ensure any ongoing actions come to you for completion—or are transferred to another Section Chief or to the IC or Deputy IC.
	Close out your logbook.
	Sign out of the ICP and inform the IC you are deactivated.
	Leave a phone number where you can be reached.
	Ensure your comments and materials are made available to the IC for the After-Action Report.
	Attend the event critique.
	Assist with preparing the After-Action Report, if requested.

### **III. Planning**

#### **Planning Section Chief**

Primary Roles:

- Advance Planning
- Recovery Planning
- Situation Analysis

Support Roles:

- Event Management
- Alert, Warning and Notification
- Damage Assessment
- Demobilization
- Documentation/Records
- Administration
- Expenditure Tracking
- IT & Telecommunications
- Operation Restoration
- Public and Employee Information
- Relocation
- Security
- Traffic Control
- Transportation
- Vital Records

## CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES

### PLANNING SECTION CHIEF

ACTIVATION DUTIES	
	Check in at the ICP.
	Report to the IC or Deputy IC and obtain a briefing on the situation. Get a briefing from last shift Planning Section Chief if this is not the initial activation.
	Review your position's responsibilities checklist and open your logbook.
	Ensure the Section has forms for the IAP (ICS Form 202) and Situation Status Report (ICS Form 209). Forms are found at the end of the Plan Annex.
	Review the ICP organization and who has the information or support you will need.
	Meet with the Logistics Section Chief to get access to communications.
	Meet periodically with the Operations and Logistics Section Chiefs to exchange available situation information as the Situation Status Report is updated.
	Track events throughout the store involving response and recovery operations as identified in the IAP, including: <ul style="list-style-type: none"> <li>• Objective number (from IC or Deputy IC if not already in the IAP)</li> <li>• Locations in the store of response and recovery efforts</li> <li>• Maps of the store with activities marked, physical descriptions of resources being used and where, and directions on safe routes to and from the store for arriving resources or for staff coming for shift changes or leaving</li> <li>• Maps and details of other locations related to store locations (e.g., failed bridged, downed power lines, flooded streets, etc.)</li> </ul>
	Estimate the disruptive event's duration, and track recovery objective status by % completion—see the Operations Section Chief for estimates.
	Attend and provide input in all IC meetings, especially for Action Planning. Take notes to add to your log, and prepare the next situation status report and Action Plan.
	Anticipate situations and problems likely to occur, such as interruptions of power, H/VAC failure, darkness, weather changes, personnel burnout, aftershocks, etc., which will impact the current and the next operational period's goals and objectives.
	Advise the IC or Deputy IC about your section's status, including progress toward the operational period goals and objectives.
	Maintain current data displays (if there are status boards used), and ensure reports or displays that you prepare are understandable.
	Ensure all contacts with the media are referred to the Public Information Officer.
	Share information received with the other Section Chiefs. <i>Confirm that their information about critical issues matches your information.</i>
	Maintain current data displays ensuring reports and displays are understandable.
	Make fiscal and administrative issues known to the Finance and Administration Section Chief. Examples: <ul style="list-style-type: none"> <li>• Extraordinary expenditures that are appearing in the event response/recovery</li> <li>• Time of hourly employees applied to this disruptive event</li> <li>• Other expenses that may be reimbursable by government or insurers</li> </ul>

## CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES

### PLANNING SECTION CHIEF (continued)

OPERATIONAL PERIOD DUTIES	
	<p>Make resource and situation issues known to the Operations Section Chief. Examples:</p> <ul style="list-style-type: none"> <li>• Resources that are not being used effectively to address a threat</li> <li>• Changes in the level of the threat (e.g., worsening weather, increased flooding threats, faster spread of disease, etc.)</li> <li>• Additional resources likely to be needed, based on predicted conditions in next 24-72 hours</li> </ul>
	<p>Prepare input to, and <b>facilitate, the incident action planning session</b>. The goal of the meeting is to cover the following topics:</p> <ul style="list-style-type: none"> <li>• Time period the plan covers (operational period)</li> <li>• The mission priorities (health and safety always No. 1)</li> <li>• Listing of objectives to be accomplished (should address the priorities and be measurable in some way so the IC and staff knows when they are finished)</li> <li>• Statement of strategy to achieve the objectives (identify whether there is more than one way to accomplish the objective, and discuss which way is preferred)</li> <li>• Assignments necessary to implement strategy</li> <li>• Organizational elements to be activated to support the assignments</li> <li>• Organizational elements that will be deactivated during or at the end of the period</li> <li>• Logistical or other technical support required, who will provide it and time needed</li> </ul>
	Lead the IAP action planning meeting with the IC and Section Chiefs and provide situation briefings.
	Update the Situation Status Report after the IAP meeting (See ICS Form 208 at the end of the Plan Annex).
	Brief the IC about major problem areas (which need or will require solutions), and then confer with the other Section Chiefs to develop recommendations.
	Consider adopting shifts for the Planning Section.
	Determine if there are requirements to staff the Planning Section position 24-7.
	Assist the Logistics Chief to find a replacement Planning Section Chief for the next shift.
	Keep notes to brief your relief at change of shift.
	Sign out of the ICP after briefing your replacement and leaving a current phone number.

## CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES

### **PLANNING SECTION CHIEF (continued)**

DEACTIVATION DUTIES	
	After agreement by the IC to deactivate the Planning Section, close out your logbook.
	Ensure any open actions are assigned to remaining ICP staff or the IC/Deputy IC.
	Sign out of the ICP and inform the IC you are deactivated.
	Leave a phone number where you can be reached.
	Ensure your comments and materials are made available to the IC for the After-Action Report.
	Attend the event critique.
	Assist with preparing the After-Action Report, if requested.

## **IV. Logistics**

### **Logistics Section Chief**

Primary Roles:

- Damage Assessment
- Facilities Management
- IT and Telecommunications
- Lodging
- Materials and Supply
- Relocation
- Traffic Control
- Transportation
- Vital Records

Support Roles:

- Event Management
- Advance Planning
- Casualty Management
- Damage Control
- Demobilization
- Documentation/Records
- Administration
- Expenditure Tracking
- IT & Telecommunications
- Operation Restoration
- Public and Employee Information
- Recovery Planning
- Safety
- Security
- Situation Analysis

## CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES

### **LOGISTICS SECTION CHIEF**

ACTIVATION DUTIES	
	Check in at the ICP.
	Report to the IC or Deputy IC and obtain a briefing on the situation. Get a briefing from last shift Logistics Section Chief if this is not the initial activation.
	Review your position's responsibilities checklist and open your logbook.
	Ensure the Section has maps, status boards, roster lists for notifications, phone directories, and purchase order forms for ordering resources.
	Set up maps, diagrams and status board for Planning and Intelligence Section.
	Order additional supplies and equipment as needed.
	Evaluate the current ICP organization for adequate staff and advise the IC/Deputy IC of any staffing shortfalls or special needs, including 24-7 coverage, if required.
	Meet with the IC/Deputy IC to clarify any issues you may have regarding your authority and assignment, and duties of others in the ICP.
	Meet with the Planning Section Chief to get recent situation information and establish the Logistics Section's intelligence needs.
	Meet frequently with all Section Chiefs to review their logistics needs
	Establish guidelines for coordination of logistics requests from the Sections.
	Attend and provide inputs to the IC during action planning and briefing meetings. Take notes and use them to plan for upcoming resource requests, or for withdrawing resources no longer needed in order to control costs. This can include staffing reductions, with the IC concurrence.
	Track events, resource requests, etc. that require action by Logistics Section, by their assigned objective number in the IAP, or as assigned by the IC. Identify: <ul style="list-style-type: none"> <li>• Time you received the request</li> <li>• Location where the resource is needed, who will accept it, and who will use it</li> <li>• Description of the resource: number, type, size, weight, use, people, etc.</li> <li>• Track when the resource request was assigned, time, and to whom for completion</li> <li>• Track and report at IAP meetings about the status of the assigned resources</li> </ul>
	Continue habitability surveys of the ICP with the Safety Officer and consider: <ul style="list-style-type: none"> <li>• Hazardous materials, including nearby sources</li> <li>• Air quality, including heating, cooling and oxygen content</li> <li>• Structural integrity (as-built drawings available from the building owner)</li> <li>• Posted instructions for employees, to include escape routes, safe havens and assembly points</li> <li>• Disabled employees' issues</li> <li>• Utilities</li> <li>• Fire protection</li> </ul>
	Meet with the Finance and Administration Section Chief regularly to review financial and administrative support needs and guidelines, including the purchasing authority and limits of the Logistics Section Chief.

## CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES

### **LOGISTICS SECTION CHIEF (continued)**

OPERATIONAL PERIOD DUTIES	
	Check with the Planning Section Chief to reinforce your proactive plans; think ahead to anticipate situations and issues involving facilities and resources.
	Based on what's known and forecast, estimate probable logistics needs for: <ul style="list-style-type: none"> <li>• Supplies</li> <li>• Equipment</li> <li>• People (skills and knowledge)</li> <li>• Services (vendors)</li> <li>• Transportation (for moving people, furnishings, supplies and other resources)</li> </ul>
	Compile high priority resource issues for the IAP meeting.
	Check with the Planning Section Chief to reinforce your situational awareness; think ahead to anticipate resource needs, access issues and recommendations.
	Determine security requirements with the Security Officer and advise the IC if additional security is needed, this may also involve traffic control on store property.
	Ensure your section's logbooks and all IC files are being maintained.
	Determine needs for additional communications and resolve these immediately.
	Ensure reports your section prepares are clear, accurate and concise.
	Ensure orders for additional resources are completed in a timely manner.
	Anticipate the need for evacuations—coordinate sealing off dangerous areas and consider access control with the Security and Safety Officers.
	All contacts with the media should be directed to the Public Information Officer.
	Resolve resource needs issues with the other Section Chiefs.
	Brief the IC or Deputy IC on major issues, and coordinate with Section Chiefs to request the IC or Deputy IC to authorize completion of unresolved resource issues.
	Consider adopting shifts for the Logistics Section.
	Determine if there are requirements to staff the Logistics Section position 24-7.
	Assist the Logistics Chief to find a replacement Logistics Section Chief for the next shift.
	Keep notes to brief your relief at change of shift.
	Sign out of the ICP after briefing your replacement and leaving a current phone number.

## CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES

### **LOGISTICS SECTION CHIEF (continued)**

DEACTIVATION DUTIES	
	Confer with Planning and Intelligence Section Chief to anticipate issues in order to prepare for logistics requests that might occur after closure of the Logistics Section. Brief the IC or Deputy IC about these.
	Advise IC or Deputy IC when the Logistics Section can be deactivated.
	After agreement by the IC to deactivate the Logistics Section, close out your logbook.
	Ensure any open actions are assigned to remaining ICP staff or the IC/Deputy IC.
	Sign out of the ICP and inform the IC you are deactivated.
	Leave a phone number where you can be reached.
	Ensure your comments and materials are made available to the IC for the After-Action Report.
	Attend the event critique.
	Assist with preparing the After-Action Report, if requested.

## **V. Finance and Administration**

### **Finance and Administration Section Chief**

Primary Roles:

- Documentation and Records Management
- Expenditure Tracking
- Administrative Support

Support Roles:

- Event Management
- Advance Planning
- Demobilization
- Lodging
- Materials and Supply
- Operation Restoration
- Public & Employee Information
- Recovery Planning
- Relocation
- Situation Analysis
- Vital Records

## CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES

### FINANCE AND ADMINISTRATION SECTION CHIEF

ACTIVATION DUTIES	
	Check in at the ICP.
	Report to the IC or Deputy IC and obtain a briefing on the situation. Get a briefing from last shift Finance and Administration Section Chief if this is not the initial activation.
	Review your position's responsibilities checklist and open your logbook.
	Ensure the Section has filing capability, charge codes, checks, purchasing order forms, the capability to record and track costs, time tracking capability and store policies for ordering resources.
	Review the rest of the ICP organization to determine who has the information and support you need.
	Track events with potential significance for Finance and Administration by their IAP objective number, as assigned in the IAP or by the IC. Record that information in your logbook.
	Ensure a set of blank checks is brought to the ICP, including a method to print them and other documents, if possible. Work with the Logistics Section Chief to get power, desks and chairs, computers, copiers and calculators as needed.
	Meet with the Logistics Section Chief get access to communications and then establish contact with the store HQ finance personnel as soon as possible.
	Attend and provide input to the IAP meetings and shift briefings.
	Track events throughout the Department by IAP objective numbers or as assigned by the IC, including information about: <ul style="list-style-type: none"> <li>• Contact names, addresses and phone numbers of critical vendors (via the Resources List)</li> <li>• Budget status to address needs being projected by the other Section Chiefs.</li> </ul>
	Verify with the Logistics Section Chief whether there are personnel injuries or deaths. Then ensure records exist to meet the needs for compensation claims and investigating agencies (regulators and insurers).
	List the key issues facing your section and set action items that match the operational period's goal and objectives. Considerations include: <ul style="list-style-type: none"> <li>• Records acceptable to insurers</li> <li>• Records for regulatory agencies, with the Liaison</li> <li>• Cost accounting and tracking acceptable to standard accounting practices</li> </ul>
	Keep the IC advised of your section's status with progress reports toward the operational period's objectives. Brief the IC on major issues that require immediate resolution, or those foreseeable that might delay or disrupt recovery.
	Anticipate situations and problems likely to occur, such as: <ul style="list-style-type: none"> <li>• Budget shortfalls</li> <li>• Vendor inability to deliver/refuse to vend</li> <li>• Lack of purchasing authority</li> <li>• Lack of contracting authority</li> </ul>

## CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES

### FINANCE AND ADMINISTRATION SECTION CHIEF (continued)

OPERATIONAL PERIOD DUTIES	
	Attend action planning meetings called by the IC.
	Ensure these Finance and Administration issues are coming to your section from the other sections: <ul style="list-style-type: none"> <li>• Extraordinary expenditures caused by this emergency</li> <li>• Time of hourly employees applied to this emergency</li> <li>• Other expenses that may be reimbursable by government or insurers</li> </ul>
	Consider adopting shifts for the Finance and Administration Section.
	Determine if there are requirements to staff the Section position 24-7.
	Assist the Logistics Chief to find a replacement Finance and Administration Section Chief for the next shift.
	Keep notes to brief your relief at change of shift.
	Sign out of the ICP after briefing your replacement and leaving a current phone number.

DEACTIVATION DUTIES	
	Confer with Logistics Section Chief to anticipate issues in order to prepare for logistics requests that might occur after closure of the Finance and Administration Section. Brief the IC or Deputy IC about these.
	Advise IC or Deputy IC when the Finance and Administration Section can be deactivated.
	After agreement by the IC to deactivate the Finance and Administration Section, close out your logbook.
	Ensure any open actions are assigned to remaining ICP staff or the IC/Deputy IC.
	Sign out of the ICP and inform the IC you are deactivated.
	Leave a phone number where you can be reached.
	Ensure your comments and materials are made available to the IC for the After-Action Report.
	Attend the event critique.
	Assist with preparing the After-Action Report, if requested.

## **SUPPORTING ACTION CHECKLISTS**

- Information and Intelligence Management
- Public Information Management
- ICP Relocation
- Recovery (General)
- Recovery (Business)
- Deactivation of the ICP

# CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES

## **INFORMATION AND INTELLIGENCE MANAGEMENT**

### **WHO USES THIS GUIDE?**

The IC/Deputy IC, the Planning Section Chief and the PIO will use this guide.

### **WHEN IS THE GUIDE USED?**

This guide should be used whenever the ICP is operational and processing data.

### **WHERE IS THE GUIDE USED?**

This guide will be used in the operating ICP.

### **PURPOSE/OUTCOME**

- To ensure that data coming into the ICP is converted to intelligence
- To ensure that intelligence information is provided to ICP staff in a timely, concise manner
- To ensure intelligence is processed properly prior to release to other staff outside the ICP, external organizations, the media and the public

### **STEPS TO ACHIEVE OUTCOME**

Steps in this process are suggested in an order. Each situation is different, which may require skipping steps because of the impact of actual events. Check the box when completed.

	Direct the Planning Section Chief to gather information related to recovery, and have it posted/distributed immediately, once verified. Information includes: <ul style="list-style-type: none"><li>• Status of the threat that caused the interruption</li><li>• Status of other conditions impacting recovery (weather, power, resources)</li><li>• Status of supporting agencies and regulatory organizations tied to recovery</li><li>• Status of staff, both at the ICP and elsewhere</li><li>• Status of HQ building and the ICP, for recovery, or the need for relocation</li><li>• News reports, reports from other agencies, rumor issues, government directives (e.g., travel restrictions or declaration of an emergency)</li></ul>
	Ensure all data goes through a standard process for validation and verification.
	Ensure that raw information is processed consistently to form intelligence: <ul style="list-style-type: none"><li>• Compile</li><li>• Analyze</li><li>• Evaluate</li><li>• Distribute</li></ul>
	Establish intelligence and a triage system for distribution of intelligence to key staff: <ul style="list-style-type: none"><li>• Life Safety Information (first)</li><li>• Incident Action Plan (second)</li><li>• Section Specific Data (third)</li><li>• Situation Status Report (fourth)</li><li>• Advance Planning (fifth)</li><li>• Archival Data for Critiques and After-Action Report (last)</li></ul>
	Ensure that the PIO works closely with the Planning Section.
	Direct information release to the ICP IC/Deputy for final approval.

**CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES**

# CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES

## **PUBLIC INFORMATION MANAGEMENT**

### **WHO USES THIS GUIDE?**

The ICP IC/Deputy IC and the PIO.

### **WHEN IS THE GUIDE USED?**

This guide is used whenever there is information to be released to internal staff, external organizations, the media and the public

### **WHERE IS THE GUIDE USED?**

This guide is used in the ICP but also wherever the PIO is located (e.g., press briefings)

### **PURPOSE/OUTCOME**

- To ensure that information released from the ICP is timely, concise and accurate
- To ensure that the PIO gets full cooperation from ICP to gather intelligence
- To ensure that the ICP IC/Deputy IC approves all official information prior to release

### **STEPS TO ACHIEVE OUTCOME**

Steps in this process are suggested in an order. Each situation is different, which may require skipping steps because of the impact of actual events. Check the box when completed.

	Perform an initial briefing of the PIO upon their arrival at the ICP.
	Ensure PIO provides regular briefings with ICP IC/Deputy on public information needs, and external information of importance from the media.
	Direct the Planning Section Chief to share information freely with the PIO, including Situation Status Reports and the IAP.
	Direct other Section Chiefs to cooperate with the PIO.
	Coordinate press briefings with the IC and the PIO.
	Ensure the PIO is following the Plan.
	Approve all news releases prior to release.
	File copies of all news releases and videotapes of news conferences.
	Ensure radio, television and print media are monitored by the PIO.
	Use, when possible, pre-approved formats for news releases and briefings.
	The PIO will provide regular briefings (hourly when possible) to staff at HQ that are outside of the ICP, and by phone to key media. The PIO may also use group e-mails, call trees and other techniques appropriate to update staff.
	The PIO will coordinate efforts with the Logistics Section Chief to establish an 800# hotline service so that staff can call the number for regular updates on the situations, especially if the store facilities have been evacuated and cannot be re-entered immediately.
	Direct media briefings away from the ICP. Such access should be limited and should not be allowed to affect operations.
	Ensure all PIO materials are compiled for the critique and After-Action Report.



# CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES

## ICP RELOCATION

### WHO USES THIS GUIDE?

The ICP IC and the Logistics Section Chief.

### WHEN IS THE GUIDE USED?

This guide is used whenever an event occurs which threatens staff health and safety, or operability, in a currently operating ICP.

### WHERE IS THE GUIDE TO BE USED?

This guide will be used in an operating ICP.

### PURPOSE/OUTCOME

- To ensure that the store ICP continues operations in a safe and secure environment
- To ensure that business recovery operations can continue without major interruption
- To ensure that an alternate ICP can be activated and set up in a timely manner

### STEPS TO ACHIEVE OUTCOME

Steps in this process are suggested in an order. Each situation is different, which may require skipping steps because of the impact of actual events. Check the box when completed.

	Identify the nature of the threat, including size of impact, distance and time from impact, direction of threat and current ICP location in relation to threat.
	Make decision about ICP relocation and announce to all ICP staff, while ensuring key stakeholders are aware of the decision.
	Send a scouting team to evaluate the alternate site.
	If no alternate is available, try working in virtual mode from homes or other sites.
	Design a relocation plan after an alternate site is confirmed as: <ul style="list-style-type: none"> <li>• Available (owner is not using or given to someone else for use)</li> <li>• Ready (facility is not full of storage, being remodeled, has wiring in place)</li> <li>• Habitable (facility has utilities, HVAC, water, restrooms, etc.)</li> <li>• Reachable (safe routes to site, security allows entry and exit, parking)</li> </ul>
	Develop safe routes to the alternate site and send a <b>set-up team</b> : <ul style="list-style-type: none"> <li>• Deputy IC</li> <li>• Security Officer (but a replacement must stay at the ICP)</li> <li>• Safety Officer (but a replacement must stay at the ICP)</li> <li>• Computer/Telecommunications Specialist and/or Communications Tech</li> </ul>
	Establish portable communications and movement ETA for rest of ICP staff.
	When alternate ICP is operable, direct Deputy IC to take charge.
	Forward all phones to new phone numbers in the alternate ICP.
	Assemble and identify staff before leaving and on arrival.
	Inform store HQ when the move is complete and the alternate ICP is operational, and update key stakeholders of new location and phone numbers. HQ will inform CGA of the ICP relocation.

**CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES**

# CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES

## RECOVERY (GENERAL)

### WHO USES THIS GUIDE?

The ICP IC with input from the Section Chiefs.

### WHEN IS THE GUIDE USED?

This guide is used whenever the ICP is operational and when conditions are such that immediate health and safety issues are addressed, but return of operations to their status quo is not yet achieved.

### WHERE IS THE GUIDE TO BE USED?

From wherever the ICP IC is located.

### PURPOSE/OUTCOME

- To ensure that the store re-establishes its operation
- To re-establish the long-term well being of employees and their families
- To re-establish facilities, data and client/regulator relationships to as close as possible to the status prior to the interruption

### STEPS TO ACHIEVE OUTCOME

Steps in this process are suggested in an order. Each situation is different, which may require skipping steps because of the impact of actual events. Check the box when completed.

	The IC approves any and all recovery operations, including the eventual reduction in staffing and closure of the ICP.
	The ICP IC evaluates the stage of the recovery to ensure milestones are met in accordance with the IAP and store BCP policy.
	The ICP IC schedules key milestones for support of staff medical and mental health, financial assistance to staff, return to facilities, data recovery, and operational safety and security oversight.
	The Operations Section Chief will work diligently to direct the actions for recovery involving business unit operations, including triage of which will be recovered first.
	The Planning Section Chief will track the progress of all activities, the outcome of actions, the challenges not being met and reasons for delays.
	The Logistics Section Chief will ensure materials, equipment and other support resources are provided in a timely manner to assist the recovery activities.
	The Finance and Administration Section Chief will provide the approvals for procurement and budgeting for purchases of all materials and support for the recovery, as well as continuing to track all costs, both from personnel and materials.
	The Finance and Administration Section Chief will initiate the process of cost recovery including application for insurance coverage.



# CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES

## **BUSINESS RECOVERY**

**NOTE:** This does not replace your Business Continuity Plan (**BCP**).  
*This serves as a reminder of basic highlights.* Many of these actions may be performed for the store through the store chain HQ.

### **Triggers indicating a need for Business Recovery Plan activations:**

- Loss of store facility
- Loss of data systems/computers
- Severe impacts to a store's core business process
- Loss of critical store personnel
- Loss of company executive staff and/or leadership

### **TACTICAL STEPS**

After establishing that threats meet the need for business recovery, activate the Business Continuity Plan/Business Recovery Plan.

Mobilize the Business Recovery Team (**BRT**).

Perform initial assessment of damages and business impacts.

Prepare an initial Recovery Plan that addresses: power and utilities, premises, fixtures, furnishings, communications systems, IT systems, production equipment, warehouse and stock, trading, sales, customer service, Human Resources, information and documentation, office supplies, office supplies, and regular operations and administration.

Open a working facility for the BRT for initial recovery operations.

Use a monitoring and management process to evaluate progress of recovery.

Develop a strong fiscal tracking process so recovery costs and reimbursements/ insurance coverage are measured and tracked for documentation shared with internal and external stakeholders of the store.

Establish a strong communications/media strategy for keeping all stakeholders informed.

Re-establish business operations with core critical operations first.

Announce recovery is complete and write necessary recovery phase closing reports.

Read more about business recovery at:

<http://www.astronet.net/BCP/disaster%20recovery%20has%20grown%20into.htm>

**CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES**

# CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES

## DEACTIVATION OF THE ICP

### WHO USES THIS GUIDE?

The ICP IC with input from the Section Chiefs.

### WHEN IS THE GUIDE USED?

This guide is used whenever the ICP is operational and during conditions that no longer require that complete staffing is in place, or the actual operation of an ICP.

### WHERE IS THE GUIDE TO BE USED?

From wherever the ICP IC is located.

### PURPOSE/OUTCOME

- To ensure that the ICP is activated in a timely manner (to assure resources are used efficiently)
- To ensure that the ICP staff close their positions and logbooks properly in preparation for a critique and After-Action Report
- To ensure that the ICP IC is acting within the legal authorities of the store, by the direction of the store executives, in accordance with the Plan

### STEPS TO ACHIEVE OUTCOME

Steps in this process are suggested in an order. Each situation is different, which may require skipping steps because of the impact of actual events. Check the box when completed.

	The IC approves any and all deactivation of staff or recovery operations, including the closure of the ICP.
	The ICP IC evaluates the need of ICP staff through regular communications and briefings with the ICP Section Chiefs. This includes IAP evaluations.
	The ICP IC works with the Deputy IC to “right size” the recovery organization and to schedule a cleanup and resupply of the facility, as needed.
	The ICP IC may reduce Section Chiefs and management staff in the following order, after instructing them to close their logs, and turnover key IC documents: <ul style="list-style-type: none"><li>• Operations Section</li><li>• Liaison</li><li>• Logistics Section</li><li>• Planning and Intelligence Section</li><li>• Finance and Administration Section</li><li>• PIO</li><li>• Security</li><li>• Deputy IC</li><li>• Safety Officer</li><li>• IC</li></ul>
	The ICP IC informs the store HQ executives when the ICP is deactivated. The ICP IC then compiles records and schedules a critique. HQ will inform CGA of the deactivation of the ICP.



## CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES

### Commonly Used ICS Forms

<b>Form Number</b>	<b>Title</b>	<b>Normally Prepared By</b>
Form 201	Incident Briefing	Incident Commander
Form 202	Incident Objectives	Incident Commander
Form 203	Organization Assignment List	Logistics
Form 204	Assignment List	Logistics
Form 205	Incident Radio Communications Plan	Operations and Logistics
Form 208	Site Safety and Control Plan	Safety Officer and Security Officer
Form 209	Incident Status Summary	Planning
Form 211	Check-In List	Logistics and Security Officer
Form 213	General Message	All Positions
Form 214	Unit Log	All Positions
Form 215	Operational Planning Worksheet	Operations
Form 215a	Incident Action Plan Safety Analysis	Safety Officer
Form 221	Demobilization Checkout	Planning

All the most recent ICS forms are available on the Internet from FEMA at:

[http://training.fema.gov/EMIWeb/IS/ICSResource/ICSResCntr\\_Forms.htm](http://training.fema.gov/EMIWeb/IS/ICSResource/ICSResCntr_Forms.htm)

ICS forms are also at FIRESCOPE in California (the founders of ICS):

<http://www.firescope.org/ics-forms.htm>

## CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES

### INCIDENT BRIEFING (ICS FORM 201)

**Purpose:** The Incident Briefing form provides the Incident Commander (and the Command and General staffs assuming command of the incident) with basic information regarding the incident situation and the resources allocated to the incident. It also serves as a permanent record of the initial response to the incident.

**Preparation:** The Incident Commander prepares for presentation the briefing to the incoming Incident Commander along with a more detailed oral briefing. Proper symbols should be used when preparing a map of the incident.

**Distribution:** After the initial briefing of the Incident Commander and General Staff members, the Incident Briefing is duplicated and distributed to everyone in the ICP or EOC.

#### Instructions for Completing the Incident Briefing (ICS Form 201) for Store ICPs

ITEM NUMBER	ITEM TITLE	INSTRUCTIONS
1.	Incident Name	Print the name assigned to the incident.
2.	Date Prepared	Enter date prepared (month, day, and year).
3.	Time Prepared	Enter time the form was prepared.
4.	Map Sketch	Show perimeter and control lines, resources assignments, incident facilities and other special information on a sketch map of the store site.
5.	Prepared By	Enter the name and position of the person completing the form.
	Resources Ordered	Enter the number and type of resource ordered.
	Resource Identification	Enter who is providing the resources and the type if a formal "Type" is known
	ETA/On Scene	Enter the estimated arrival time and place the arrival time or a checkmark in the "on the scene" column upon arrival.
	Location/Assignment	Enter the assigned location of the resource and/or the actual assignment.
6.	Summary of Current Actions	Enter the strategy and tactics used for the incident and note any specific problem areas.
7.	Current Organization	Enter on the organization chart the names of the individuals assigned to each position. Modify the chart as necessary.
8.	Resources Summary	Enter the following information about the resources allocated to the incident. Enter the number and type of resources ordered.

**CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES**

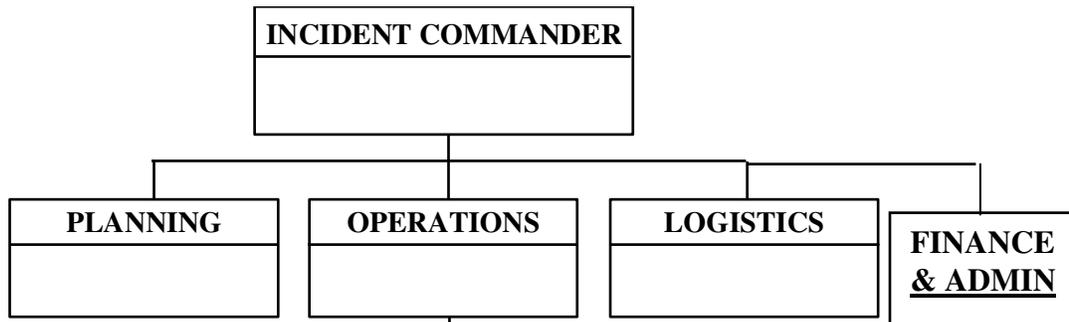
<b>INCIDENT BRIEFING</b>	<b>1. INCIDENT NAME</b> (You can get this from the First Responder IC)	<b>2. DATE PREPARED</b>	<b>3. TIME PREPARED</b>
<b>4. MAP SKETCH</b>			
<b>ICS 201</b>	<b>PAGE 1</b>	<b>5. PREPARED BY (NAME AND POSITION)</b>	

**CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES**



**CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES**

7. CURRENT ORGANIZATION



# CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES



**CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES**

CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES

**Instructions for Completing the Incident Objectives (ICS Form 202)**

ITEM NUMBER	ITEM TITLE	INSTRUCTIONS
		NOTE: ICS Form 202, Incident Objectives, serves only as a cover sheet and is not considered complete until attachments are included.
1.	Incident Name	Print the name assigned to the incident. (Get from First Responder IC or use store name of event until you find out.)
2.	Date Prepared	Enter date prepared (month, day and year).
3.	Time Prepared	Enter time prepared (24-hour clock).
4.	Operational Period	Enter the time interval for which the form applies. Record the start time and end time and include date(s).
5.	General Control Objectives (include alternatives)	Enter short, clear and concise statements of the objectives for managing the incident, including alternatives. The control objectives usually apply for the duration of the incident.
6.	Weather Forecast for Operational Period	Enter weather prediction information for the specified operational period.
7.	General Safety Message	Enter information such as known safety hazards and specific precautions to be observed during this operational period. If available, a safety message should be referenced and attached.
8.	Attachments	The form is ready for distribution when appropriate attachments are completed and attached to the form.
9.	Prepared By	Enter the name and position of the person completing the form (usually the Planning Section Chief).
10.	Approved By	Enter the name and position of the person approving the form (usually the Incident Commander).







CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES

**ICS FORM 209 ADAPTED FOR RETAIL GROCERY STORES**

<b>INCIDENT SITUATION STATUS REPORT SUMMARY</b>												
1. Date/Time		2.	Initial	<input type="checkbox"/>	3. Incident Name				4. Incident Number			
			Update	<input type="checkbox"/>								
			Final	<input type="checkbox"/>								
5. Incident Commander		6. Store Name/Number		7. City/County		8. Type incident		9. Location		10. Started Date/Time		
11. Cause	12. Area Involved		13. % Controlled		14. Expected Containment Date/Time		15. Estimated Controlled Date/Time		16. Declared Controlled Date/Time			
17. Current Threat						18. Control Problems						
19. Estimated Product Loss Costs		20. Estimated Loss Facility Damage		21. a. Injuries/Deaths		21.b Evacuation/Shelter		22. Types of Losses		23. Types of Building Damage		
24. Current Weather			25. Predicted Weather			26. Cost to Date for Response			27. Est. Total Cost of Event			
Wind Speed:	Temp	W Speed:	Temp									
Wind from:	RH/Pcp	W from:	RH/Pcp									
<b>28. Resource Use and Need</b>												
<b>Resources</b>		DAY	DAY	DAY	DAY	DAY	DAY	DAY	DAY	DAY	DAY	
<b>Kind of Resources Used (U) / Needed (N)</b>												
IC Team at store												
HQ EOC												
CGA Crisis Center Support												
Portable Refrigeration												
Backup Power												
Site Security Forces												
Data systems/computers/Internet												
Cleanup team with: vehicles/equipment/debris removal												
30. Cooperating Organizations:												
31. Remarks												
32. Prepared by												
33. Approved by												
34. Sent to:												
				Date		Time		By				



## APPENDIX

### ALL-HAZARDS BASED STANDARD OPERATING PROCEDURES (SOP)

#### List of SOPs in this Appendix:

These are often organized by natural, human-caused and technological threats; however, for ease of use by the CGA members, they are provided in the Appendix in alphabetical order. The Appendices have a very limited discussion about the nature and cause of the threat. References are available at the end of the guides for managers who want more information. The Appendices are used for immediate response once a threat is recognized. The first SOP is a general guide for Immediate Steps for Any Threat. It can be used for all events but is especially valuable at the start of events when little information is known. **Recommendation: Make a reduced set of laminated cards for the IC and ICS staff.**

- Immediate Steps for Any Threat
- Bomb Threat
- Computer and Data Loss (including cyber-terrorism)
- Disease Outbreak (including influenza)
- Drought
- Earthquake
- Fire (including building fire and wildfire)
- Floods (Including river flooding, levee failures and street flooding)
- Food Shortage
- Fuel Shortage (including gasoline, diesel, natural gas and propane)
- Hazardous Material Spill
- High Wind (including tornado, hurricane and wind shear)
- Infestation by Pests (including rodents, insects, spiders and other wildlife)
- Mudslide, Hillside Collapse and Sinkholes
- Nuclear Plant Event
- Plane Crash (including small private plane, military and commercial jets)
- Riot (including mass public protest)
- Robbery (including store or armored carrier)
- Seiche
- Severe Temperatures (including high and low temperatures)
- Shooting Event (including single or multiple shooters)
- State of War
- Terrorist Act (see also cyber-terrorism)
- Train Derailment
- Tsunami
- Utility Failure (including electricity, phone, Internet, water and sewage)
- Vehicle Collision (including cars and trucks at or near the store)
- Volcano (including eruption, flows and downwind ash)
- Winter Storms (including torrential rains and snowstorms/blizzard)

**National summaries of threat conditions are found at:** <http://www.fema.gov/emergency/reports/>



## I. All-Hazards Based Standard Operating Procedures

### **IMMEDIATE STEPS FOR ANY THREAT**

<b>TACTICAL STEPS</b>
Identify the threat based on best current information. Listen to NOAA radio and EAS.
Are you and people around you safe or should you move to another location? Could the threat increase in severity? Remember to move away from the threat— <b>Uphill, Upwind and Upstream.</b>
If you are the most experienced, capable person present then take command. Inform others you are in charge. If you aren't, support whoever has taken charge and give them this list.
Activate the Plan (use the trigger chart in the front of the Plan to verify Plan activation).
Provide first aid and rescue for injured as soon as possible.
If the threat requires immediate movement of people, get store staff, customers and vendors in the store to a safer place, either by sheltering inside or evacuating.
Establish the store Incident Command Post ( <b>ICP</b> ). Set up the ICS team. Make an initial plan. Assign duties. Use the threat guides.
Establish communication lines with staff and with key contacts outside the store such as HQ, store director or owner. Request assistance and ensure help is coming to the store.
Meet with First Responders at the scene when they arrive. Follow their instructions.
Continue to evaluate threat levels by using known triggers to update the store strategies. Is there more than one threat? Is it under control or growing?
Anticipate the next actions based on past events and lessons learned. Find out if there is an emergency or disaster declaration (local, state and/or federal).

## **WHERE AM I NOW IN THE EVENT?**

<b>Monitoring</b>	<b>In Readiness</b>	<b>Plan Activated</b>	<b>Team Activated</b>	<b>Store ICP</b>	<b>Full Response</b>	<b>Starting Recovery</b>



**BOMB THREAT**

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**5 Things That Signal a Bomb Threat:**

- Actual bomb threat provided by phone, by note or in person to a store employee
- Other stores in your chain are all receiving bomb threats at this time
- HQ receives a bomb threat that one of its stores has a bomb
- Actual explosion occurs in another store and more bomb threats are made
- A bomb goes off nearby your store or in your store

<b>TACTICAL STEPS</b>
Make sure the Bomb Threat card is completed with the information from whomever received the threat. Immediately share this information with store security and local law enforcement immediately— <b>CALL 911 FOR BOMB THREATS.</b>
Activate the Plan. If the situation appears valid the IC should confirm with store security and local law enforcement to verify that an evacuation is necessary.
<b>IF EVACUATIONS IS NEEDED</b> , calmly inform store personnel through the store and advise them to calmly evacuate themselves and customers in an orderly way using the posted instruction in the store. If the threat had a specific location for the bomb, be sure the evacuation does not move people past that area.
Direct staff to move to a location at least 300 feet away from the store. If there is bad weather, have staff assemble in a pre-determined site inside a nearby building.
Advise everyone to leave the fire alarms alone and to keep from using their cell phones or any kind of mobile communication or electronic devices.
If floor wardens are assigned for the store, be sure they complete their sweeps to ensure everyone is evacuated (include restrooms and receiving docks).
All exiting store staff should look for suspect devices on their way out, including: <ol style="list-style-type: none"> <li>1. Unattended book bags, brief cases, knapsacks, etc.</li> <li>2. Boxes with strange markings or that look out of place</li> <li>3. Packages or boxes with unexplained “ticking or humming”</li> <li>4. Items or boxes with protruding wires</li> </ol>
Perform staff accounting at the rally point after evacuation to ensure all staff are out.
Assist First Responders with information about the threat, including missing persons.
Declare the “all clear” to re-enter the store only after law enforcement confirms this.
Write necessary recovery phase closing reports.

Read more about bomb threats at:  
<http://www.pmagroup.com/RiskControl/BombThreatManagement.pdf>



# BOMB THREAT CARD

## FRONT

**Recommendation:** Keep this page printed on bright yellow paper, with the next page copied on back, near store phones. Avoid red or pink paper, as they do not copy or fax well. Brief personnel on how to use the card and what it looks like.

### ***Questions To Ask:***

1. When is the bomb going to explode?
2. Where is the bomb located?
3. What does it look like?
4. What kind of bomb is it?
5. What will cause it to explode?
6. Did you place the bomb?
7. Why?
8. What is your address?
9. What is your name?

***Exact Wording of Threat:*** \_\_\_\_\_  
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**REPORT CALL IMMEDIATELY TO:**

**Local Police 911**

**Call Reported To:** \_\_\_\_\_

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

**Position:** \_\_\_\_\_

**Time/Date:** \_\_\_\_\_

**Phone #:** \_\_\_\_\_

# BOMB THREAT CARD

## BACK

<b>Caller's Voice</b>		
<input type="checkbox"/> Calm	<input type="checkbox"/> Nasal	<input type="checkbox"/> Rapid
<input type="checkbox"/> Angry	<input type="checkbox"/> Stutter	<input type="checkbox"/> Deep
<input type="checkbox"/> Excited	<input type="checkbox"/> Lisp	<input type="checkbox"/> Soft
<input type="checkbox"/> Slow	<input type="checkbox"/> Normal	<input type="checkbox"/> Whispered
<input type="checkbox"/> Ragged	<input type="checkbox"/> Loud	<input type="checkbox"/> Laughter
<input type="checkbox"/> Disguised	<input type="checkbox"/> Accent	<input type="checkbox"/> Crying
<input type="checkbox"/> Slurred	<input type="checkbox"/> Deep Breathing	<input type="checkbox"/> Familiar/ How?
<input type="checkbox"/> Distinct	<input type="checkbox"/> Clearing Throat	<input type="checkbox"/> Other Specifics?
<input type="checkbox"/> Raspy	<input type="checkbox"/> Cracking Voice	

<b>Background Sounds</b>		
<input type="checkbox"/> House Noises	<input type="checkbox"/> TV/Radio	<input type="checkbox"/> Motor
<input type="checkbox"/> Long Distance	<input type="checkbox"/> Voices	<input type="checkbox"/> Music
<input type="checkbox"/> Factory Machinery	<input type="checkbox"/> Street Noise	<input type="checkbox"/> Clear
<input type="checkbox"/> Animal Noises	<input type="checkbox"/> Booth	<input type="checkbox"/> Static
<input type="checkbox"/> Office Machinery	<input type="checkbox"/> PA System	<input type="checkbox"/> Other

<b>Threat Language</b>	
<input type="checkbox"/> Well Spoken	<input type="checkbox"/> Incoherent
<input type="checkbox"/> Foul	<input type="checkbox"/> Taped
<input type="checkbox"/> Irrational	<input type="checkbox"/> Message read by threat maker

<b>Remarks:</b>	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
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## **COMPUTER AND DATA LOSS** (Including Cyber-terrorism)

**NOTE:** This does not replace your Business Continuity Plan (BCP) or Business Recovery Plan (BRP) set up by your IT staff for data recovery and computer security. *This serves as a reminder of basic highlights.*

### **5 Things that Signal a Need for Computer or Data Recovery:**

- Sudden complete loss of computer capability at one or more store computers for any reason including an unexpected loss of a hard drive or power to computers
- Continual interruptions of store-computing processes for no obvious reasons
- Inability to log off the Internet or direct line connections to external systems
- Messages from outside sources flashing on screen, or site searches diverted to other Internet sites
- Virus and/or firewall software indicate virus, malware or other types of attacks are or have occurred to your systems

<b>TACTICAL STEPS</b>
After establishing that threat exists, contact your store IT security or IT professional staff immediately.
Mobilize the Business Recovery Team ( <b>BRT</b> ) necessary to secure, recover and restore data and computer processing systems.
Stop all input operations until it is clear the data is being saved, stored or transferred as required in the store's business process.
If there is a loss of one computer because of a hardware failure then replace the unit as soon as possible and divert operations to the backup computer and system connections. Have IT professionals assess what may have caused the failure to ensure such losses don't reoccur.
The IC should brief appropriate store personnel about the change in operations.
If there is a major loss of all computing systems, interrupt current electronic operations and return to manual methods until the system can be restored.
If operations cannot be restored in four hours or less consider store closure until the system is fully restored. Consider applying for business interruption insurance loss.
Evaluate if staff loaded software or in any way sabotaged the systems.
If the losses are proved to be a criminal or terrorist act, report to law enforcement.
Announce recovery is complete and write necessary recovery phase closing reports.

Read more at: <http://sbinfoCanada.about.com/cs/management/a/databackup.htm>

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## **DISEASE OUTBREAK** (Including Influenza)

### **5 Things that Signal a Need for Responding to a Disease Outbreak:**

- Public health watches are released regarding an emerging disease or seasonal disease, especially if it is in any way related to food products
- Public health warnings occur for your area regarding a specific disease, especially if it is associated with a food product in stores
- The disease is easily communicable in public places, like stores
- The public is advised to restrict their travel and to support social isolation
- Significant numbers of employees are not reporting to work due to illness

<b>TACTICAL STEPS</b>
After establishing that threats meet the need for store action, activate the Plan after contacting the store HQ offices for guidance. Disease outbreaks include influenza.
Mobilize the store ICS team and an ICP, and develop an IAP based on the best-available information.
Perform initial assessment of losses to date, including work-time losses because of the disease or product that may be identified as the source of the illness. Evaluate future impacts on store operations including food supplies, personnel and travel.
Prepare an Initial Action Plan that addresses: <ul style="list-style-type: none"> <li>• Ways to protect the health of the customers and store staff</li> <li>• Coordination with local public health offices</li> <li>• Coordination with HQ store to evaluate larger strategies for all stores</li> <li>• Evaluating methods to discard or turnover suspect food products</li> <li>• Monitoring of store operations to ensure they can continue to be staffed</li> <li>• Media coordination as needed</li> <li>• Staff and customer information programs</li> <li>• Coordination with medical insurance provider</li> <li>• Strategies for dissemination of drugs from store pharmacy or through vaccine programs</li> </ul>
Ensure a continuity of operations if store IC (manager) and staff need to be replaced.
Use a monitoring and management process to evaluate progress toward recovery.
Change strategies as new information is released by public health and store HQ.
Provide regular verbal and written updates of all staff and vendors.
Establish health protective policies with Human Resources for returning personnel.
Announce when event is over and write necessary recovery phase closing reports.

Read more about influenza actions for stores at:  
<http://www.flu.gov/professional/business/businesschecklist.html>

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## **DROUGHT**

### **5 Things that Signal a Drought:**

- Historically low levels of rainfall
- Reductions in agricultural use of water
- Water restriction levels announced by community leaders for lawns and home use
- Reductions of water use in retail operations by community edict
- The cost of water increases substantially for store operations

<b>TACTICAL STEPS</b>
After establishing that threat exists to store operations, activate the Plan (e.g., HQ directs substantial reduction in water use in the store).
Assess the daily use of water by the store for all purposes from water outside plants, cleaning outside surfaces, cooling (if evaporative cooling is used), etc.
Perform initial assessment of damages and business impact if water is reduced as part of future community reductions. This may require attending community meetings.
Prepare an initial IAP that addresses: <ul style="list-style-type: none"> <li>• Water savings and how to prove them</li> <li>• Critical functions that get priority water use</li> <li>• Triggers for starting the purchase of external sources of water</li> <li>• Vendor lists for potable water sources</li> <li>• Costs of external water purchases</li> <li>• Plans for managing the bottled water offered by the store, and water vending machines</li> <li>• Timelines for acquiring water needed for key operations and delivery points</li> </ul>
Share the IAP with store HQ. Also see the guide for “Extreme Temperatures.”
Use a monitoring and management process to evaluate the status of the drought.
Develop a strong fiscal tracking process so response costs and reimbursements/ insurance coverage are measured and tracked for documentation shared with internal and external store stakeholders.
Establish a strong communications/media strategy for informing all stakeholders. Ensure the general public knows the store is doing its part to reduce use.
When the drought lifts, re-establish critical business operations that require water.
Announce the end of the drought restrictions to staff and HQ, and then write necessary recovery phase closing reports.

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Read more about drought at: <http://drought.unl.edu/>



## EARTHQUAKE

### 5 Things that Signal a Need for Earthquake Response:

- A State of California Earthquake Warning is issued
- Volcanic activity occurs near the region of the store
- A swarm of minor quakes continues near the store
- Water levels suddenly change in local wells and lakes
- An major earthquake occurs in the region but does not affect the store directly

TACTICAL STEPS
During an earthquake shaking the store, <b>DROP-COVER-HOLD ON</b> . Stay under a heavy table, cart, counter or something that will protect you from falling objects.
When shaking stops, activate the Plan and start the ICP. Communications may be difficult at first with staff who may be in a stunned state. State requests in a slow, calm voice with very brief sentences and small words.
Take immediate actions to provide medical aid to the injured.
Move people out of the store to a safe, open location outdoors as soon as possible. Keep them away from overhead lighting, power lines and trees. Move staff to a safe, pre-designated rally point. Expect aftershocks.
Complete a store staff accountability to find out if anyone is missing.
<b>If the shaking was minor</b> , with only a few things thrown to the floor, direct the Security Officer and Safety Officer to re-enter and look for missing store personnel. <b>If there was major shaking</b> , with building damage, don't send anyone inside. Let First Responders make that decision.
Complete an initial IAP to address: <ul style="list-style-type: none"> <li>• Shutting off water and gas lines as needed after checking them for damage</li> <li>• Contacting HQ and requesting support and advice, including contacting the insurer</li> <li>• Forming cleanup teams for store losses, after a Safety Officer hazards briefing</li> <li>• Completing an Initial Damage Estimate and share information with HQ and CGA</li> </ul>
Support staff requests to verify their own families are okay. Provide them with the disaster guide for families. Anticipate releasing staff if their families are hurt.
Work to re-establish business operations with core critical operations first.
Announce when recovery is complete and write necessary After-Action Report.

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Read more about earthquakes at: <http://quake.usgs.gov/> and <http://www.shakeout.org/>  
 Make your own California earthquake probability map at:  
<http://eqint.cr.usgs.gov/eqprob/2002/index.php>



## **FIRE**

### (Including Building Fire and Wildfire)

#### **5 Things that Signal a Need for Fire Response:**

- A “red flag” warning in areas where stores are near wooded areas
- Reports of wildfires occurring anywhere within twenty miles of the store
- Heavy smoke in the air from a nearby wildfire during fire season
- Visible smoke within the store
- Visible fire inside or outside the store

<b>TACTICAL STEPS</b>
After establishing that threats meet the triggers, activate the Plan.
Direct the store staff to take immediate measures if there is fire inside the store or visible smoke in the store. <b>PULL THE FIRE ALARM and call 911.</b>
Immediately evacuate people, moving in the opposite direction of the fire and <b>UPWIND IF POSSIBLE</b> . Only those people trained to put out small fires should try to fight a fire, and only if it is small. No staff are to ever enter a smoke-filled area.
<b>NOTE:</b> If you extend your hand out and the fire appears to be larger than your hand and spreading, take initial fire extinguisher actions. If they do not stop the fire immediately, evacuate the area as fast as possible.
Move staff to a safe rally point and perform accountability. If a wildfire is moving toward the store, follow the direction of First Responders and leave the area immediately. Meet the store staff at a distant rally point. Anticipate some staff may go home instead. Tell responders if anyone was not accounted for at the rally point.
At the ICP, develop an initial IAP. Focus on actions to prevent hazardous materials losses, site security after the fire and cleanup operations. Work with First Responders.
Perform an Initial Damage Estimate and send it to HQ.
Establish protocols for disposal of food, using guides in the Appendix.
If the store is severely damaged, work with insurers and HQ to establish if the store will be rebuilt. Communicate the decisions with personnel as soon as possible.
Develop a strong fiscal tracking process so recovery costs and reimbursements/ insurance coverage are measured and tracked for documentation shared with internal and external stakeholders of the store.
Reestablish store critical operations first, if the store receives only minor damage.
Announce when recovery is complete and write necessary recovery phase closing reports.



Read more about fire safety at: <http://www.nifc.gov/safety.html>



## **FLOODS**

(Including River Flooding, Levee Failure and Street Flooding)

### **5 Things that Signal a Need for Flood Response:**

- Extremely heavy rainfall occurs or there is rapid spring melting of snow pack
- Rivers are rising in areas nearby and the store is in the flood plain
- A flood watch is issued for the area of the store
- A flood warning is issued or notice of an imminent dam failure near the store
- Street flooding threatens the store

<b>TACTICAL STEPS</b>
Establish an ICP at a safe location. If the store must be evacuated, move to a place away from the flooding: <b>Upstream and Uphill.</b>
Prepare an IAP that addresses: <ul style="list-style-type: none"> <li>• Sand bag operations, if there is time and they are available</li> <li>• Shutting down power and other utilities before flood waters arrive</li> <li>• Saving products and securing critical records and store valuables</li> <li>• Release of personnel to address threats to their homes and families</li> <li>• Establishing continuous communications with HQ EOC and local government EOC if needed</li> <li>• Establishing a closure policy, or leaving the store open for the public to get critical resources, as long as it is safe for store personnel to stay and operate the store</li> </ul>
Monitor the NOAA weather radio and the local EAS station for flooding updates.
Complete an Initial Damage Estimate if flooding occurs and send it to HQ.
Establish protocols for disposal of food, using guides in the Appendix.
Work with store HQ and insurers to establish recovery funding and actions.
Develop a strong fiscal tracking process so recovery costs and reimbursements/ insurance coverage are measured and tracked for documentation shared with internal and external stakeholders of the store.
Establish a strong communications/media strategy for keeping all stakeholders informed, especially store employees.
Re-establish business operations with core critical operations first.
Announce when recovery is complete and write necessary After-Action Report



Read more about flood safety at:

<http://redcross.files.wordpress.com/2009/03/floodsafetychecklist.pdf>



## FOOD SHORTAGE

### 5 Things that Signal a Need for Food Shortage Response:

- There are extensive worldwide crop failures, including the U.S.
- Vendors begin to restrict the amount of products they will supply
- Food costs suddenly increase
- The public and the media begin discussing food shortages at stores
- Rationing is placed on basic food staples for sale (by government or HQ)

TACTICAL STEPS
After establishing that threats meet the need for response, activate the Plan.
Establish the ICP and the IC staff.
Develop an IAP that addresses: <ul style="list-style-type: none"> <li>• Loss prevention and possible increased theft of stock in the store</li> <li>• Price controls and operations to track critical store products</li> <li>• Vendor management and alternate local resources for stock</li> <li>• Set-asides for staff family</li> <li>• Directives for sales controls from HQ and the government</li> <li>• Store security upgrades</li> <li>• Store safety briefings to avoid confrontations with the public</li> <li>• Improved communications with local law enforcement, the Health Department and the media</li> </ul>
Monitor food restrictions through media, HQ briefings and CGA updates.
<b>Call 911</b> whenever it appears an uncontrolled crowd is gathering outside the store.
Listen to the local EAS network for warnings about runs on stores and public unrest.
Develop safe zones for employees away from front doors and windows, and ensure employees can exit safely out of back entrances.
Establish a strong communications/media strategy for keeping all stakeholders informed.
Re-establish normal business operations when food shortages subside.
Announce response is complete and write After-Action Report.

Read more about food shortages at:

[http://www.manh.com/thought\\_leadership/food\\_shortage\\_supply\\_chain\\_optimization\\_impact\\_on\\_us\\_stores.html](http://www.manh.com/thought_leadership/food_shortage_supply_chain_optimization_impact_on_us_stores.html)

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## **FUEL SHORTAGE**

(Including Gasoline, Diesel, Natural Gas and Propane)

### **5 Things that Signal a Need for a Fuel Shortage Response:**

- Raw fuel supply costs rise suddenly on the open market
- Vendors and utilities suddenly raise prices of fuels used or sold by the store
- Vendors are late or only provide partial deliveries of fuels to the store
- Fuels are not regularly available and operations depending on them are interrupted
- Restrictions are placed on sales of fuel by vendors, HQ or the government

<b>TACTICAL STEPS</b>
After establishing that threats meet the need for response, activate the Plan.
Establish the ICP and the IC staff.
Develop an IAP that addresses: <ul style="list-style-type: none"> <li>• Loss prevention and theft of stock in the store (propane tanks, gas at pumps)</li> <li>• Price controls and operations to track critical store products</li> <li>• Vendor management and alternate local resources for fuels</li> <li>• Reduction of fuel use at the store</li> <li>• Set asides for staff family</li> <li>• Directives for sales controls from HQ and the government</li> <li>• Security upgrades to protect fuels</li> <li>• Safety briefings to avoid confrontations with the public</li> <li>• Improved communications with local law enforcement, the Health Department and the media, and with local government if they can supply emergency fuel</li> <li>• Identification of store critical operations that will be interrupted if fuel sources are cut off (e.g., in winter the natural gas supply for heating is shut off)</li> </ul>
Monitor fuel restrictions through media, HQ briefings and CGA updates.
<b>Call 911</b> whenever it appears an uncontrolled crowd is gathering outside the store.
Listen to local EAS network for warnings about runs on stores and public unrest.
Develop safe zones for employees away from front doors and windows, and ensure employees can exit safely out of back entrances.
Establish a strong communications/media strategy for keeping all stakeholders informed.
Re-establish normal business operations when fuel shortages subside.
Announce response is complete and write After-Action Report.

Read more about fuel shortages at:

[http://www.cabinetoffice.gov.uk/media/132628/bcp\\_fuel\\_nov2008.pdf](http://www.cabinetoffice.gov.uk/media/132628/bcp_fuel_nov2008.pdf)

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**5 Things that Signal a Need for Response to a Hazmat Event:**

- A warning is announced over media that there has been a hazmat event nearby
- Customers or staff report smelling a strange odor
- Customers or staff report seeing a chemical spilled inside or outside the store
- A vendor reports spilling a chemical product during delivery
- People report becoming ill from something in the air

<b>TACTICAL STEPS</b>
<b>After establishing that threats meet the need for response, activate the Plan.</b>
Establish the ICP and the IC staff <b>Upwind and Upstream</b> from the spill or release.
Immediately treat anyone affected in the store and get them to a safe location for further treatment, as needed. Do not enter an area where there is an ongoing release.
Develop an IAP that addresses: <ul style="list-style-type: none"> <li>• Identification of the chemical and the source of the spill or release if it inside the store or on store property (use the store MSDS book for information)</li> <li>• Immediate actions to reduce exposure (evacuation, shelter-in-place, protective equipment, closure of ventilation system, etc.—following Safety Officer directions)</li> <li>• <b>Calling 911</b> if the release is life threatening and originated at the store</li> <li>• <b>Calling 911</b> to report a hazmat event if it close by or on store property</li> <li>• Establishing if the release is under control or continuing</li> <li>• Establishing a safe exit route if the store must be evacuated</li> <li>• Planning for store closure and security of store and records after evacuation</li> <li>• Finding out if decontamination is needed for the staff</li> <li>• Following directions of First Responders arriving on scene</li> <li>• Developing communications with local Hazmat Team, the Health Department and the media, and with local government to identify exposure recovery actions</li> <li>• Establishing a continuous line of communication with HQ</li> </ul>
Monitor the situation by listening to the local EAS station.
Make sure that exposed staff know what follow-up actions to take to ensure their health.
Work with local authorities to establish a re-entry time for store staff.
Inform the store employees of an “All Clear” so that they can return. Complete an Initial Damage Estimate report and establish a protocol for disposal of food, using guides in the Appendix. If “hazardous” food is to be disposed of, it should be done in coordination with the local Health Department. In cases of food tampering, nothing should be disposed until law enforcement has collected their evidence.
Re-establish normal business operations when hazmat event subsides.
Announce response is complete and write After-Action Report.

Read more about hazardous materials events at:  
[http://www.cleanhawaii.org/index.php?option=com\\_content&view=article&id=58&Itemid=81](http://www.cleanhawaii.org/index.php?option=com_content&view=article&id=58&Itemid=81)



## HIGH WINDS

(Including Tornado, Hurricane and Wind Shear)

### 5 Things that Signal a Need for High Wind Response:

- Serious storms are predicted by the National Weather Service
- A high wind, tornado or hurricane watch is released for the area of the store
- A high wind, tornado or hurricane warning is released for the area of the store
- A tornado or hurricane is spotted and is heading toward the store
- Weather conditions suddenly change around the store and high winds appear

HIGH WINDS

TACTICAL STEPS
After establishing that threats meet the need for response, activate the Plan.
Establish the ICP and the IC staff <b>inside a structure that is safe from high winds</b> .
Immediately treat anyone affected at the store by high winds and debris, and get them to a safe location for further treatment, as needed. <b>Stay inside</b> during tornado, hurricane or wind-shear events.
Develop an IAP that addresses: <ul style="list-style-type: none"> <li>• Safe shelter-in-place locations in the store</li> <li>• Removal of objects outdoors that can become airborne on the store property</li> <li>• Covering windows with plywood when there is time before the winds arrive</li> <li>• <b>Calling 911</b> to report a tornado striking the store, or a wind shear</li> <li>• Establishing protocols for when it is safe to evacuate the store after the winds pass</li> <li>• Establishing a safe exit route if the store must be evacuated</li> <li>• Planning for store closure and security of store and records after evacuation</li> <li>• Holding a staff accountability at a rally point to establish who may be missing</li> <li>• Following directions of First Responders arriving on scene</li> <li>• Developing communications with Search and Rescue Teams, the media, local government and HQ</li> <li>• Establishing protocols for disposal of food, using guides in the Appendix.</li> </ul>
Monitor the situation by listening to the local EAS station and a NOAA weather radio.
When it is confirmed the storm has passed, set protocols for re-entry. Complete an Initial Damage Estimate report to send to store HQ and CGA.
Establish security around the store to protect products and other store assets.
Inform the store employees of an “All Clear” so that they can return.
Re-establish normal business operations when high winds subside.
Announce response is complete and write After-Action Report.

Read more about tornado safety at: <http://www.fema.gov/areyouready/tornadoes.shtm>



## **INFESTATION BY PESTS**

(Including Rodents, Insects, Spiders and Other Wildlife)

### **5 Things that Signal a Need for Pest Infestation Response:**

- Local media report an increase in a pest in homes and stores
- The local Health Department provides information about a serious pest infestation
- The public asks store employees about the pests and if they affect store products
- Serious pests are found within the store by employees
- Serious pests are found in the store on products and reported by customers

<b>TACTICAL STEPS</b>
After establishing that threats meet the need for response, activate the Plan.
Establish the ICP and the IC staff <b>in an area safe from pest problems.</b>
Immediately treat anyone affected at the store by pests that cause injury or carry serious diseases. Refer store staff to their family doctor. <b>Call 911</b> for an ambulance if the pest creates a serious, life-threatening bite or infection (e.g., a snake bite).
Develop an IAP that addresses: <ul style="list-style-type: none"> <li>• How to identify the pest</li> <li>• Identification of threat to store personnel and the public</li> <li>• Likely location of the pest in the store</li> <li>• Methods to remove or destroy the pest with as little damage as possible to store property and products</li> <li>• Establishing protocols for disposal of ruined foods</li> <li>• Deciding if store will need to be closed during eradication and if that will require movement of store products or losses in the store</li> <li>• Planning for store closure and security of store and records during eradication</li> <li>• Reporting eradication efforts to neighboring businesses so they are aware, especially if the pests are mobile and may simply move into neighboring buildings</li> <li>• Providing information to local government and media of the process (it may require a special permit)</li> <li>• Establishing a continuous line of communication with HQ</li> </ul>
Monitor the situation by keeping in contact with the local Health Department or county Agriculture Office.
When it is confirmed the pest is eradicated, set protocols for re-entry.
Inform the store employees of an “All Clear” so that they can return.
Re-establish normal business operations with critical operations starting first.
Announce response is complete and write After-Action Report.

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Read more about pest eradication at: <http://www.ipm.ucdavis.edu/PMG/PESTNOTES/pn74125.html>



## MUDSLIDE, HILLSIDE COLLAPSE AND SINKHOLES

### 5 Things that Signal a Need for Landslide Response:

- Heavy rains fall after the ground is saturated or on hillsides after wildfires
- The store is near areas where ground movement occurred in the past
- The media reports warnings about unstable ground near the store
- Mudslides, hillside collapses or sinkholes occur near the store
- Warnings are issued by local government for people to leave the store area

TACTICAL STEPS
After establishing that threats meet the need for response, activate the Plan.
<b>Establish the ICP and the IC staff away from the side of the building nearest to the land movements. If there is an immediate threat, evacuate the area and form the ICP at a secondary site near the store but out of the threat area.</b>
Immediately treat anyone affected at the store by land subsidence and debris, and get them to a safe location for further treatment, as needed. Stay away from areas that are unstable or threatening to slide.
Develop an IAP that addresses: <ul style="list-style-type: none"> <li>• When to evacuate the store based on information from local government</li> <li>• Products from the store if the store will be impacted, especially hazmat materials</li> <li>• Protecting entrances with sand bags if there is time</li> <li>• <b>Calling 911</b> if there is land movement near or at the store</li> <li>• Establishing a safe exit route if the store must be evacuated</li> <li>• Planning for store closure and security of store products and records during evacuation</li> <li>• Holding a staff accountability at a rally point to establish who may be missing</li> <li>• Following directions of First Responders arriving on scene</li> <li>• Developing communications with law enforcement, the media, local government and HQ</li> <li>• Establishing protocols for disposal of food, using guides in the Appendix.</li> </ul>
Monitor the situation by listening to the local EAS station and a NOAA weather radio.
When it is confirmed the threat has passed, set protocols for re-entry. Complete an Initial Damage Estimate report.
Establish security around the store to protect products and other store assets.
Inform the store employees of an “All Clear” so that they can return.
Re-establish normal business operations with critical operations starting first.
Announce response is complete and write After-Action Report.

MUDSLIDE  
LANDSLIDE

Read more about landslides at: <http://www.fema.gov/hazard/landslide/index.shtm>



## NUCLEAR PLANT ACCIDENT

### 5 Things that Signal a Need for Nuclear Power Plant Accident Response:

- A nuclear power plant near the store announces a release of radioactive material
- A local government agency announces a release of radioactive material
- The media reports a release of radioactive material from a nearby plant
- Store staff and customers show concern about a nuclear plant release
- The store is overwhelmed with customers panic-buying because of news reports

TACTICAL STEPS
After establishing that threats meet the need for response, activate the Plan.
Establish the ICP and the IC staff inside the store. Remain indoors and shut of the ventilation system and close all doors.
Shelter staff in-place only if that is advised by local officials. Listen to the local EAS station for guidance. Anticipate the phone lines and cellular phone lines will be overwhelmed, as well as 911.
Develop an IAP that addresses: <ul style="list-style-type: none"> <li>• What the release threats really are to the store and its staff and customers</li> <li>• Controlling products from the store that will likely be in highest demand (<b><i>do not sell medicinal or raw liquid iodine to anyone during this event</i></b>)</li> <li>• Enhancing store security to control panic-buying and criminal behavior</li> <li>• Whether to keep the store open or close it based on government directions and after consulting with HQ</li> <li>• Establishing a safe exit route if the store must be evacuated so staff are not driving toward the radioactive material</li> <li>• Planning for store closure and security of store products and records after evacuation</li> <li>• Developing communications with law enforcement, the media, local government and HQ</li> <li>• Establishing protocols for disposal of food, using guides in the Appendix.</li> </ul>
Monitor the situation by listening to the local EAS station and a NOAA weather radio.
When it is confirmed the threat has passed, set protocols for re-entry. Complete an Initial Damage Estimate report.
Establish security around the store to protect products and other store assets.
Inform the store employees of an “All Clear” so that they can return.
Re-establish normal business operations with critical operations first.
Announce response is complete and write After-Action Report.

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Read more about nuclear plant emergencies at: <http://www.fema.gov/hazard/nuclear/index.shtm>



## **PLANE CRASH**

### **(Including Small Private Planes, Military and Commercial Jets)**

#### **5 Things that Signal a Need for Response for an Airplane Crash:**

- Media reports a plane is in trouble and coming to the airport near the store
- There are reports that a large commercial plane has crashed near the store
- There are reports that a small plane has crashed on the store property
- A small plane crashes into the store building
- A large commercial plane crashes into the store with much damage

<b>TACTICAL STEPS</b>
After establishing that threats meet the need for response, activate the Plan.
Establish the ICP and the IC staff away from the crash location. Immediately provide first aid to the injured and move them away from the crash site on store property, if it is safe to do so. Work with arriving EMS, fire and law enforcement.
Gather all store personnel at a distant rally point and perform accountability for missing staff. Let First Responders know of any missing persons.
Develop an IAP to: <ul style="list-style-type: none"> <li>• Describe the actual crash location and size of the crash</li> <li>• Complete an Initial Damage Estimate and send it to HQ and local government</li> <li>• Increase store security to protect product and store assets</li> <li>• Close the store operations until the crash scene is secured and there is no further risk of fires, explosions or any other possible hazards</li> <li>• Develop communications with law enforcement, the media, local government and HQ (you may need to coordinate with the NTSB investigators)</li> <li>• Establish family care and support through Human Resources. Include staff-critical incident-stress counseling and support</li> <li>• Establish protocols for disposal of food, using guides in the Appendix</li> </ul>
Monitor the situation by listening to the local media and the EAS station.
When it is confirmed the threat has passed, set protocols for re-entry. Ensure that the store is no longer a crime scene before attempting re-entry.
Establish additional security around the store to protect products and other store assets.
Inform the store employees of an “All Clear” so that they can return.
Re-establish normal business operations with critical operations first.
Announce response is complete and write After-Action Report.

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Read more about airplane crashes at:  
[http://www.fs.fed.us/r2/fire/docs/Aircraft\\_Crash\\_SAR\\_Guide.PDF](http://www.fs.fed.us/r2/fire/docs/Aircraft_Crash_SAR_Guide.PDF)



## **RIOT** (Including Mass Public Protest)

### **5 Things that Signal a Need for Riot Response (Civil Unrest):**

- Media reports major social disruptions that are stirring public anger
- A major protest is planned for an issue and people will gather near the store
- The store is warned by law enforcement of possible civil unrest on a specific date
- Rioting is occurring in the area near the store
- A mob is approaching the store property

<b>TACTICAL STEPS</b>
After establishing that threats meet the need for response, activate the Plan.
Establish the ICP and the IC staff away from the front of the store and safely inside.
Secure the front doors and other exits so there cannot be easy forced entry.
Develop an IAP to: <ul style="list-style-type: none"> <li>• Describe the nature of the civil unrest—whether it will be violent toward the store</li> <li>• Plan for covering store windows and securing any materials outside that could be used to throw through windows or be vandalized</li> <li>• Increase store security to protect products and store assets; be prepared to put out small fires</li> <li>• Close the store operations until an actual riot has passed; send everyone but required staff home to keep them out of the area</li> <li>• Develop communications with law enforcement, the media, local government and HQ</li> <li>• Establish protocols for disposal of food, using guides in the Appendix</li> </ul>
Monitor the situation by listening to the local media and the EAS station.
When it is confirmed the threat has passed, set protocols for recovery. Ensure that the store is not a crime scene before attempting re-entry. Law enforcement may request store videotapes.
Establish additional security around the store to protect products and other store assets that may be vulnerable when doors and windows are broken.
Inform the store employees of an “All Clear” so that they can return.
Re-establish normal business operations with critical operations first.
Announce response is complete and write After-Action Report.



Read more about triggers for civil unrest at:  
[http://www.panamalaw.org/trigger\\_points\\_for\\_civil\\_unrest.html](http://www.panamalaw.org/trigger_points_for_civil_unrest.html)



## **ROBBERY**

### (Including Store or Armored Carrier)

**NOTE:** Robbery is technically a criminal act not typically considered in emergency plans; however, it may be an act to prepare for because of civil unrest, as an act of terrorism, or may occur after a major natural disaster.

#### **5 Things that Signal a Need for Response to Robbery or Threat of Robbery:**

- A series of robberies occurs in stores nearby
- A robbery occurs in one of the sister stores in your chain of stores
- There is a rumor that your store will be robbed
- Local law enforcement advises the store take measure due to recent robberies
- A robbery is attempted but fails at the store

<b>TACTICAL STEPS</b>
After establishing that threats meet the need for response, activate the Plan.
Establish the ICP and the IC staff away from the store offices where valuables are kept and away from the cash registers.
Secure the front doors and other exits so there cannot be easy forced entry.
Develop an IAP that addresses: <ul style="list-style-type: none"> <li>• The likely threat to the store based on recent events</li> <li>• How to protect store personnel and the customers if a robbery occurs</li> <li>• How to increase store security to protect products and store assets</li> <li>• Training store personnel not to resist but to let the robbers have cash and checks</li> <li>• Increasing communications with law enforcement and the store HQ</li> <li>• Establishing protocols for preserving a crime scene after the robbery</li> </ul>
Monitor the situation by listening to the local media and getting briefings from store security and local law enforcement.
After the robbery, set protocols for recovery. Ensure that the store is not a crime scene before attempting to restart operations. Law enforcement may request store videotapes.
Establish additional security around the store to discourage further attempts.
Inform the store employees of an “All Clear” so that they can return.
Re-establish normal business operations with critical operations first.
Announce response is complete and write After-Action Report.

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Read more about retail violence and robberies at:

[http://www.publicliability.net.au/Documents/Supermarket night violence.doc](http://www.publicliability.net.au/Documents/Supermarket%20night%20violence.doc)



## **SEICHE**

**NOTE:** Only applies to stores within the slosh model for a seiche near a large bay or lake.

### **5 Things that Signal a Need for Response for a Seiche:**

- The State of California issues an earthquake warning
- A large earthquake (over 6.5 on the Richter Scale) has occurred nearby and the store is near a large bay or lake
- Local government issues a seiche watch
- Local government issues a seiche warning
- At least one seiche wave has already approached the store location

### **TACTICAL STEPS**

After establishing that threats meet the need for response, activate the Plan.
Establish the ICP and the IC staff away at a secondary location in the direction away from the body of water. If the seiche has already struck the store, immediately provide first aid to the injured and move them away from the store property as soon as possible as additional waves may return. Work with arriving EMS to move people.
Gather all store personnel at a distant rally point and perform accountability for missing staff. Let First Responders know of any missing persons.
Develop an IAP to: <ul style="list-style-type: none"> <li>• Describe the threat of the seiche, when it might strike and how serious it might be</li> <li>• Complete an Initial Damage Estimate and send it to HQ and CGA, if the seiche has already struck the store</li> <li>• Increase store security to protect product and store assets scattered by the waves</li> <li>• Close the store operations until there is no longer any threat from additional waves, or the materials scattered around the area (Note: aftershocks may create an additional seiche)</li> <li>• Develop communications with law enforcement, the media, local government and HQ (you may need to coordinate with Search and Rescue for missing store personnel)</li> <li>• Establish protocols for disposal of food, using guides in the Appendix</li> </ul>
Monitor the situation by listening to the local media and the EAS station.
When it is confirmed the threat has passed, set protocols for re-entry. Ensure that the store is a safe working environment before attempting re-entry. The Safety Officer should decide this in coordination with local Public Health and Hazmat Teams.
Establish additional security around the store to protect personnel and store assets.
Inform the store employees of an “All Clear” so that they can return.
Re-establish normal business operations with critical operations first.
Announce response is complete and write After-Action Report.



Read more about seiche and related tsunamis at:  
[http://www.kingcounty.gov/safety/prepare/residents\\_business/Hazards\\_Disasters/Tsunamis.aspx](http://www.kingcounty.gov/safety/prepare/residents_business/Hazards_Disasters/Tsunamis.aspx)



## **SEVERE TEMPERATURES**

(Including High and Low Temperatures)

### **5 Things that Signal a Need for Response to Extreme Temperatures:**

- The store is located in a community where there are typically extremely hot summers or extremely cold winters
- Weather predictions indicate record high or low temperatures
- Severe temperatures have already occurred for a day prior
- Severe temperatures have occurred and are predicted to continue
- Loss of heating or cooling may occur because of utility outages during extreme temperatures

<b>TACTICAL STEPS</b>
After establishing that threats meet the need for response, activate the Plan.
Establish the ICP and the IC staff in the store. If the temperatures in the store are not safe for habitability, move to a secondary ICP as identified by the Safety Officer. Treat any store personnel or customers at the store for temperature-related injury.
Provide first aid to any store personnel or customers at the store suffering from temperature-related injury. <b>Call 911</b> for EMS support for any life-threatening conditions.
Develop an IAP that addresses: <ul style="list-style-type: none"> <li>• Defining the likely impact of the temperature extreme on store operations, length, safety issues of staff and possible losses of store product</li> <li>• Protecting store systems including water piping, air conditioning and refrigeration units</li> <li>• If losses have already occurred, completing an Initial Damage Estimate and sending it to HQ and CGA</li> <li>• Requesting updates from utility companies about planned or expected outages of service</li> <li>• Closing the store if the conditions are so severe they threaten staff and customers</li> <li>• Developing communications with local government, store HQ and CGA for advice on the immediate and long-term options</li> <li>• Establishing protocols for disposal of food, using guides in the Appendix</li> </ul>
Monitor the situation by listening to the local media and the EAS station.
When it is confirmed the threat has passed, set protocols for store recovery.
Ensure heating and cooling systems are operational before re-entry occurs.
Inform the store employees of an “All Clear” so that they can return.
Re-establish normal business operations with critical operations first.
Announce response is complete and write After-Action Report.

Read more about extreme heat and cold at: <http://www.fema.gov/hazard/heat/index.shtm> and <http://www.fema.gov/hazard/winter/index.shtm> Also: <http://www.sccgov.org/portal/site/scc/chlevel3?path=%2Fv7%2FSCC%20Public%20Portal%2FHandling%20Emergencies%2FOther%20Emergencies%20and%20Disasters%2FExtreme%20Heat%20or%20Drought>

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## SHOOTING EVENT

(Including Active Single or Multiple Shooters)

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### 5 Things that Signal a Need for Response to a Shooting Event:

- An armed person is reported by the media as roaming near the store
- Law enforcement is chasing a gunman nearby after a shooting
- Shots are heard and reported near store property
- An armed person is seen approaching the store
- Shots are fired on store property or at the store

TACTICAL STEPS
After establishing that threats meet the need for response, activate the Plan.
Establish the ICP and the IC staff away from the location where the shooter is entering. Move completely away from the store as soon as possible.
Secure the front doors and other exits so there cannot be easy forced entry, when reports are received of a shooter nearby. <b>Call 911</b> if a shooter sighting is confirmed.
Develop an IAP that addresses: <ul style="list-style-type: none"> <li>• The likely threat to the store based on recent events</li> <li>• How to protect store personnel and the public if there is a shooter present</li> <li>• How to increase store security to prevent entry or prevent/reduce casualties</li> <li>• Directing store personnel to remain calm and move in the opposite direction of a shooter. If advised to shelter-in-place by law enforcement, move away from windows to areas where entry doors can be secured from the inside (e.g., bathrooms, offices, coolers, storage areas, etc.)</li> <li>• Increasing communications with law enforcement and the store HQ</li> <li>• Establishing protocols for preserving a crime scene after the event, per directions of law enforcement</li> </ul>
Monitor the store security cameras for movement of the suspect and <b>call 911</b> .
After the event is secured set protocols for recovery. Ensure that the store is not a crime scene before attempting restarting operations. Law enforcement may request store videotapes and may want to recover other evidence in the store/interview staff.
Establish additional security around the store to discourage general public from gathering at the scene. Secure a site for any family arriving in search of relatives. Establish family support through Human Relations and stress counseling for staff.
Inform the store employees of an "All Clear" so that they can return. Ensure that crisis counseling is made available to all employees as soon as possible.
Re-establish normal business operations with critical operations first.
Announce response is complete and write After-Action Report.

Read more about shooting incidents at:  
[http://www.lpinformation.com/Portals/0/NRF\\_ActiveShooter\\_Guidelines.pdf](http://www.lpinformation.com/Portals/0/NRF_ActiveShooter_Guidelines.pdf)



## STATE OF WAR

### 5 Things that Signal a Need for Response to a Declaration of War:

- There are rumors of an imminent Declaration of War
- Another country threatens to attack the United States mainland
- Another country declares war against the United States
- The United States is attacked by another country
- A Declaration of War is proclaimed by the United States

TACTICAL STEPS
After establishing that threats meet the need for response, activate the Plan.
Establish the ICP and the IC staff in direct consultation with the store HQ Executive Management
Review any directions and proclamations from federal, state and local government agencies. The Governor may invoke executive orders to control food and fuel.
Develop an IAP that addresses: <ul style="list-style-type: none"> <li>• The likely impacts a State of War will have on store operations</li> <li>• How to protect store personnel and the public if there is an attack on the United States and particularly within the State of California</li> <li>• Evaluating store security to prevent looting of store merchandise or harm to store employees</li> <li>• Directing store personnel to remain calm and to make appropriate plans with their families, while ensuring the continuity of the store operations</li> <li>• Increasing communications with local government (especially the County Sheriff's Office), the store HQ and CGA</li> <li>• Establishing protocols for preserving critical store stocks of items that are designated as "rationed" by government authorities</li> </ul>
Monitor the situations through the media and local EAS radio station.
If war activities are moving toward the store, make plans to move store merchandise, personnel and other assets directly away at a distance to preserve them, including assistance in moving the staff's family members to safety.
Arrange for continuity of management with store HQ if it is forced to move and the chain of management is interrupted.
Contact vendors to identify who will remain in business outside of the conflict area.
Re-establish business operations at the new location starting with critical operations.
Keep a log of the events the store experiences during the State of War.

Read more about war food rationing at: <http://www.fortunecity.co.uk/meltingpot/oxford/330/ration/ratn1.html>

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## **TERRORIST ACT**

(Also see Cyber-terrorism)

**Note:** *This may include food tampering until it is proven to be a criminal act, not terrorism.*

### **5 Things that Signal a Need for Response to Terrorism:**

- A disaster has occurred but without reasonable cause
- There are explosions in buildings, cars or public places with no warning
- People begin to become sick and die suddenly for no apparent reason
- A threat of a major terrorist act involving grocers is revealed
- A terrorist group attacks another grocery store with threats to attack others

### **TACTICAL STEPS**

After establishing that threats meet the need for response, activate the Plan.
Establish the ICP and the IC staff in a location that is not involved with a current threat or is distant from a terrorist activity. Assist injured people if the store is already under attack. Assist moving them to safe areas and help EMS as they arrive.
Review any directions and proclamations from federal, state and local government agencies. The Governor may declare an immediate State of Emergency, followed by a Presidential Major Emergency Declaration or a Significant Event.
Develop an IAP that addresses: <ul style="list-style-type: none"> <li>• The likely impacts on the store if the kind of terrorist attack being used (e.g., chemical, explosive, biological, radiological or nuclear device) was directed at the store</li> <li>• Defining how to protect store personnel and the public from the attack, and how to identify terrorist suspects according to descriptions from law enforcement</li> <li>• Evaluating store security to prevent attacks on the store, if possible</li> <li>• Directing store personnel to remain calm and to continue operations as normal unless there is a confirmed attack</li> <li>• If there is an attack, using the SOP guides relevant for the kind of hazard (e.g., fire, hazmat, disease, nuclear plant) and then following those tactics</li> <li>• Increasing communications with local law enforcement and the store HQ</li> <li>• Establishing protocols for preserving store stocks from attack, but use guides in the Appendix for disposal of damaged food</li> </ul>
Monitor the situations through the media and the local EAS radio station.
If terrorist activities are moving toward the store, evacuate store personnel and customers away from the store to a safe location, per law enforcement, and then do staff accountability at the new rally point. Report any missing personnel to law enforcement. Complete an Initial Damage Assessment Estimate when it is safe.
Inform the store employees of an “All Clear” so that they can return.
Re-establish normal business operations with critical operations first.
Announce response is complete and write After-Action Report.

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Read more about terror attacks at: <http://www.fema.gov/hazard/terrorism/index.shtm>



## TRAIN DERAILMENT

(Also see Hazardous Materials Spill)

### 5 Things that Signal a Need for Response to a Train Derailment:

- Media reports there is a train derailment upwind, uphill or upstream of the store
- Local government releases a warning to the public and advises evacuations
- The store is in the evacuation area because of the derailment
- Staff and customers report smelling odors
- Staff and customers report difficulty breathing, burning skin, watery eyes

### TACTICAL STEPS

After establishing that threats meet the need for response, activate the Plan.
Establish the ICP and the IC staff <b>Upwind, Uphill and Upstream</b> from the accident. Follow evacuation directions if given by local government/law enforcement.
Immediately treat anyone affected in the store and get them to a safe location for further treatment, as needed. If required to shelter-in-place, shut all doors and windows and shut off the ventilation system. <b>Call 911</b> for medical assistance.
Develop an IAP that addresses: <ul style="list-style-type: none"> <li>• Identifying the chemical and the source of the spill or release</li> <li>• Immediate actions to reduce exposure (evacuation, shelter-in-place, protective equipment, closure of ventilation system, etc.—following Safety Officer directions)</li> <li>• <b>Calling 911</b> if the release is life threatening, and to summon EMS support</li> <li>• <b>Calling 911</b> to identify a safe evacuation route if people cannot remain in the store</li> <li>• Establishing if the release is under control or continuing</li> <li>• Planning for store closure and secure store records and assets after evacuation</li> <li>• Finding out if decontamination is needed for the staff and customers</li> <li>• Following directions of First Responders arriving on scene</li> <li>• Developing communications with the local Hazmat Team, government, Health Department and media</li> <li>• Establishing a continuous line of communication with HQ</li> </ul>
Monitor the situation by listening to the local EAS station.
Ensure that exposed staff know what follow-up actions to take to ensure their health.
Work with local authorities to establish a re-entry time for store staff.
Inform the store employees of an “All Clear” so that they can return. Complete an Initial Damage Estimate report and establish a protocol for disposal of food, using guides in the Appendix.
Announce response is complete and write After-Action Report.

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Read more about train derailment planning at:  
[http://www.txssc.txstate.edu/media/K12/downloads/TxSSC/Train\\_Derailment\\_Planning.pdf](http://www.txssc.txstate.edu/media/K12/downloads/TxSSC/Train_Derailment_Planning.pdf)



## TSUNAMI

### 5 Things that Signal a Need for Response for a Tsunami:

- A large landslide has happened in a coastal area facing the West Coast
- A large undersea volcano erupts west of California
- An underwater earthquake occurs west of California
- An earthquake occurs in California along the coast sending waves north and south
- The State of California issues a tsunami warning for your community

TACTICAL STEPS
After establishing that threats meet the need for response, activate the Plan.
Establish the ICP and the IC staff at a secondary location in the direction away from the body of water near the store. If the tsunami has already struck the store, immediately provide first aid to the injured and move them away from the store property as soon as possible, as additional waves may return. <b>Call 911</b> for medical support. Work with arriving EMS to move people to a safe location.
Gather all store personnel at a distant rally point and perform accountability for missing staff. Let First Responders know of any missing persons.
Develop an IAP to: <ul style="list-style-type: none"> <li>• Define the threat of the tsunami, when it might strike, and degree of effects</li> <li>• Complete an Initial Damage Estimate and send it to HQ and CGA, if the tsunami has already struck the store</li> <li>• Increase store security to protect product and store assets scattered by the waves</li> <li>• Close the store operations until there is no longer any threat from additional waves, or the materials scattered around the area (Note: aftershocks may create additional tsunami waves)</li> <li>• Develop communications with law enforcement, the media, local government and HQ; coordinate with Search and Rescue for missing store personnel</li> <li>• Establish protocols for disposal of food, using guides in the Appendix</li> </ul>
Monitor the situation by listening to the local media and the EAS station.
When it is confirmed the threat has passed, set protocols for re-entry. Ensure that the store is a safe working environment before attempting re-entry. The Safety Officer should decide this in coordination with local Public Health and Hazmat Teams.
Establish additional security around the store to protect personnel and store assets.
Inform the store employees of an “All Clear” so that they can return.
Re-establish normal business operations with critical operations first.
Announce response is complete and write After-Action Report.



Read more about seiche and related tsunamis at:

[http://www.kingcounty.gov/safety/prepare/residents\\_business/Hazards\\_Disasters/Tsunamis.aspx](http://www.kingcounty.gov/safety/prepare/residents_business/Hazards_Disasters/Tsunamis.aspx)



**UTILITY FAILURE**

(Including Electricity, Phone, Internet, Water and Sewage)

**5 Things that Signal a Need Response to Loss of Utilities:**

- Utility interruption warnings are provided by utility providers
- A major disaster destroys utility capabilities
- Severe temperatures interrupt some utilities
- Government restricts access to some utilities
- Utility companies fail to provide services because of economic factors

<b>TACTICAL STEPS</b>
After establishing that threats meet the need for response, activate the Plan.
Establish the ICP and the IC staff.
Develop an IAP that addresses: <ul style="list-style-type: none"> <li>• Identifying specific utility losses and how those impact critical store operations and safety of store personnel and the customers</li> <li>• Finding alternate vendors to work around the loss of any one utility</li> <li>• Describing methods to reduce the use of a critical utility</li> <li>• Enhancing store security if lighting, alarms, door locks and other security systems fail</li> <li>• Discussing data protection steps in place for loss of electricity, phones and the Internet</li> <li>• Developing constant contact with CGA to get assistance with large utility providers</li> <li>• Identifying what operations to shutdown first if a key utility is interrupted</li> </ul>
Monitor utility failures and restrictions through media, HQ briefings and CGA updates.
Track losses and complete an Initial Damage Estimate report for HQ and CGA.
Listen to local EAS radio stations for warnings about other utility interruptions.
Develop safe zones for employees for cooling or heating if the primary AC is lost.
Operate backup generators, get potable water delivered and find alternate communications as necessary to carry out store business.
Re-establish normal business operations when utilities are restored.
Announce response is complete and write After-Action Report.

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Read more about utility shut off and safety: <http://www.fema.gov/plan/prepare/utilityplan.shtm>



## VEHICLE COLLISION

(Including Cars and Trucks At or Near the Store)

### 5 Things that Signal a Need for Computer or Data Recovery:

- A major vehicle accident occurs near the store blocking vendor access
- A major vehicle collision occurs upwind of the store and releases hazardous material
- A major vehicle collision occurs on the street in front of the store property
- A major vehicle collision occurs on the store property, e.g., the parking area
- A vehicle collides into the store

<b>TACTICAL STEPS</b>
After establishing that threats meet the need for response, activate the Plan.
Establish the ICP and the IC staff <b>Upwind, Uphill and Upstream</b> from the accident if it is releasing hazardous fumes that are entering the store and store site. Follow evacuation directions if given by local government/law enforcement.
Immediately treat anyone affected in the store and get them to a safe location for further treatment, as needed. If required to shelter-in-place, shut all doors and windows and shut off the ventilation system. For accidents on the property, immediately provide first aid to injured persons and <b>CALL 911 FOR HELP</b> .
Develop an IAP that addresses: <ul style="list-style-type: none"> <li>• Identifying the nature of the accident and what threat it brings to store operations for personnel safety</li> <li>• Immediate actions to reduce exposure (evacuation, shelter-in-place, protective equipment, closure of ventilation system, etc.—following Safety Officer directions)</li> <li>• <b>Calling 911</b> if the release is life threatening and to summon EMS support</li> <li>• <b>Calling 911</b> to identify a safe evacuation route if people can't stay in the store</li> <li>• Establishing if the release is under control or continuing</li> <li>• Planning for store closure and secure store records and cash assets during evacuation</li> <li>• Finding out if decontamination is needed for the staff and customers</li> <li>• Following directions of First Responders arriving on scene</li> <li>• Developing communications with the local Hazmat Team, government, Health Department and media</li> <li>• Establish a continuous line of communication with HQ and the store insurer</li> </ul>
Monitor the situation by listening to the local EAS station.
Ensure that exposed staff know what follow-up actions to take to ensure their health.
Work with local authorities to establish a re-entry time for store staff.
Inform the store employees of an “All Clear” so that they can return. Complete an Initial Damage Estimate report and establish a protocol for disposal of food, using guides in the Appendix.
Announce response is complete and write After-Action Report.

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## **VOLCANO**

### (Including Eruption, Flows and Downwind Ash)

#### **5 Things that Signal a Need for Response to Volcanic Eruption:**

- A major earthquake occurs near a volcano in California or to the West
- A major volcanic eruption warning is given for a volcano in California or to the West
- A major volcano erupts in California or to the West
- Major ash fall is reported from a volcano and it is moving toward the store
- Local government gives a volcanic eruption or volcanic ash warning

#### **TACTICAL STEPS**

After establishing that threats meet the need for response, activate the Plan.
Establish the ICP in a safe location. If evacuation is directed, move directly north or south of the ash-fall plume. Assist store personnel and their families to move as well, if there is time.
Gather all store personnel at a distant rally point and perform accountability for missing staff. Let First Responders know of any missing persons.
Develop an IAP that addresses: <ul style="list-style-type: none"> <li>• Defining the threats from the volcanic eruption, when they might strike and degree of effects on store operations and staff safety—also what protections to wear</li> <li>• Completing an Initial Damage Estimate and sending it to HQ and CGA, if the ash is already impacting store operations</li> <li>• Checking the heating system and refrigeration case filters; replace as necessary</li> <li>• In the compressor room, making sure all electrical doors are sealed with tape</li> <li>• Placing walk-on mats at store entrances to help collect ash and dust</li> <li>• Regularly hosing down sidewalks fronting the store</li> <li>• Maintaining and repairing exhaust fans</li> <li>• Using distilled water on the batteries for electric jacks and floor scrubbers (ash in the water is conductive and can cause electrical shorting and shocks)</li> <li>• Using extreme caution if it becomes necessary to remove ash from your roof</li> <li>• Establishing protocols for disposal of food, using guides in the Appendix</li> <li>• Increasing store security to protect product and store assets until evacuation is complete, and then taking data and cash assets away during the move</li> </ul>
Monitor the situation by listening to the local media and the EAS station.
When it is confirmed the threat has passed, set protocols for re-entry. Ensure that the store is a safe working environment before attempting re-entry. The Safety Officer should decide this in coordination with local Public Health and Hazmat Teams.
Inform the store employees of an “All Clear” so that they can return.
Re-establish normal business operations with critical operations first.
Announce response is complete and write After-Action Report.



Read more about volcanic eruption at: [http://www.fema.gov/hazard/volcano/vo\\_during.shtm](http://www.fema.gov/hazard/volcano/vo_during.shtm)



## **WINTER STORMS**

(Including Heavy Rains, Snow and Blizzard Conditions)

(Also see High Winds and Severe Temperatures)

### **5 Things that Signal a Need for Response to Winter Storms:**

- Winter storms are predicted with heavy rain, snow or blizzard
- Severe winter storms begin to strike near the area of the store
- Severe winter storms strike the store
- Severe winter storms interrupt some operations of the store
- Severe winter storms damage the store

<b>TACTICAL STEPS</b>
After establishing that threats meet the need for response, activate the Plan.
Establish the ICP and the IC staff <b>inside a structure that is safe from the storm.</b>
Immediately treat anyone affected at the store by the storm, and get them to a safe location for further treatment, as needed. Avoid sending personnel outdoors.
Develop an IAP that addresses: <ul style="list-style-type: none"> <li>• Safe shelter-in-place locations in the store</li> <li>• Removal of objects outdoors that can become airborne on the store property</li> <li>• Covering windows with plywood when there is time before high winds arrive</li> <li>• Removing excessive snow from rooftops</li> <li>• Establishing protocols for when it is safe to allow personnel outdoors</li> <li>• Establishing a safe exit route if the store must be evacuated</li> <li>• Planning for store closure and security of store and records during evacuation</li> <li>• Holding a staff accountability at a rally point to establish who may be missing</li> <li>• Following directions of First Responders arriving on scene if store is damaged</li> <li>• Developing communications with Search and Rescue Teams, the media, local government and HQ</li> <li>• Establishing protocols for disposal of food, using guides in the Appendix.</li> </ul>
Monitor the situation by listening to the local EAS station and a NOAA weather radio.
When it is confirmed the storm has passed, set protocols for re-entry. Complete an Initial Damage Estimate report and send it to HQ and CGA.
Establish security around the store to protect products and other store assets.
Inform the store employees of an “All Clear” so that they can return.
Announce response is complete and write After-Action Report.

Read more about winter storms at: <http://www.fema.gov/hazard/winter/index.shtm>





## **II. Specific Store Action Guides**

### **INDEX OF GUIDES**

- **Building Inspection**
- **Contaminated Water**
- **Disinfecting Water**
- **Cleaning Automatic Ice- Making Equipment**
- **Food Contamination**
- **Store Goods to Monitor During Disasters**
- **Non-Profit Guidance**
- **Coordination of Requests from the American Red Cross for Food, Water and Other Necessities**
- **American Red Cross Vendor Billing Procedures During Large Disaster Relief Operations**
- **Coordination of Requests from the Salvation Army**



## **BUILDING INSPECTION**

Following the Northridge Earthquake, some of the retailers experienced significant problems in obtaining inspection of damaged stores. CalEMA maintains a list of State-approved building inspectors through the State's Disaster Service Worker Program. When an inspector is needed, retailers may call the regional CGA representative to request this support. The State CalEMA staff in the REOC can provide you with names of State-approved building inspectors for that area. Designate an Incident Commander for the store, as a point of contact, before the inspector arrives.

### **PREPARE FOR THE INSPECTION**

- Be sure to have your Initial Damage Estimate with you to share with the participants in the building inspection process.
- Take pictures and videotapes of the damage as early as possible.  
**(It is always a good idea to have pictures and videotape of the store in everyday condition stored in a bank security box.)**
- Make drawings of the store and areas of damage.
- Have as-built drawings available to compare with the damaged areas.

### **CONTACT ALL OF THE KEY PARTICIPANTS**

To prepare for an inspection, be sure to coordinate with the following individuals so they may enter the store:

- Store/company risk management (may come from headquarters)
- Store or company legal staff
- The store's insurance company
- The owner of the building if the store is leased
- Local law enforcement (if black and yellow tape is on the store due to a crime scene)
- Local fire officials (to clear fire hazards, codes and hazmat issues)
- Local health inspector (for vermin or vector control issues)
- A certified building inspector (who should use the ATC-20 as their guideline, or the pocket version ATC-21)

### **RESULTS OF THE INSPECTION**

Accompany any inspectors, when possible. Take pictures or videos of their inspections. There are three primary results to expect from the inspection:

- **Inspected:** No restrictions on use or occupancy (a green sign)
- **Limited Entry:** Off Limits to Unauthorized Personnel (a yellow sign)
- **Unsafe:** Do Not Enter or Occupy (a red sign—basically condemned property)

Limited Entry may be resolved by repair. An unsafe rating, however, may be so severe that the building needs to be demolished. All of these decisions should be negotiated with the authorities. Make sure you follow the inspector's postings to avoid penalties and legal charges.



## **CONTAMINATED WATER**

- Do not use tap water in food preparation.
- Turn off all produce misters. Use bottled or hauled potable water—not tap water—to spray food.
- Use only bottled or hauled potable water to soak lettuce.
- Turn off ice machines and use only bagged ice to display food.
- Use clean, disposable gloves in all food preparation.
- Disconnect all liquid vending machines (water, soda, coffee, etc.).
- Turn off water drinking fountains.
- When water is used as an ingredient, use only bottled water.
- Wash equipment and utensils only with potable or bottled water and follow the current cleaning procedures—wash, rinse, sanitize.
- DO NOT USE TAP WATER.
- Water can be made potable when boiled vigorously for **at least 1 minute**.



## **DISINFECTING WATER\***

**Before attempting to disinfect water, first strain cloudy water through several layers of clean cloth or paper towels to remove any sediment.**

Water may be disinfected with 5.25% sodium hypochlorite solution [household chlorine bleach].

**Do not use solutions in which there are active ingredients other than hypochlorite.**

Use the following proportions:

	<u>WHEN WATER IS CLEAR</u>	<u>WHEN WATER IS CLOUDY</u>
One Quart	2 drops	4 drops
One Gallon	8 drops	16 drops
5 Gallons	2 teaspoon	1 teaspoon

Mix water and hypochlorite thoroughly by stirring or shaking in a container. Let stand for 30 minutes before using. A slight chlorine odor should be detectable in the water. If not, repeat the dosage and let stand for an additional 15 minutes.

**\*Source: California Department of Health Services**



## **CLEANING AUTOMATIC ICE-MAKING EQUIPMENT\***

If an ice-making machine has been contaminated by floodwaters, or the water supply to the machine has been contaminated, the ice-making machine should be emptied, cleaned and sanitized before returning to use.

### **1. Determine if the Existing Water Supply is Safe**

- If public water supply—contact the water company.
- If private well, check to see if floodwaters have covered the well. If so, contact the local health department or environmental health agency for information on disinfecting the water supply.

### **2. If the Existing Water Supply is Safe, Proceed with One of the Following Steps:**

#### **COMMERCIAL UNITS WITH REMOVABLE ICE CONTACT SURFACES**

- Follow manufacturer's recommended cleaning procedures, or run the unit through 2-3 freezing cycles. This should ensure that water entering the unit is safe
- Turn off the water supply
- Disconnect the unit from electrical power
- Remove and discard any ice
- Remove all ice-contact parts of the machine and:
  - Wash in hot soapy water
  - Rinse in clean water
  - Sanitize for at least two minutes in a solution of 1 ounce of household bleach per 3 gallons of water
- Reassemble the unit and re-start the machine

#### **COMMERCIAL UNITS WITH NON-REMOVABLE ICE CONTACT SURFACES**

- Follow the manufacturer's recommended cleaning procedures, run the unit through 2-3 freezing cycles or flush the water supply line
- Turn off the water supply
- Drain the machine
- Circulate a clean solution of warm soapy water for two minutes; drain system
- Circulate a clean water rinse for two minutes, drain system
- Circulate a sanitizing solution containing 1-ounce of household bleach per 3 gallons of water. Leave in system at least 2 minutes.
- Drain the system
- Wash, rinse and sanitize the ice-storage bin
- Return the drain valves to their normal operating positions and restart the system
- \*Source: California Department of Health Services

(Continued)

**CLEANING AUTOMATIC ICE MAKING EQUIPMENT\* (continued)**

**3. If Water Supply is Contaminated (or Subject to a Boil-water Order)**

- Disconnect the unit from electrical power
- Remove and discard any stored ice
- Drain water from the machine
- Do not initiate cleaning and sanitizing procedures [shown above] until the water supply is safe

**\*Source: California Department of Health Services**

## **FOOD CONTAMINATION\***

**NOTE:** Foods not properly refrigerated, frozen, heated or handled can kill or make customers deathly ill. Check with your county/city health department to confirm that their temperature requirements are the same as those in this guide. **Use local government refrigeration numbers if they are more conservative than State regulations.**

Because the loss of power or water shuts down your refrigeration systems, protecting perishable foods becomes critical. Here are a few tips to help preserve your perishable products:

### **FROZEN FOOD CASES**

**"All frozen food shall be kept at a temperature which should keep the food in the frozen state until ready for processing or preparation. NO FOOD that has been thawed shall be refrozen unless it has been cooked or processed."**

#### **REFRIGERATION LOSS UP TO 2 HOURS**

- Open Cabinets—Immediately cover top with heavy blankets, burlap, cardboard, plastic, wood or metal covers
- Door Cabinets—Keep doors closed

#### **REFRIGERATION LOSS MORE THAN 2 HOURS**

- Move perishables to storage area and supplement with dry ice or move to refrigerated truck, if available

#### **REFREEZING**

- Most partially thawed foods refreeze safely if they still contain ice crystals or are cold to the touch. However, many refrozen foods may not be top quality
- If any frozen product becomes room temperature, do not refreeze or sell it. **THROW IT OUT.**

**Perishable foods kept at room temperature for more than 1-2 hours can support the rapid growth of food-borne, illness-causing organisms. If it is unknown how long a perishable food has been at room temperature, THROW IT OUT!**

### **REFRIGERATED CASES**

#### **REFRIGERATION LOSS UP TO 2 HOURS**

- **Act Immediately**
- Open Cases—Cover open area with plastic. Temperature must be kept **below 41° F**
- Closed Cases—Keep doors closed. Temperature must be kept **below 41° F**
- \*California Health & Safety Code, Section 114085

(Continued)

## **FOOD CONTAMINATION\***

### **REFRIGERATED CASES** (continued)

#### **REFRIGERATION LOSS MORE THAN 2 HOURS**

- Move perishables to storage area and supplement with dry ice or move to refrigerated truck, if available, and **keep temperature below 41° F**
- If any refrigerated product temperature in a storage or display case has been **above 41° F** for over 2 hours, ***throw the products out.***

**Perishable foods kept at room temperature for more than 1-2 hours can support the rapid growth of food-borne, illness-causing organisms. If it is unknown how long a perishable food has been at room temperature, THROW IT OUT!**

### **PREPARED FOODS**

- If you have cold or hot prepared foods for sale, these products may deteriorate rapidly if temperatures are **between 41° F and 140° F**.
- If the **cold prepared foods** temperature has been **above 41° F for 2 hours**, the product should be **thrown out**.
- If **hot prepared foods** temperature **falls below 140° F**, the product should be **thrown out**.

**WHEN IN DOUBT—  
THROW IT OUT**

\*Source: California Department of Health

**STORE GOODS TO MONITOR DURING DISASTERS**

**NOTE:** Depending on the type of disaster, any or all of the following items may be sold out and hard to replace in a timely manner. Monitor these to support public needs.

- |   |   |   |
|---|---|---|
| <input type="checkbox"/> Alcohol            | <input type="checkbox"/> Can Openers      | <input type="checkbox"/> Dried Soups        |
| <input type="checkbox"/> Analgesics         | <input type="checkbox"/> Candles          | <input type="checkbox"/> Tape: Duct,        |
| <input type="checkbox"/> Aspirin            | <input type="checkbox"/> Candy            | Electrical, Scotch                          |
| <input type="checkbox"/> Antacid            | <input type="checkbox"/> Canned Fruit and | <input type="checkbox"/> Energy Bars        |
| <input type="checkbox"/> Anti-diarrhea meds | Fruit Juices                              | <input type="checkbox"/> Eye Glasses        |
| <input type="checkbox"/> Antihistamines     | <input type="checkbox"/> Charcoal         | <input type="checkbox"/> Fire extinguishers |
| <input type="checkbox"/> Baby bottles       | <input type="checkbox"/> Cigarettes       | <input type="checkbox"/> Fire Logs          |
| <input type="checkbox"/> Baby Food          | <input type="checkbox"/> Clothespins      | <input type="checkbox"/> First Aid Supplies |
| <input type="checkbox"/> Baby Wipes         | <input type="checkbox"/> Clothing of any  | <input type="checkbox"/> Flashlights        |
| <input type="checkbox"/> Barbeque kits and  | kind or size                              | <input type="checkbox"/> Formula—infant     |
| tools/gloves                                | <input type="checkbox"/> Cocoa Mix        | <input type="checkbox"/> Funnels            |
| <input type="checkbox"/> Batteries          | <input type="checkbox"/> Coffee and Tea   | <input type="checkbox"/> Games/Books/Toy    |
| <input type="checkbox"/> Beans              | <input type="checkbox"/> Cookies          | <input type="checkbox"/> Garbage Bags       |
| <input type="checkbox"/> Bleach (liquid)    | <input type="checkbox"/> Cough medicine   | <input type="checkbox"/> Garden Hose        |
| <input type="checkbox"/> Bottled Water      | <input type="checkbox"/> Crackers         | <input type="checkbox"/> Gas cans           |
| <input type="checkbox"/> Bread              | <input type="checkbox"/> Diapers          | <input type="checkbox"/> Gatorade, bottled  |
| <input type="checkbox"/> Burn Ointments     | <input type="checkbox"/> Disinfectants    | or crystals                                 |
| <input type="checkbox"/> Camping supplies   | <input type="checkbox"/> Dried Fruit      | <input type="checkbox"/> Gloves             |
| of any kind                                 | <input type="checkbox"/> Dried Milk       | <input type="checkbox"/> Hand Sanitizer     |

## CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES

- Hand Tools of any kind, especially shovels and hammers
- Hats
- Household Products (e.g., bleach)
- Hydrogen Peroxide
- Insect Repellant
- Instant Coffee
- Laxatives
- Lighter fluid
- Matches/Lighters
- Mops and Sponges
- Napkins
- Needles and Thread
- Nuts
- Paper/Plastic Cups
- Paper Plates
- Paper Towels
- Pasta
- Peanut Butter
- Pencils, Pens, Paper, Markers
- Pet Food, dry or canned
- Plastic bottles for water storage
- Plastic Buckets
- Plastic Tarp or Sheeting
- Plastic Tableware
- Portable Radios
- Powdered Milk
- Ramen
- Rice
- Rope of any kind
- Scissors
- Shoes and Sandals
- Shoe Laces
- Signal Flare
- Soap—liquid detergent
- Soft Drinks
- Soups
- Spray Bottles
- Sterno
- Stews
- Sun block
- Sunglasses
- Tents
- Toilet Paper
- Tortillas
- Towelettes
- Trash Bags
- Tuna
- Vegetables
- Walking Canes
- Whistles

## **NON-PROFIT GUIDANCE**

### **NON-PROFIT ORGANIZATION REQUESTS FOR FOOD, WATER AND OTHER NECESSITIES**

**NOTE:** If either the American Red Cross or Salvation Army contacts you for food or other products, work with them directly. The store HQ should contact CGA when large quantities of goods are needed so that CGA can ensure that duplication is avoided (i.e., multiple sources being asked to provide support that in total would exceed the actual need and create waste) or divert resources needed somewhere else.

#### **The Process**

To maximize the efficiency of providing food, water and other necessities for people at shelters during emergencies, CGA has set up a direct link with the American Red Cross and the Salvation Army to immediately provide food, water and other necessities.

This system should eliminate duplications and the oversupply of products, which occurred during past emergencies.

The Red Cross or Salvation Army should contact the CGA Crisis Center to identify:

- What products are needed
- When and where to deliver
- If there should be reimbursement or if the request is for donated products

#### **DONATION**

If a donation is requested, CGA will notify the retailers.

#### **REIMBURSEMENT**

CGA may help those who contribute to receive reimbursement if the government has declared the emergency a Federal Disaster. This may occur after a major fire, flood, earthquake or riot of major proportion.

**COORDINATION OF REQUESTS FROM THE  
AMERICAN RED CROSS  
FOR FOOD, WATER AND OTHER NECESSITIES**

**THE AMERICAN RED CROSS**

The Memorandum of Understanding between the American Red Cross (**ARC**) and the California Department of Social Services [**CDSS**] mentioned in the previous plan was replaced in 1996 by the ***Statement of Operational Relationship (SOR) Between the American Red Cross and the State of California Department of Social Services.***

The following are excerpts of the SOR relevant to CGA member disaster operations:

**IV. ROLE OF THE CALIFORNIA DEPARTMENT OF SOCIAL SERVICES**

***A. CDSS recognizes that in times of natural disasters and emergencies, ARC has the responsibility for meeting urgent and emergency needs of victims for food, clothing and shelter in congregate care or other facilities; disaster welfare inquiry, emergency first aid and other basic elements from human comfort and survival.***

***F. CDSS will work with ARC in time of disaster and emergency in the coordination of other private agencies.***

**IV. OTHER FUNCTIONAL UNDERSTANDINGS**

***B. ARC may enter into contracts with public and private agencies, on a reimbursable basis to provide support in rendering assistance to victims in emergency situations.***

## **AMERICAN RED CROSS VENDOR BILLING PROCEDURES DURING LARGE DISASTER RELIEF OPERATIONS**

1. Please confirm the person activating the account is authorized. The Mass Care or Logistics Officer or their designee is an authorized party.

***There will be occasions when the Zone Lead chapter will activate accounts or make In-Kind Donation requests in support of Chapter relief operations.***

2. Orders will be placed directly by phone or fax. Please indicate on your billing the name and position [title] of the American Red Cross staff member who placed the order.
3. Within the first day or two you will be provided with a Disaster Registration [DR] number. This number should be used to establish an account number for the disaster response and must be used on all billing documents.
4. Please document the name of the person receiving any goods provided.
5. Submit copies of itemized invoicing to the disaster operation headquarters at the P. O. Box Number you will be provided. Retain a back-up copy of all invoices.

***The American Red Cross Accounting Department will not pay from statements, unless they are substantiated with invoices.***

6. Written confirmation regarding any additional personnel authorized to utilize the account will be provided.
7. Where applicable, the American Red Cross assumes that they will be able to return unopened merchandise for full credit, unless otherwise notified in writing.
8. The American Red Cross national standard of performance regarding bill payment is within 30 days of receipt of complete, legible billing documents.

***The most common causes of late payments is billing that lack itemized invoices or when the billing is given to the person picking up the product instead of mailing the billing to the disaster operations headquarters [attention of the Mass Care or Logistics Officer].***

9. American Red Cross' disaster operations are funded entirely by donations from the American people. The American Red Cross appreciates any discounts that are provided.
10. The American Red Cross is tax exempt and the Federal Tax I. D. Number is **94-3045430**.
11. When the disaster response is over, you will be asked to cancel the account. Please cancel the account established for this disaster, but not accounts set up before the disaster by the local chapter.

## **COORDINATION OF REQUESTS FROM THE SALVATION ARMY**

The Salvation Army Disaster Services program is designed to flexibly respond to community disaster need and to regional emergency crisis, depending upon the event, location and availability of resources.

Contact for assistance is made either through local Salvation Army offices and facilities or through their Disaster Services offices listed in the phone directory.

Relating to food and other grocery products, the services of The Salvation Army include the following:

- Mass feeding and shelter in temporary housing assigned for that purpose or local facilities where available.
- Mobile feeding [hot meals, cold meals, snacks, beverages] for disaster workers and victims at the scene of a disaster.
- Collection of donated goods for disaster victims may be given to any Salvation Army facility and designated for relief work at specific disasters.
- Food and commodity distribution.
- Disaster recovery support services, including cleaning supplies distribution, clothing, blankets and related materials.
- Designated, and properly identified, Salvation Army disaster relief personnel and/or local Purchase Order may authorize purchase of disaster relief supplied.

### **III. Store Regulations and Laws References**

#### **List of Regulations and Laws**

**REMOVING DELIVERY RESTRICTIONS TO STORES DURING EMERGENCIES**  
**SECTION 8627.5 TO THE CALIFORNIA EMERGENCY SERVICES ACT**

**PRODUCT PRICING CONTROLS DURING A STATE OF EMERGENCY**  
**SECTION 396 OF THE CALIFORNIA PENAL CODE**

**DEPARTMENT OF ALCOHOLIC BEVERAGE CONTROL**  
**Rules and Regulations: Rule 65**

**SB 546, Dutton**

**Office of Emergency Services: public-private partnerships.**

**AB 2796, Nava. Office of Emergency Services: statewide registry.**

The California Emergency Services Act authorizes the Office of Emergency Services to include private businesses and nonprofit organizations within its responsibilities to prepare the state for emergencies and disasters.

**EXECUTIVE ORDER S-04-06**

**EXECUTIVE ORDER S-07-06**

**REMOVING DELIVERY RESTRICTIONS TO STORES DURING EMERGENCIES**

**SECTION 8627.5 TO THE CALIFORNIA EMERGENCY SERVICES ACT**

**8627.5. *Suspension of nonsafety related restrictions on delivery of emergency necessities during state of emergency***

(1) The Governor may make, amend, or rescind orders and regulations during a state of emergency that temporarily suspend any state, county, city, or special district statute, ordinance, regulation, or rule imposing nonsafety related restrictions on the delivery of food products, pharmaceuticals, and other emergency necessities distributed through retail or institutional channels, including, but not limited to, hospitals, jails, restaurants, and schools. The Governor shall cause widespread publicity and notice to be given to all of these orders and regulations, or amendments and rescissions thereof.

**(b)** The orders and regulations shall be in writing and take effect immediately on issuance. The temporary suspension of any statute, ordinance, regulation, or rule shall remain in effect until the order or regulation is rescinded by the Governor, the Governor proclaims the termination of the state of emergency, or for a period of 60 days, whichever occurs first.

**PRODUCT PRICING CONTROLS DURING A STATE OF EMERGENCY**

**SECTION 396 OF THE CALIFORNIA PENAL CODE**

396. (a) The Legislature hereby finds that during emergencies and major disasters, including, but not limited to, earthquakes, fires, floods, or civil disturbances, some merchants have taken unfair advantage of consumers by greatly increasing prices for essential consumer goods and services. While the pricing of consumer goods and services is generally best left to the marketplace under ordinary conditions, when a declared state of emergency results in abnormal disruptions of the market, the public interest requires that excessive and unjustified increases in the prices of essential consumer goods and services be prohibited. It is the intent of the Legislature in enacting this act to protect citizens from excessive and unjustified increases in the prices charged during or shortly after a declared state of emergency for goods and services that are vital and necessary for the health, safety, and welfare of consumers.

Further it is the intent of the Legislature that this section be liberally construed so that its beneficial purposes may be served.

(b) Upon the proclamation of a state of emergency resulting from an earthquake, flood, fire, riot, storm, or natural or manmade disaster declared by the President of the United States or the Governor, or upon the declaration of a local emergency resulting from an earthquake, flood, fire, riot, storm, or natural or manmade disaster by the executive officer of any county, city, or city and county, and for a period of 30 days following that declaration, it is unlawful for any person, contractor, business, or other entity to sell or offer to sell any consumer food items or goods, goods or services used for emergency cleanup, emergency supplies, medical supplies, home heating oil, building materials, housing, transportation, freight, and storage services, or gasoline or other motor fuels for a price of more than 10 percent above the price charged by that person for those goods or services immediately prior to the proclamation of emergency. However, a greater price increase shall not be unlawful if that person can prove that the increase in price was directly attributable to additional costs imposed on it by the supplier of the goods, or directly attributable to additional costs for labor or materials used to provide the services, provided that in those situations where the increase in price is attributable to additional costs imposed by the seller's supplier or additional costs of providing the good or service during the state of emergency, the price represents no more than 10 percent above the total of the cost to the seller plus the markup customarily applied by the seller for that good or service in the usual course of business immediately prior to the onset of the state of emergency.

(c) Upon the proclamation of a state of emergency resulting from an earthquake, flood, fire, riot, or storm declared by the President of the United States or the Governor, or upon the declaration of a local emergency resulting from an earthquake, flood, fire, riot, or storm by the executive officer of any county, city, or city and county, and for a period of 180 days following that declaration, it is unlawful for any contractor to sell or offer to sell any repair or reconstruction services or any services used in emergency cleanup for a price of more than 10 percent above the price charged by that person for those services immediately prior to

## CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES

the proclamation of emergency. However, a greater price increase shall not be unlawful if that person can prove that the increase in price was directly attributable to additional costs imposed on it by the supplier of the goods, or directly attributable to additional costs for labor or materials used to provide the services, provided that in those situations where the increase in price is attributable to the additional costs imposed by the contractor's supplier or additional costs of providing the service during the state of emergency, the price represents no more than 10 percent above the total of the cost to the contractor plus the markup customarily applied by the contractor for that good or service in the usual course of business immediately prior to the onset of the state of emergency.

(d) The provisions of this section may be extended for additional 30-day periods by a local legislative body or the California Legislature if deemed necessary to protect the lives, property, or welfare of the citizens.

(e) A violation of this section is a misdemeanor punishable by imprisonment in a county jail for a period not exceeding one year, or by a fine of not more than ten thousand dollars (\$10,000), or by both that fine and imprisonment.

(f) A violation of this section shall constitute an unlawful business practice and an act of unfair competition within the meaning of Section 17200 of the Business and Professions Code. The remedies and penalties provided by this section are cumulative to each other, the remedies under Section 17200 of the Business and Professions Code, and the remedies or penalties available under all other laws of this state.

(g) For the purposes of this section:

- (1) "State of emergency" means a natural or manmade disaster or emergency resulting from an earthquake, flood, fire, riot, or storm for which a state of emergency has been declared by the President of the United States or the Governor of California.
- (2) "Local emergency" means a natural or manmade disaster or emergency resulting from an earthquake, flood, fire, riot, or storm for which a local emergency has been declared by the executive officer or governing body of any city or county in California.
- (3) "Consumer food item" means any article that is used or intended for use for food, drink, confection, or condiment by a person or animal.
- (4) "Repair or reconstruction services" means services performed by any person who is required to be licensed under the Contractors' State License Law (Chapter 9 (commencing with Section 7000) of Division 3 of the Business and Professions Code), for repairs to residential or commercial property of any type that is damaged as a result of a disaster.
- (5) "Emergency supplies" includes, but is not limited to, water, flashlights, radios, batteries, candles, blankets, soaps,

## CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES

diapers, temporary shelters, tape, toiletries, plywood, nails, and hammers.

- (6) "Medical supplies" includes, but is not limited to, prescription and nonprescription medications, bandages, gauze, isopropyl alcohol, and antibacterial products.
  - (7) "Building materials" means lumber, construction tools, windows, and anything else used in the building or rebuilding of property.
  - (8) "Gasoline" means any fuel used to power any motor vehicle or power tool.
  - (9) "Transportation, freight, and storage services" means any service that is performed by any company that contracts to move, store, or transport personal or business property or rents equipment for those purposes
  - (10) "Housing" means any rental housing leased on a month-to-month term.
  - (11) "Goods" has the same meaning as defined in subdivision (c) of Section 1689.5 of the Civil Code.
- (h) Nothing in this section shall preempt any local ordinance from prohibiting the same or similar conduct or imposing a more severe penalty for the same conduct prohibited by this section.
  - (i) Any business offering an item for sale at a reduced price immediately prior to the proclamation of the emergency may use the price at which they usually sell the item to calculate the price pursuant to subdivision (b) or (c).

**DEPARTMENT OF ALCOHOLIC BEVERAGE CONTROL**

**Rules and Regulations: Rule 65**

Surrender of License on Closing of Business.

- (a) Every licensee who surrenders, abandons or quits his licensed premises, or who closes his licensed business for a period exceeding [15] consecutive calendar days, shall, within 15 days after closing, surrendering, quitting or abandoning his licensed premises, surrender his license or licenses to the Department. The Department may seize the license certificate or certificates of any licensee who fails to comply with the surrender provisions of this rule, and may proceed to revoke his license or licenses.
- (b) Upon the voluntary request by any licensee, on such form as the Department may prescribe, the Department may cancel his license or licenses.
- (c) A surrendered license may be reinstated upon request made at least [10] days prior to the date of reinstatement upon certification by the licensee that there has been no change of ownership of the licensed business, and that the premises possess the same qualifications required for the original issuance of the license.
- (d) Any license voluntarily surrendered under paragraph (a) of this rule shall be revoked if it is not transferred to another person or for use at another premises, or redelivered and the licensed activity resumed, within [one year] from the date of such surrender. There shall be no extension of such surrender period except when the Department finds good cause exists where:
  - (1) An application is pending for transfer of the surrendered license; or
  - (2) Litigation other than that involving disciplinary action by the Department is pending; or
  - (3) The premises for which the license had been issued and for which the license is sought to be redelivered were destroyed due to circumstances beyond the control

## CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES

of the licensee by fire, flood or other natural catastrophe, or as part of an urban renewal program, and the licensee makes an affirmative showing of good faith efforts that he is attempting to obtain reconstruction of such destroyed premises; or The Director in his judgment finds a case of undue hardship.

# CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES

## Appendix 1 – SB 546 (Dutton)

BILL NUMBER: SB 546      CHAPTERED  
BILL TEXT

CHAPTER 232  
FILED WITH SECRETARY OF STATE    SEPTEMBER 13, 2005  
APPROVED BY GOVERNOR    SEPTEMBER 13, 2005  
PASSED THE ASSEMBLY    AUGUST 25, 2005  
PASSED THE SENATE    JUNE 1, 2005  
AMENDED IN SENATE    MAY 27, 2005

INTRODUCED BY    Senator Dutton

FEBRUARY 18, 2005

An act to add Section 8588.1 to the Government Code, relating to emergency services.

### LEGISLATIVE COUNSEL'S DIGEST

SB 546, Dutton Office of Emergency Services: public-private partnerships.

The California Emergency Services Act sets forth the duties of the Office of Emergency Services in overseeing and coordinating various emergency response programs in the state.

This bill would authorize the office to share facilities and systems that would, among other things, include private businesses and nonprofit organizations in a voluntary program that would integrate private sector emergency preparedness measures into governmental disaster planning programs to the extent that the cost of the program is reimbursed by the private sector.

The bill would create the Disaster Resistant Communities Account in the General Fund and would require that any new activity undertaken by the office under these provisions is contingent upon the receipt of private donations to the account.

THE PEOPLE OF THE STATE OF CALIFORNIA DO ENACT AS FOLLOWS:

SECTION 1. Section 8588.1 is added to the Government Code, to read:

8588.1. (a) The Legislature finds and declares that this state can only truly be prepared for the next disaster if the public and private sector collaborate.

(b) The Office of Emergency Services may, as appropriate, include private businesses and nonprofit organizations within its responsibilities to prepare the state for disasters under this chapter. All participation by businesses and nonprofit associations in this program shall be voluntary.

(Continued)

# CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES

## Appendix 1 – SB 546 (Dutton), continued

(c) The office may do any of the following:

(1) Provide guidance to business and nonprofit organizations representing business interests on how to integrate private sector emergency preparedness measures into governmental disaster planning programs.

(2) Conduct outreach programs to encourage business to work with governments and community associations to better prepare the community and their employees to survive and recover from disasters.

(3) Develop systems so that government, businesses, and employees can exchange information during disasters to protect themselves and their families.

(4) Develop programs so that businesses and government can work cooperatively to advance technology that will protect the public during disasters.

(d) The office may share facilities and systems for the purposes of subdivision (b) with the private sector to the extent the cost for their use are reimbursed by the private sector.

(e) Proprietary information or information protected by state or federal privacy laws, shall not be disclosed under this program.

(f) Notwithstanding Section 11005, donations and private grants may be accepted by the office and shall not be subject to Section 11005.

(g) The Disaster Resistant Communities Account is hereby created in the General Fund. Upon appropriation by the Legislature, the Director of the Office of Emergency Services may expend the money in the account for the costs associated within this section.(h) Any new activity undertaken by the office under this section shall be contingent upon the receipt of donations to the Disaster Resistant Communities Account.

# CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES

## Appendix 2 – AB 2796 (Nava)

BILL NUMBER: AB 2796 CHAPTERED BILL TEXT

CHAPTER 363  
FILED WITH SECRETARY OF STATE SEPTEMBER 27, 2008  
APPROVED BY GOVERNOR SEPTEMBER 27, 2008  
PASSED THE SENATE AUGUST 14, 2008  
PASSED THE ASSEMBLY AUGUST 18, 2008  
AMENDED IN SENATE AUGUST 4, 2008  
AMENDED IN SENATE JULY 2, 2008  
AMENDED IN SENATE JUNE 11, 2008  
AMENDED IN ASSEMBLY MAY 6, 2008  
AMENDED IN ASSEMBLY APRIL 1, 2008

INTRODUCED BY Assembly Member Nava

FEBRUARY 22, 2008

An act to add Sections 8588.2 and 8657.5 to the Government Code, and to amend Section 1799.100 of the Health and Safety Code, relating to the Office of Emergency Services.

### LEGISLATIVE COUNSEL'S DIGEST

AB 2796, Nava. Office of Emergency Services: statewide registry.

The California Emergency Services Act authorizes the Office of Emergency Services to include private businesses and nonprofit organizations within its responsibilities to prepare the state for emergencies and disasters. The act provides certain registered volunteers and individuals impressed into service during a state of war emergency, a state of emergency, or a local emergency with specified legal immunities. Violation of the provisions of the act is punishable as a misdemeanor. Existing law prohibits certain entities from being held civilly liable for civil damages alleged to have resulted from specified emergency medical services training.

This bill would authorize the office to establish a statewide registry of private businesses and nonprofit organizations that are interested in donating, under certain conditions, services, goods, labor, equipment, resources, or dispensaries or other facilities to prepare the state for emergencies and disasters, and would impose certain duties on these entities in this regard. By making these entities subject to a criminal penalty for violation of the act, this bill would impose a state-mandated local program. This bill would relieve a private business or nonprofit organization included on the statewide registry from civil liability for a death, injury, illness, or other damage to a person or property caused by its donation of services, goods, labor, equipment, resources, or dispensaries or other facilities during a declared state of war, state of emergency, or state of local emergency, except for liability caused by its grossly negligent act or omission, or willful or wanton misconduct. This bill would also prohibit a private business or nonprofit organization included on the statewide registry from being held

# CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES

## Appendix 2 – AB 2796 (Nava), continued

civilly liable for civil damages alleged to have resulted from specified emergency medical services training.

The California Constitution requires the state to reimburse local agencies and school districts for certain costs mandated by the state. Statutory provisions establish procedures for making that reimbursement.

This bill would provide that no reimbursement is required by this act for a specified reason.

THE PEOPLE OF THE STATE OF CALIFORNIA DO ENACT AS FOLLOWS:

SECTION 1. Section 8588.2 is added to the Government Code, to read:

8588.2. (a) The Office of Emergency Services may establish a statewide registry of private businesses and nonprofit organizations that are interested in donating services, goods, labor, equipment, resources, or dispensaries or other facilities to further the purposes of Section 8588.1.

(b) If the Office of Emergency Services establishes a statewide registry pursuant to subdivision (a), the office shall create and implement protocols and procedures for inclusion onto the statewide registry that do, but are not limited to, all of the following:

(1) Establish eligibility requirements for a private business or nonprofit organization to be included on the statewide registry.

(2) Require the services, goods, labor, equipment, resources, or dispensaries or other facilities donated by a private business or nonprofit organization included on the statewide registry to be provided at no cost to state governmental entities or the victims of emergencies and disasters.

(3) Require the services, goods, labor, equipment, resources, or dispensaries or other facilities donated by a private business or nonprofit organization included on the statewide registry to be safely collected, maintained, and managed.

(4) Require that federal, state, and local governmental entities and nonprofit organizations that are engaged in assisting communities prepare for, respond to, or recover from emergencies and disasters have access to the statewide registry.

(c) A private business or nonprofit organization included on the statewide registry shall reasonably determine all of the following:

(1) Donated services, goods, labor, equipment, resources, or dispensaries or other facilities comply with all applicable federal and state safety laws and licensing requirements.

(2) Donated services, goods, labor, equipment, resources, or dispensaries or other facilities have not been altered, misbranded, or stored under conditions contrary to the standards set forth under federal or state laws or by the product manufacturer.

(3) Donated medicine shall be unopened, in tamper-resistant packaging or modified unit dose containers that meet United States Pharmacopeia standards, and show lot numbers and expiration dates. Medicine that does not meet these standards shall not be donated.

SEC. 2. Section 8657.5 is added to the Government Code, to read:

8657.5. (a) (1) A private business included on the statewide registry pursuant to Section 8588.2 that voluntarily and without expectation and receipt of compensation donates services, goods, labor, equipment, resources, or dispensaries or other facilities, in compliance with Section 8588.2, during a declared state of war, state

# CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES

## Appendix 2 – AB 2796 (Nava), continued

of emergency, or state of local emergency shall not be civilly liable for a death, injury, illness, or other damage to a person or property caused by the private business's donation of services, goods, labor, equipment, resources, or dispensaries or other facilities.

(2) A private business included on the statewide registry that voluntarily and without expectation and receipt of compensation donates services, goods, labor, equipment, resources, or dispensaries or other facilities, in compliance with Section 8588.2, during an emergency medical services training program conducted by the Office of Emergency Services and a city, a county, or a city and county shall not be civilly liable for damages alleged to have resulted from those training programs, as described in Section 1799.100 of the Health and Safety Code.

(b) (1) A nonprofit organization included on the statewide registry pursuant to Section 8588.2 that voluntarily and without expectation and receipt of compensation from victims of emergencies and disasters donates services, goods, labor, equipment, resources, or dispensaries or other facilities, in compliance with Section 8588.2, during a declared state of war, state of emergency, or state of local emergency shall not be civilly liable for a death, injury, illness, or other damage to a person or property caused by the nonprofit organization's donation of services, goods, labor, equipment, resources, or dispensaries or other facilities.

(2) A nonprofit organization included on the statewide registry that voluntarily and without expectation and receipt of compensation donates services, goods, labor, equipment, resources, or dispensaries or other facilities, in compliance with Section 8588.2, during an emergency medical services training program conducted by the Office of Emergency Services and a city, a county, or a city and county, shall not be civilly liable for damages alleged to have resulted from those training programs, as described in Section 1799.100 of the Health and Safety Code.

(c) A private business or nonprofit organization that discriminates against a victim of an emergency or disaster based on a protected classification under federal or state law shall not be entitled to the protections in subdivision (a) or (b).

(d) This section shall not relieve a private business or nonprofit organization from liability caused by its grossly negligent act or omission, or willful or wanton misconduct.

SEC. 3. Section 1799.100 of the Health and Safety Code is amended to read:

1799.100. In order to encourage local agencies and other organizations to train people in emergency medical services, no local agency, entity of state or local government, private business or nonprofit organization included on the statewide registry that voluntarily and without expectation and receipt of compensation donates services, goods, labor, equipment, resources, or dispensaries or other facilities, in compliance with Section 8588.2 of the Government Code, or other public or private organization which sponsors, authorizes, supports, finances, or supervises the training of people, or certifies those people, excluding physicians and surgeons, registered nurses, and licensed vocational nurses, as defined, in emergency medical services, shall be liable for any civil damages alleged to result from those training programs.

**Appendix 2 – AB 2796 (Nava), continued**

SEC. 4. No reimbursement is required by this act pursuant to Section 6 of Article XIII B of the California Constitution because the only costs that may be incurred by a local agency or school district will be incurred because this act creates a new crime or infraction, eliminates a crime or infraction, or changes the penalty for a crime or infraction, within the meaning of Section 17556 of the Government Code, or changes the definition of a crime within the meaning of Section 6 of Article XIII B of the California Constitution.

**EXECUTIVE ORDER S-04-06**

by the  
Governor of the State of California

WHEREAS, California has successfully responded to earthquakes, floods, fires, freezes, outbreaks of infectious disease, droughts, pestilence, civil unrest, mudslides, chemical spills, and the threat of terrorist action, including 19 major disasters between 1989 and 2006 and more than 1,200 proclaimed States of Emergency between 1950 and 2006 affecting every county in the State; and WHEREAS, the state government and many local governments, non-profit organizations, and businesses have already taken proactive steps to prepare for disasters in California; and WHEREAS, California is a recognized leader in emergency management and the federal government has now adopted California's Standardized Emergency Management System as the core of their emergency response system; and WHEREAS, state and local government agencies must continue to strengthen efforts to prepare for catastrophic disasters; and WHEREAS, public-private partnerships are essential to preparing for, responding to, and recovering from disasters; and WHEREAS, more needs to be done to educate Californians about what they can do to be better prepared for the next disaster; and WHEREAS, the efficient mobilization of federal, private sector, and non-profit resources is critical to effectively prepare for, respond to and recover from disasters. NOW, THEREFORE, I, ARNOLD SCHWARZENEGGER, Governor of the State of California, by virtue of the powers and authority vested in me by the Constitution and statutes of the State of California do hereby issue this Order to become effective immediately: 1. The Director of the Office of Emergency Services and the Director of the Office of Homeland Security shall periodically, but no less than quarterly, convene a meeting with, among others, the Adjutant General of the California National Guard, the Secretary of Business, Transportation and Housing, the Secretary of Corrections and Rehabilitation, the Secretary of Education, the Secretary of Environmental Protection, the Director of Finance, the Secretary of Food and Agriculture, the Secretary of Health and Human Services, the Secretary of Labor and Workforce Development, the Secretary of Resources, the Secretary of State and Consumer Services, the Secretary of Veterans Affairs, the Director of Forestry and Fire Protection, the Commissioner of the California Highway Patrol, the Director of Water Resources, the State Public Health Officer, the Director of Health Services, the State Veterinarian, the Director of Fish and Game, the Director of Toxic Substances Control, the Chair of the Air Resources Board, and the Director of the Emergency Medical Services Authority. The Directors shall utilize these meetings to: (a) assess and provide necessary information to the Governor, Legislature, local agencies, and the public on pending emergency conditions that threaten the public health and safety, (b) develop a consolidated set of budget, legislative, and administrative actions, along with identification of additional federal resources required to improve state prevention and response capabilities to deal with pending threats to public health and safety, and (c) assist in the management of emergency preparedness, response, recovery and mitigation efforts. 2. An Emergency Partnership Advisory Workgroup (Workgroup) shall be convened by the Director of the Office of Emergency Services. The Workgroup shall assist the Director in securing agreements between affected state agencies and non-profit and private sector resources necessary to respond to threatened or actual emergency situations. The Workgroup members shall be selected by the Director of the Office of Emergency Services and be composed of at least seven non-profit and private sector representatives who are involved in preparing their communities for disasters. The Workgroup's duties shall include: (a) providing advice to the Director of the Office of Emergency Services on appropriate agreements to provide for quick access to emergency supplies and services in order to minimize the need to stockpile such supplies during normal times, (b) providing advice to the Director of the Office of Emergency Services on logistic measures needed to quickly deliver needed supplies and services to affected areas, (c) providing advice to the Director of the Office of Emergency Services on methods to utilize non-profit and private sector capabilities to increase the surge capacity of state and local agencies responding to emergencies, (d) promoting the integration of the non-profit and private sectors into the emergency services system so that people can be better informed and prepared for emergencies, and (e) encouraging systems that aid business and economic recovery after a disaster. 3. By June 1, 2006, the Director of the Office of Emergency

## CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES

Services shall promulgate model Continuity of Operations/Continuity of Government plans and guidelines to be provided to state and local agencies in order to assist them in ensuring the continuity of government and ensuring the provision of essential services to the public during and after a catastrophic event. 4. By September 30, 2006, all Executive Branch agencies shall update their Continuity of Operations/Continuity of Government plans consistent with the guidelines and submit them to the Cabinet Secretary and the Director of the Office of Emergency Services and include procedures for the testing and exercising of these plans. 5. All Executive Branch agencies, through the coordination of the Director of the Office of Emergency Services, shall increase their efforts for the "Be Smart, Be Prepared, Be Responsible" public awareness campaign to ensure that all individuals, families and schools have the information they need to prepare themselves until government assistance can arrive during and subsequent to disasters. 6. The Secretary of Health and Human Services shall convene a working group of representatives from hospitals and health facilities throughout California to: (a) develop by June 1, 2006, a recommended program to ensure local health facility surge capacity plans achieve federal Health Resources and Services Administration surge capacity benchmarks, and (b) participate in conducting exercises and training to prepare for natural and man-made disasters. 7. The California Service Corps, in cooperation with the Health and Human Services Agency, the Office of Emergency Services, the Office of Homeland Security, and non-profit volunteer organizations, shall ensure the coordination of volunteer activities related to disaster response and recovery, including necessary training, equipment, and transportation provisions. IT IS FURTHER ORDERED that agencies under my direct executive authority shall cooperate in the implementation of this Order. Other entities of state government, including the University of California, California State University, California Community Colleges, constitutional officers, legislative and judicial branches, and the California Public Utilities Commission, are requested to assist in its implementation. This Order is not intended to, and does not create any rights or benefits, substantive or procedural, enforceable at law or in equity, against the State of California, its departments, agencies, or other entities, its officers or employees, or any other person.



IN WITNESS WHEREOF I have here unto set my hand and caused the Great Seal of the State of California to be affixed this the eighteenth day of April 2006. /s/ Arnold Schwarzenegger Governor of California

**EXECUTIVE ORDER S-07-06**

by the  
Governor of the State of California

WHEREAS, good mental health is an integral component of a person's overall health and well-being; and WHEREAS, in California today, 5% of individuals may experience severe mental illness; and WHEREAS, mental illness is treatable and recovery is possible; and WHEREAS, thousands of suffering people remain on our streets because they are experiencing untreated severe mental illnesses; and WHEREAS, homeless people with mental illnesses are often likely to have acute and chronic physical health problems, abuse alcohol and drugs, have escalating, ongoing psychiatric symptoms, and become incarcerated; and WHEREAS, studies estimate that over a million Californians are homeless at some point during each year; and WHEREAS, supportive housing combines permanent, affordable housing with a range of support services that help people with mental illness and other disabilities stabilize their lives and function as members of the community; and WHEREAS, studies have shown that 95% of supportive housing costs are offset by service reductions, making supportive housing a sound public investment; and WHEREAS, supportive housing for persons with special needs, including physical disabilities, mental illness, and chronic homelessness, is particularly hard to build, as the residents typically are only able to pay minimal rent making it difficult for developers of this type of housing to support large amounts of conventional debt; and WHEREAS, state government has an opportunity to lead by example in recognizing that "Every Californian deserves a place to call home; and WHEREAS, the Health and Human Services Agency and the Department of Mental Health provide access to services and supports that promote the health, well-being, and independent living of the state's most vulnerable children, adults, and families; and WHEREAS, the California Housing Finance Agency has developed unique expertise in real estate development, underwriting, and finance to provide affordable housing to thousands of Californians; and WHEREAS, the Department of Housing and Community Development (HCD) is the state's principal housing agency and the mission of HCD is to provide leadership, policies and programs to expand and preserve safe and affordable housing opportunities and promote strong communities for all Californians; and WHEREAS, in 2004, California voters passed Proposition 63, the Mental Health Services Act, which expanded mental health care for children, youth, adults, and seniors; and WHEREAS, the Mental Health Services Act dedicated a significant portion of funds for capital facilities. NOW, THEREFORE, I, ARNOLD SCHWARZENEGGER, Governor of the State of California, by virtue of the power and authority vested in me by the Constitution and statutes of the State of California, do hereby issue this Order to become effective immediately: 1. With the goal of creating 10,000 additional units of supportive housing, the Department of Mental Health (DMH), in consultation with the California Mental Health Directors Association, is directed to allocate up to \$75 million in Mental Health Services Act funds each year to finance the capital costs associated with development, acquisition, construction and/or rehabilitation of permanent supportive housing for individuals with mental illness and their families, especially including homeless individuals with mental illness and their families; 2. DMH shall work with the HCD and the California Housing Finance Agency (CalHFA) to utilize those agencies' expertise in housing and real estate development, financial markets, loan underwriting and asset management, including expanding other funding sources and tax incentives to maximize the total commitment devoted to financing permanent supportive housing for individuals with mental illness and their families, especially including homeless individuals with mental illness and their families; 3. DMH, HCD and CalHFA shall work with other state agencies, county mental health departments, and other local and private parties to assist in the development of county Community Services and Supports Plans that focus on the housing needs of individuals with mental illness; 4. DMH, HCD and CalHFA shall take appropriate actions to ensure all California counties, large and small, have the opportunity to obtain funding for the supportive housing funding, providing technical assistance to any county upon request, to ensure that all counties have the opportunity to propose projects for the use of these funds; 5. CalHFA is directed to seek legislation creating a new category of housing within its statutes specifically permitting CalHFA to finance housing for persons with mental or physical disabilities who are in need of supportive housing; 6. Nothing in this Order shall preclude the funding of other capital facilities and technology needs where such funds are available and have been allocated for such purposes pursuant to the Mental Health Services Act; and 7. I further direct that as soon as hereafter possible, this Order be filed in the Office of the Secretary of State and that widespread publicity and notice be given to this Order.

CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES



IN WITNESS WHEREOF I have here unto set my hand and caused the Great Seal of the State of California to be affixed this the twelfth day of May 2006. /s/ Arnold Schwarzenegger Governor of California



## IV. Employee Family Disaster Plan Guide

CGA and its member stores recognize the importance of the safety of each employee's family. Employees will want to know about the safety of their own families first, above all other concerns. To reduce these concerns, CGA supports all employee efforts to prepare their own families for disasters. Preparation does not have to be expensive. Sometimes it is as simple as having camping gear ready, with a first-aid kit, some stored food and water, and flashlights with batteries. But what is appropriate for your community?

CGA has located the best overall family disaster plan booklet. It is included at the back of this manual in order to provide the CGA employees with guidance that fits all of the varied geographic California communities. **If members want a copy for their families, they should take this section out and copy it—and then return it to the manual.** Store managers and staff should discuss the *Your Family Disaster Plan*.

Please distribute this guide freely to your employees and talk through the use of the document during staff briefings and lunch meetings. Share it with the union stewards and safety wardens in your stores. It may be one of the most important actions you take for your employees.

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CALIFORNIA GROCERS EMERGENCY OPERATIONS PLAN AND PROCEDURES

HURRICANE • FLASH FLOOD • FIRE • HAZARDOUS MATERIALS SPILL • EARTHQUAKE • TORNADO • WINTER STORM

# Your Family Disaster Plan

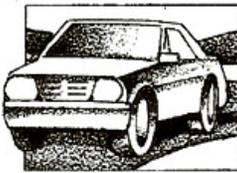
**W**here will your family be when disaster strikes? They could be anywhere—



at work



at school



or in the car.

How will you find each other? Will you know if your children are safe?

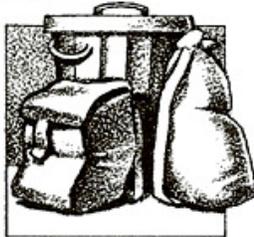
Disaster can strike quickly and without warning. It can force you to evacuate your neighborhood or confine you to your home. What would you do if basic services—water, gas, electricity or telephones—were cut off? Local officials and relief workers will be on the scene after a disaster, but they cannot reach everyone right away.

Families can—and do—cope with disaster by preparing in advance and working together as a team. Follow the steps listed in this brochure to create your family's disaster plan. Knowing what to do is your best protection and your responsibility.



**EMERGENCY SUPPLIES**

Keep enough supplies in your home to meet your needs for at least three days. Assemble a Disaster Supplies Kit with items you may need in an evacuation. Store these supplies in sturdy, easy-to-carry containers such as backpacks, duffle bags or covered trash containers.



Include:

- A three-day supply of water (one gallon per person per day) and food that won't spoil.
- One change of clothing and footwear per person, and one blanket or sleeping bag per person.
- A first aid kit that includes your family's prescription medications.
- Emergency tools including a battery-powered radio, flashlight and plenty of extra batteries.
- An extra set of car keys and a credit card, cash or traveler's checks.
- Sanitation supplies.
- Special items for infant, elderly or disabled family members.
- An extra pair of glasses.

Keep important family documents in a waterproof container. Keep a smaller kit in the trunk of your car.

**UTILITIES**

Locate the main electric fuse box, water service main and natural gas main. Learn how and when to turn these utilities off. Teach all responsible family members. Keep necessary tools near gas and water shut-off valves.

Remember, turn off the utilities only if you suspect the lines are damaged or if you are instructed to do so. *If you turn the gas off, you will need a professional to turn it back on.*

# 4 Steps to Safety

1

## Find Out What Could Happen to You

Contact your local emergency management or civil defense office and American Red Cross chapter—be prepared to take notes:

- ❑ Ask what types of disasters are most likely to happen. Request information on how to prepare for each.
- ❑ Learn about your community's warning signals: what they sound like and what you should do when you hear them.
- ❑ Ask about animal care after disaster. Animals may not be allowed inside emergency shelters due to health regulations.
- ❑ Find out how to help elderly or disabled persons, if needed.
- ❑ Next, find out about the disaster plans at your workplace, your children's school or daycare center and other places where your family spends time.

2

## Create a Disaster Plan

Meet with your family and discuss why you need to prepare for disaster. Explain the dangers of fire, severe weather and earthquakes to children. Plan to share responsibilities and work together as a team.

- ❑ Discuss the types of disasters that are most likely to happen. Explain what to do in each case.
- ❑ Pick two places to meet:
  1. Right outside your home in case of a sudden emergency, like a fire.
  2. Outside your neighborhood in case you can't return home. Everyone must know the address and phone number.
- ❑ Ask an out-of-state friend to be your "family contact." After a disaster, it's often easier to call long distance. Other family members should call this person and tell them where they are. Everyone must know your contact's phone number.
- ❑ Discuss what to do in an evacuation. Plan how to take care of your pets.

Fill out, copy and distribute to all family members



**Family Disaster Plan**

Emergency Meeting Place \_\_\_\_\_ outside your home

Meeting Place \_\_\_\_\_ outside your neighborhood Phone \_\_\_\_\_

Address \_\_\_\_\_

Family Contact \_\_\_\_\_ (name)

Phone ( ) \_\_\_\_\_ day Phone ( ) \_\_\_\_\_ evening

3

Complete This Checklist

- Post emergency telephone numbers by phones (fire, police, ambulance, etc.).
- Teach children how and when to call 911 or your local Emergency Medical Services number for emergency help.
- Show each family member how and when to turn off the water, gas and electricity at the main switches.
- Check if you have adequate insurance coverage.
- Teach each family member how to use the fire extinguisher (ABC type), and show them where it's kept.
- Install smoke detectors on each level of your home, especially near bedrooms.
- Conduct a home hazard hunt.
- Stock emergency supplies and assemble a Disaster Supplies Kit.
- Take a Red Cross first aid and CPR class.
- Determine the best escape routes from your home. Find two ways out of each room.
- Find the safe spots in your home for each type of disaster.

4

Practice and Maintain Your Plan

- Quiz your kids every six months so they remember what to do.
  - Conduct fire and emergency evacuation drills.
  - Replace stored water every three months and stored food every six months.
  - Test and recharge your fire extinguisher(s) according to manufacturer's instructions.
  - Test your smoke detectors monthly and change the batteries at least once a year.
- |  |                               |            |       |       |       |       |       |       |  |                               |                               |                               |                               |                               |                               |                               |                               |                              |                               |                               |                               |
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| <table border="0" style="width: 100%;"> <tr> <td style="text-align: right;">Year</td> <td style="text-align: left;">Drill Date</td> </tr> <tr> <td style="text-align: right;">_____</td> <td style="text-align: left;">_____</td> </tr> <tr> <td style="text-align: right;">_____</td> <td style="text-align: left;">_____</td> </tr> <tr> <td style="text-align: right;">_____</td> <td style="text-align: left;">_____</td> </tr> </table> | Year                          | Drill Date | _____ | _____ | _____ | _____ | _____ | _____ | <table border="0" style="width: 100%;"> <tr> <td>Jan. <input type="checkbox"/></td> <td>July <input type="checkbox"/></td> </tr> <tr> <td>Feb. <input type="checkbox"/></td> <td>Aug. <input type="checkbox"/></td> </tr> <tr> <td>Mar. <input type="checkbox"/></td> <td>Sep. <input type="checkbox"/></td> </tr> <tr> <td>Apr. <input type="checkbox"/></td> <td>Oct. <input type="checkbox"/></td> </tr> <tr> <td>May <input type="checkbox"/></td> <td>Nov. <input type="checkbox"/></td> </tr> <tr> <td>June <input type="checkbox"/></td> <td>Dec. <input type="checkbox"/></td> </tr> </table> <p style="text-align: center;">Change batteries in _____ each year.<br/><small>(month)</small></p> | Jan. <input type="checkbox"/> | July <input type="checkbox"/> | Feb. <input type="checkbox"/> | Aug. <input type="checkbox"/> | Mar. <input type="checkbox"/> | Sep. <input type="checkbox"/> | Apr. <input type="checkbox"/> | Oct. <input type="checkbox"/> | May <input type="checkbox"/> | Nov. <input type="checkbox"/> | June <input type="checkbox"/> | Dec. <input type="checkbox"/> |
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NEIGHBORS HELPING NEIGHBORS

Working with neighbors can save lives and property. Meet with your neighbors to plan how the neighborhood could work together after a disaster until help arrives. If you're a member of a neighborhood organization, such as a home association or crime watch group, introduce disaster preparedness as a new activity. Know your neighbors' special skills (e.g., medical, technical) and consider how you could help neighbors who have special needs, such as disabled and elderly persons. Make plans for child care in case parents can't get home.

HOME HAZARD HUNT

During a disaster, ordinary objects in your home can cause injury or damage. Anything that can move, fall, break or cause a fire is a home hazard. For example, a hot water heater or a bookshelf can fall. Inspect your home at least once a year and fix potential hazards.

Contact your local fire department to learn about home fire hazards.



EVACUATION

Evacuate immediately if told to do so:

- Listen to your battery-powered radio and follow the instructions of local emergency officials.
- Wear protective clothing and sturdy shoes.
- Take your Disaster Supplies Kit.
- Lock your home.
- Use travel routes specified by local authorities — don't use shortcuts because certain areas may be impassable or dangerous.

If you're sure you have time:

- Shut off water, gas and electricity before leaving, if instructed to do so.
- Post a note telling others when you left and where you are going.
- Make arrangements for your pets.

IF DISASTER STRIKES

If disaster strikes

Remain calm and patient. Put your plan into action.

Check for injuries

Give first aid and get help for seriously injured people.

Listen to your battery powered radio for news and instructions

Evacuate, if advised to do so. Wear protective clothing and sturdy shoes.

Check for damage in your home. . .

- Use flashlights — do not light matches or turn on electrical switches, if you suspect damage.
- Check for fires, fire hazards and other household hazards.
- Sniff for gas leaks, starting at the water heater. If you smell gas or suspect a leak, turn off the main gas valve, open windows, and get everyone outside quickly.
- Shut off any other damaged utilities.
- Clean up spilled medicines,

bleaches, gasoline and other flammable liquids immediately.

Remember to. . .

- Confine or secure your pets.
- Call your family contact—do not use the telephone again unless it is a life-threatening emergency.
- Check on your neighbors, especially elderly or disabled persons.
- Make sure you have an adequate water supply in case service is cut off.
- Stay away from downed power lines.

