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CITY OF LINCOLN
MAYOR CHRIS BEUTLER

DIRECTORIAL ORDER

NO. 02880

BY VIRTUE OF THE AUTHORITY VESTED IN ME by the Mayor of the City of Lincoln, Nebraska:

Pursuant to the delegation of authority under Executive Order No. 079616, I hereby execute and approve on behalf of the City of Lincoln, the attached Business Continuity Plan and Template as a City of Lincoln Personnel Policy.

I hereby direct the City Clerk to forward one executed copy of this agreement and Directorial Order to Bill Kostner in the Risk Management Division of the Personnel Department.

Dated this 7th day of Oct., 2009.

Mark A. Koller

Mark Koller, Personnel Director

FILED
OCT 7 2009
CITY CLERK'S OFFICE
LINCOLN, NEBRASKA

Approved as to Form & Legality:

Don W. Taute

Assistant City Attorney

Approved:

Don Herz, Finance Director

Business Continuity Plan (BCP) - Overview

Business continuity planning answers the question of how to stay in business/operations in the event of a disaster. We currently have procedures on how to respond to emergencies like, fire, bomb threat, and severe weather but we may not have a plan on how we will recover from that event and continue providing business/operations.

To get you started in developing a business continuity plan, we recommend the following:

1. Assess the hazards that could affect your Department/Division.
Identify the hazards that are most likely to affect your department/division or that could be the most devastating. Consider the potential impact of flooding, power outages, and structural failures that would affect your ability to do business or provide municipal services.

- Historical - What types of emergencies have occurred in your department/division, in City of Lincoln, the State of Nebraska, or the Midwest?
- Geographic -What could happen in Lincoln, Nebraska?
- Structural - What could affect the functional ability of my facilities?
- Human Factors – Human-caused emergencies can result from inadequate training, supervision, carelessness, fatigue, or substance abuse.

2. Plan on staying open.
Determine how you will preserve or restore critical functions. How quickly and effectively your department can resume normal operations after an emergency event will affect the entire community's recovery.

- Establish an emergency planning team. - Include coworkers from all levels, focusing on those with expertise vital to daily business functions.
- Identify who is in charge. – It is important to know who is in charge during an emergency and make sure all employees know who that person or position is. You need to also establish procedures for succession of management if that individual or position is not available.
- Examine your operations & business activities. Identify internal and external operations critical to your department's survival and recovery. Outline the critical services you provide to others as well. It will still be important to track costs & personnel.
- Identify an alternate location. Consider whether you can run your Department/Division from a different location. Develop mutual-aid relationships with "like" departments/companies or the Public Building Commission to share facilities if necessary.
- Plan for employee's with special needs. Include in your plan any needs for employees with disabilities and special medication needs.
- Write a plan. Document your plan and review/update it at least annually.

3. Talk to your employees.

Communicate regularly with employees before, during, and after an emergency event. Your departments' recovery will depend largely upon how well you provide for your employee's well-being.

- Prepare your staff. - Determine what staff will be necessary during an emergency event. Determine who will be paid during an emergency or how long you will pay those who cannot come to work. Encourage employees to prepare themselves and their families for an emergency.
- Train your staff and practice your plan. – Talk with staff frequently about emergency plans and practice at least once a year.
- Sign-up to receive emergency alerts.- Establish connections with emergency agencies to receive alerts as soon as possible, i.e. National Weather Service, NEMA, Lancaster County Emergency Management.
- Establish a communication network. – Develop a phone tree, an e-mail alert system, or a call-in voice messaging system for emergency communications.
- Support employee health after a disaster. – Encourage adequate food, rest, and recreation. Allow employees time with their families. Reestablish routines as soon as possible.

4. Protect your assets.

Plan to protect both your employees and the department's physical assets.

- Understand your insurance coverage and emergency safety polices.
- Prepare for utility disruptions.
- Make fire and flood safety a part of your plan.
- Make terrorism, biological and other concerns a part of your plan
- Make tornado, severe storms and earthquake a part of your plan
- Plan to secure your facility/equipment.
- Protect the air. – Understand your HVAC system and know how to isolate it from outside, contaminated air, when necessary.
- Practice cyber security. – Utilize antivirus software, back up data and store it an off-site, secure location.

5. Know how to respond.

The City of Lincoln has an Emergency Action Plan policy to direct departments/divisions how to respond in case of an evacuation. Make sure your department/division plans are up-to-date, communicated, and practiced.

- Know when to shelter-in-place and when to evacuate.
- Develop department/division emergency action plans. Utilize the attached City of Lincoln Business Continuity Plan (BCP) for dealing with unexpected events.

If you have any questions or would like assistance in creating your BCP, please contact Risk Management at 441-7671.

City of Lincoln Business Continuity Planning Outline

To prepare for unexpected events that may effect your business operations for the City of Lincoln, we have established a City of Lincoln Business Continuity template that should be completed and kept in your work area in the event of an emergency.

Business Information:

This area documents the work address and an alternate work location if your original location is inaccessible. This location should be known and have an actual address, if at all possible, arranged through a contract, letter or agreement with others. The spokespersons for your group should be identified.

Emergency Contact Information:

This includes the typical contacts you may need in the event of an emergency. You may add other contacts that you may be needed such as Public Works, Building & Safety or the Public Building Commission.

What Could Happen:

Consider the possibilities of natural and man-made disasters that could effect our business. Include fire, flood, bomb, biological, tornado, and severe storm or hail damages.

Emergency Planning Team:

List your team of those involved in your emergency planning. This may include other City of Lincoln work areas and departments.

Others To Coordinate With:

This includes business or other entity contacts outside the City of Lincoln that you may collaborate with regarding emergency planning.

Critical Operations:

List all of the critical operations of your work area and how you plan to handle these critical operations for the City of Lincoln in the event of various emergencies. If this may be handled by relocation, or through working from home, or offsite, or through contractors, etc., please identify how these critical operations will be completed when faced by natural or man-made disasters. Use multiple sheets until every critical operation of the work area is identified and has an action plan indicated for every natural or man-made disaster.

Major Suppliers And Contractors:

In the event of a natural or man-made disaster, it will be important to have listed all of the materials/services provided by vendors for your work area. The Purchasing Division will need to be involved in the selection of other possible vendors in the event that these major vendors close their doors or cannot fulfill their contract obligations. Use multiple sheets until every major contracted vendor is identified. This list should be shared with Purchasing for every major vendor that is necessary for your work area to perform your critical operations.

Evacuation Plan:

Use multiple sheets until you have an Evacuation Plan listed for every work address for your operations. An evacuation plan is used in dealing with an emergency at your work location such as a fire or bomb threat where you must leave that structure. It is important to identify how notice will be given, such as an alarm, intercom, phone call or siren. All staff should be aware of where to assemble in the event of an evacuation emergency.

Shelter-In-Place-Plan:

Use multiple sheets until you have a Shelter-In-Place-Plan listed for every work address for your operations. A Shelter-In-Place-Plan is used in dealing with an emergency outside of your work location such as a flood, biological, tornado, and/or storm or hail damages where you take cover within the structure. It is important to identify how notice will be given, such as an alarm, weather radio, intercom, phone call or siren. All staff should be aware of where to take shelter in the event of a shelter-in-place emergency.

Communications Plan:

Identify how staff will be advised of the emergency plan for your work area. Also, identify what communications devices will be used in the event of an emergency and how staff will be contacted in the event of an actual emergency. List the order of preferred communications, in sequence, from most effective to least effective for various emergencies.

Emergency Contact List:

The Emergency Contact List identifies how to contact staff in the event of a natural or man-made disaster. This will include the technical means by which employees may receive different kinds of communications in the event of an emergency.

Cyber Security:

This will list ways to protect system hardware, software and where backup PC's may be utilized for your work area.

Records/File Back-Up Systems:

This reviews the ways to back up documents and to communicate with accounting staff for employee payment in the event of an emergency. In the event that accounting or payroll records are damaged, a plan must be in place to continue to pay for and operate your work areas critical operations.

Annual Review:

This continuity plan is only as effective as the information listed therein. Be sure to review all information regularly and at least every year to insure that information is accurate. Note the date of your last Business Continuity Plan review.

Questions:

In the event you have additional questions in completing this document, please call Risk Management at 441-7671.

CITY OF LINCOLN

BUSINESS CONTINUITY PLAN

☐ BUSINESS INFORMATION

If this location is not accessible we will operate from the below location:

Department/Division/Section

Address

City, State

Telephone Number

Website

Building Name & Provider Contact

Address

City, State

Telephone Number

Website

The following will serve as the Dept./Div./Section spokespersons in an emergency.

Primary Contact

Telephone Number

Alternative Number

E-mail

Secondary Contact

Telephone Number

Alternative Number

E-mail

☐ EMERGENCY CONTACT INFORMATION

Dial 9-1-1 in an Emergency

441-7204
Non-Emergency Police/Fire

441-7410 (in Lincoln)
Purchasing

441-7441
Emergency Management

441-7671
Risk Management

Others:

☐ WHAT COULD HAPPEN

The following natural and man-made disasters could impact our business.

o _____ o _____

o _____ o _____

o _____ o _____

o _____ o _____

☐ EMERGENCY PLANNING TEAM

The following people will participate in emergency planning and crisis management.

	NAME	DEPT.	DIV.	SECTION
o				
o				
o				
o				
o				
o				
o				
o				

☐ OTHERS TO COORDINATE WITH

The following businesses or other entities will participate.

o _____

o _____

o _____

o _____

o _____

☐ **CRITICAL OPERATIONS** (Add additional sheets as needed)

The following is a prioritized list of our critical operations, staff and procedures we need to recover from a disaster.

Operation _____ Responsible Staff _____

Action Plan

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

☐ **MAJOR SUPPLIERS AND CONTRACTORS** (Add additional sheets as needed)

o If these suppliers and contractors experience a disaster and cannot fulfill their contractual agreements, City of Lincoln departments are required to contact the Purchasing Division to arrange for alternate supplies and services.

Company Name: _____

Street Address: _____

City: _____ State: _____ Zip Code: _____

Phone: _____ Fax: _____ E-Mail: _____

Contact Name: _____ Account Number: _____

Materials/Services Provided: _____

Company Name: _____

Street Address: _____

City: _____ State: _____ Zip Code: _____

Phone: _____ Fax: _____ E-Mail: _____

Contact Name: _____ Account Number: _____

Materials/Services Provided: _____

Company Name: _____

Street Address: _____

City: _____ State: _____ Zip Code: _____

Phone: _____ Fax: _____ E-Mail: _____

Contact Name: _____ Account Number: _____

Materials/Services Provided: _____

Company Name: _____

Street Address: _____

City: _____ State: _____ Zip Code: _____

Phone: _____ Fax: _____ E-Mail: _____

Contact Name: _____ Account Number: _____

Materials/Services Provided: _____

☐ **EVACUATION PLAN FOR** _____ **LOCATION**
(Insert address)

For fire, bomb threat, etc.

Prior to evacuation, we will:

_____

_____

1. Evacuation Warning System: _____

2. Assembly Site Outside: _____

3. Assembly Site Responsible Person & Alternate: _____

   a. Responsibilities Include:

   _____

   _____

   _____

4. Emergency Action Plan:

   _____

   _____

   _____

5. _____ is responsible for issuing all clear.

☐ **SHELTER-IN-PLACE PLAN FOR** _____ **LOCATION**
(Insert address)

For tornado, severe storms, etc.

Prior to relocation, we will:

_____

_____

1. Relocation Warning System: _____

2. Shelter Locations: _____

3. Shelter Site Responsible Person & Alternate: _____

   a. Responsibilities Include:

   _____

   _____

   _____

4. Emergency Action Plan:

   _____

   _____

   _____

5. _____ is responsible for issuing all clear.

☐ COMMUNICATION PLAN

We will communicate our emergency plans with staff in the following ways:

_____

_____

In the event of a disaster we will communicate with staff in the following ways:

_____ Emergency Call List

_____ Phone Tree

_____ Email

_____ Text Messaging

_____ 2-Way Radios

_____ Other _____

We will contact staff using the communications tools, listed in the order of most to least effective: (List all that apply, in sequence.)

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

☐ **EMERGENCY CONTACT LIST** (Add additional sheets as needed)

The following is a list of our co-workers and their individual emergency contact information:

Name: _____ Address: _____

Phone: _____ _____

Cell Phone: _____ E-Mail Address: _____

Receive texts: _____ yes _____ no

Name: _____ Address: _____

Phone: _____ _____

Cell Phone: _____ E-Mail Address: _____

Receive texts: _____ yes _____ no

Name: _____ Address: _____

Phone: _____ _____

Cell Phone: _____ E-Mail Address: _____

Receive texts: _____ yes _____ no

Name: _____ Address: _____

Phone: _____ _____

Cell Phone: _____ E-Mail Address: _____

Receive texts: _____ yes _____ no

Name: _____ Address: _____

Phone: _____ _____

Cell Phone: _____ E-Mail Address: _____

Receive texts: _____ yes _____ no

Name: _____ Address: _____

Phone: _____ _____

Cell Phone: _____ E-Mail Address: _____

Receive texts: _____ yes _____ no

☐ CYBER SECURITY

To protect our computer hardware, we will:

_____

To protect our computer software, we will:

_____

If our computers are destroyed, we will use back-up computers at the following location:

_____

☐ RECORDS/FILES BACK-UP SYSTEMS

_____ is responsible for backing up our critical records including payroll and accounting systems.

Back-up records including a copy of this plan, site maps, insurance policies, bank account records and computer back ups are stored onsite _____

Another set of back-up records is stored at the following off-site location:

_____

If our accounting and payroll records are destroyed, we will provide for continuity in the following ways:

_____

_____

_____

☐ ANNUAL REVIEW

We will review and update this business continuity plan on _____.