



While we help guide you through recovery, here's a checklist of steps to take right now that can reduce your losses in an emergency:

- Activate your emergency plan if you have one.**
- If you have access to your building, gather employee and supplier contact information, legal, insurance and financial records.**
- Lock your facility.**
- Keep a log of all the business decisions and communications you make and keep copies of all correspondence (i.e., faxes, emails, etc.).**
- Document your losses and take photos of damages to the structure and your inventory.**
- Determine if you will be able to conduct business in the near-term.**
Determine if there are any significant changes to the immediate surroundings that would affect customer and vendor access.
Determine the effect this emergency will have on the products and service your business has the ability to offer.
- Contact your insurance company.**
Determine if your insurance will cover the damages and expenses incurred.
Determine if your insurance will cover the rental fees of necessary space and equipment needed to immediately resume operations.
- Contact your customers.**
Alert customers who are expecting delivery of products or services.
Leave a sign on your business door or window with contact information and updates on the situation.
Change the recording for your business answering machine.
Make announcements on your business website.
Set an auto response for your business email address.
- Contact your employees.**
Ask key employees to help you manage the logistics around recovery.
Let your employees know if your business is still operating and/or the timeframe for resuming operations.
- Contact your suppliers.**
Advise of disruptions to business.
Reroute deliveries.
Adjust and /or cancel orders.
- Contact SBS for further assistance.**
Hotline: 212-618-8810
Email: BOT-ERU@sbs.nyc.gov



Get back to business
after an emergency.



Emergency Response Unit

The NYC Business Solutions, Emergency Response team can help you get back to business after an emergency. Our team works closely with the NYC Office of Emergency Management and other key City agencies to assess the impact to your business and help you restore operations as soon as possible. Take advantage of our free resources to:

Aid and speed your recovery

One of our business specialists will ensure that you have the latest information on street closures, utility disruptions, site security and demolitions. Once your premises are declared safe by the NYC Department of Buildings and FDNY, we'll help you regain access to your business location and recover your salvageable items.

Accelerate government processes to restore operations

To get your business up and running again as soon as possible after an emergency, our team will help to expedite the re-inspection, application and permit process when necessary. We'll also help you obtain the reports you may need for insurance purposes.

Resolve issues with your insurance

NYC Business Solutions has a strong relationship with the New York State Insurance Department. We will help you understand all the requirements and terms of your policy relating to the emergency so your claims can be processed as quickly as possible.



Access free legal advice

NYC Business Solutions has an extensive network of attorneys who offer pro-bono services. We can refer you to an attorney for a free legal review of your business lease or contracts to determine how they may be impacted by an emergency.

Learn about tax abatements for reconstruction, utility rebates and other incentives

After an emergency you may be eligible for cost savings via abatements, rebates, tax-reassessments and other incentives. Your NYC Business Solutions, business specialist will refer you to an incentives expert that can provide technical assistance.



CONTACT US
our hotline: **212-618-8810** or
email **BOT-ERU@sbs.nyc.gov**

For more information,
visit **nyc.gov/nycbusiness**



NYC Business Solutions is a set of services offered by the Department of Small Business Services to help businesses start, operate and expand in New York City.