



careers **businesses**neighborhoods

### **Our Emergency Response team**

works closely with **NYC Emergency Management** and other key City agencies to assess the impact to your business and help you restore operations as soon as possible.





## Our free services can help you:

#### Return safely to your business

# Accelerate government processes to restore operations

We'll ensure you have the latest information on street closures, utility disruptions, site security, and demolitions. Once the NYC Department of Buildings and FDNY declare your premises safe, we'll help you regain access to your business location and recover your salvageable items.

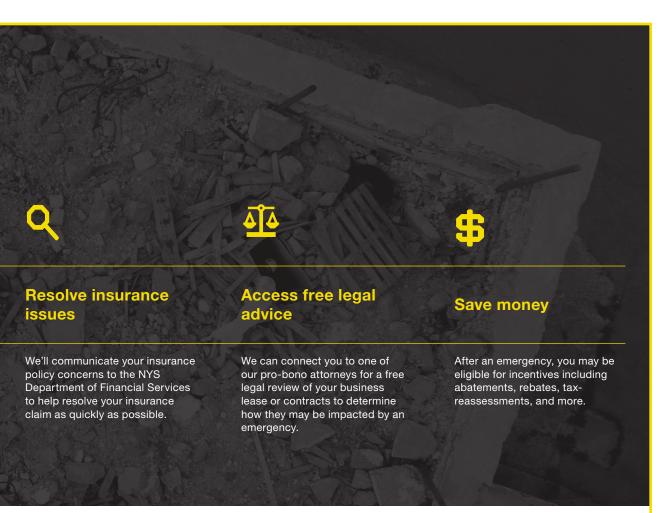
Our team will help obtain FDNY incident reports needed for insurance purposes and accelerate the re-inspection application & permit process.

# Reduce small business loss in an emergency

To reduce losses and recover sooner in the event of an emergency, here are steps you can take:

- Activate your emergency plan if you have one
- Gather employee and supplier contact information, legal, insurance and financial records if you have access to your building
- 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
- 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



Determine whether 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 services your business offers

□ 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 on your business answering machine and 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 timeline for resuming operations

□ Contact your suppliers

Alert them of disruptions

Alert them of disruptions Adjust and/or cancel orders

### Prepare for future emergencies.

### We offer free workshops to help business owners:

- Stay in business Identify key business functions, employees, and documents.
- Protect your investments Understand how to protect your assets and navigate insurance processes.
- ▶ Be ready for action Create a continuity plan for your business.

#### Call 888-SBS-4NYC

and ask for the NYC Department of Small Business Services for additional assistance.

### nyc.gov/businessprep





