



**We're here to help you get  
back to business after an  
emergency.**



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

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.

### Accelerate government processes to restore operations

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





## Resolve insurance issues

We'll communicate your insurance policy concerns to the NYS Department of Financial Services to help resolve your insurance claim as quickly as possible.



## Access free legal advice

We can connect you to one of our pro-bono attorneys for a free legal review of your business lease or contracts to determine how they may be impacted by an emergency.



## Save money

After an emergency, you may be eligible for incentives including abatements, rebates, tax-reassessments, and more.

### □ **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  
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](https://nyc.gov/businessprep)**

