TAMPA BAY CHAMBER
BUSINESS CONTINUITY PLAN

JANUARY 2021

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Foreword

The Board of Directors and management of the Tampa Bay Chamber ("Chamber") are committed to the safety and protection of all Chamber employees. The Business Continuity Plan (BCP) is thoroughly supported as a necessary component in protecting our greatest resource: our employees.

The BCP will enable us to rapidly respond to a disaster or business disruption. The primary objective of this plan is to minimize or prevent injury and property damage. It is a core competency of the Chamber and will be fully supported and funded by the organization. The Chamber will train employees and regularly update the BCP to ensure its effectiveness.

I. The Strategic Plan

A. Purpose of the BCP

Business Continuity Planning is the act of anticipating incidents which affect mission critical functions and processes for the organization and ensuring that the business responds to any incident in a planned and rehearsed manner. BCP provides for the continuation of critical services regardless of any event.

The BCP has been developed to prepare Chamber employees in the event of a disaster or business disruption, mitigate potential damage or loss, establish the proper response to the event and shorten the recovery period after a disaster or business disruption.

B. Mission Statement of the BCP

The Tampa Bay Chamber is committed to protecting its employees and business assets in the event of a disaster or business disruption.

C. Program Tasks

1. Develop a Business Continuity Plan (BCP)
2. Identify hazards
3. Conduct a Business Impact Analysis (BIA)
4. Consider Response Actions
5. Implement a Mitigation Strategy to prevent or minimize impacts
6. Identify Resource Needs
7. Establish procedures to update and test the plan and train Employees

II. Hazard Identification and Vulnerability Analysis

A. Hazards Analysis

There are three basic types of disasters: natural, technological and internal business disruptions. Natural disasters include hurricanes, floods and tornadoes. Technological disasters include fire, hazardous materials incidents and terrorism. Internal business disruptions include workplace violence and sabotage. The Chamber is susceptible to virtually all of these disasters, but the most likely disasters are hurricanes and associated flooding, fire and computer system failures. A severe hurricane and associated flooding would seriously disrupt the Chamber's business.

The attached appendices contain detailed procedures for the following disasters:

- Hurricane preparedness
- Fire preparedness
- Workplace violence preparedness
- Terrorism preparedness
- Flooding preparedness
- Tornado preparedness
- Pandemic preparedness
- Cyber security preparedness

B. Facility Analysis

The Tampa Bay Chamber is located at 201 N. Franklin Street, Suite 201, Tampa, Florida 33602 in One Tampa City Center.

The Tampa Bay Chamber leases 9,980 square feet of space. The space is located on the second floor of the building. There are approximately 16 employees in this space.

One Tampa City Center has a sprinkler system, smoke detectors and an emergency generator to power in lights in case of a power failure. Detailed descriptions of these and other safety features are in the following sections.

Building Emergency Features

Sprinkler System

One Tampa City Center has a sprinkler system which will activate in the event that the temperature exceeds 165 degrees Fahrenheit.

Smoke Detectors

Smoke Detectors are strategically placed throughout One Tampa City Center. These devices are connected to the building's computer system, which will display the exact location of the alarm at the Security Console on the 2nd floor. This will facilitate rapid emergency crew response to the appropriate floor and location on the floor.

Emergency Lighting

The building has an emergency generator that will power the emergency lights in the event of a power failure. There is also a battery powered lighting system in the stairwells, should the emergency generator be disabled.

Chamber Emergency Exits

The Chamber office space has 2 exits. One is located in the front lobby with immediate access to the garage and stairwells for evacuation. The other exit is on the north side of the office space directly behind the mailroom. This exits to the hall and to the building stairwells.

Building Stairwell Exits

Each floor for floors 10 through 38 has 2 stairwell exits. For floors 3 through 9 there are 3 stairwell exits per floor. In the event of an emergency the stairwells are automatically pressurized with outdoor air to avert smoke intrusion. Stairwell doors will automatically unlock in the event of an alarm. Chamber employees most likely will not use these stairwells to evacuate but should be aware of the features in case they are on another floor at the time of evacuation.

Manual Fire Alarm Pull Stations
Manual Fire Alarm Pulls are located at each stairwell exit to supplement the smoke detectors located throughout the building. The alarms are activated by pulling the lever. The alarm will sound for the floor where the alarm is pulled and for two floors above and one floor below. The alarm monitoring service will be notified immediately and will in turn notify the City of Tampa Fire Department & the Second Floor Security Console. The Central Fire Alarm Station for One Tampa City Center also immediately receives the alarm. The Fire Department generally arrives within four minutes of receiving the alarm.

In the case of a fire, all Chamber employees should meet on the sidewalk in front of Hattricks Restaurant at 107 South Franklin Street. A headcount will be taken to ensure everyone's safety.

Fire Extinguishers
Two fire extinguishers are located inside the Chamber office space. One is in the corridor behind the mailroom, the other one is next to the front hallway by the office side entrance to Skanska B. They may be used on all three types of fires, ordinary combustible material, flammable liquid fires and fire involving electrical equipment. **An easy way to remember how to operate these extinguishers is the word PASS:**

P - Pull the Pin from the handle
A - Aim the nozzle at the base of the fire
S - Squeeze the handle to discharge the extinguishing agent
S - Sweep from side to side

There are additional fire extinguishers located at the entrance to each building stairwell exit.

P.A. System
The P.A. system throughout the building allows Building Management or Security to verbally coordinate any necessary evacuation and to provide continuously updated information in the event of an emergency.

Safety Wardens
Every tenant of One Tampa City Center is required to have two Safety Wardens. The Safety Wardens will be provided with training by the building to safely conduct an evacuation of their office space if necessary. Tenants should follow the instructions of the Safety Wardens in the event of an emergency evacuation. The Chief Financial Officer and the Senior Director, Finance & Administration are the Safety Wardens for the Chamber.

C. Cyber Security

Confidentiality, integrity and availability are the most important components of cyber security. The Chamber has many procedures in place to ensure the security of the computer systems.

Confidentiality is achieved using the following:

- Firewall
- Access controls - secure passwords
- Screens automatically lock after 20 minutes
- Role based access controls - setting permissions on shared folders
- Principle of least privilege - access to only what you need
- Separation of duties - duties are segregated throughout the organization
- Server room is physically secured

Integrity is achieved using the following:

- Backups
- Anti-virus software
- Anti-virus spy ware
- Disk mirroring (RAID)

Availability is achieved using the following:

- Backup power supplies
- Backups
- Anti-virus software
- Anti-virus spy ware
- Disk mirroring

D. Business Impact Analysis

In the event of a disaster, the following critical functions are important in resuming normal business operations:

- Restoration of computer applications with the focus on the membership database and the accounting software.
- Resumption of accounting processes such as payroll processing, depositing checks and processing accounts payable.
- Resumption of network capability.
- Providing information and assistance to Chamber members through FEMA and the State of Florida Emergency Bridge Loan Process.

III. Emergency Response

The President & CEO and the Chief Financial Officer have overall responsibility in the event of a disaster. The Chamber staff has been provided documentation and instruction as to the procedures to follow in the event of a disaster or emergency. Chamber employees have been provided the following preparedness plans:

1. hurricane preparedness
2. fire preparedness
3. workplace violence preparedness
4. terrorism preparedness
5. flooding preparedness
6. tornado preparedness
7. pandemic preparedness
8. cyber security preparedness

The President & CEO and Finance and Administration will activate the hurricane preparedness plan based upon information obtained from TECO and the weather services. During the work week Chamber employees will be notified by email and an impromptu staff meeting. On a weekend or holiday the emergency call list will be activated for each department to notify Chamber employees of the emergency plan.

The remaining preparedness plans will be activated by the President & CEO and Finance and Administration, as time permits. In the event of a disaster or emergency requiring **immediate** action, all Chamber employees are responsible for activating the appropriate plan. Depending upon the type of emergency, Chamber employees will be notified via email, telephone, staff meeting or personal contact.

Upon activation of a plan, all Chamber employees are responsible for following the plan and performing the necessary duties assigned to them as outlined in the plan. The President & CEO and Finance and Administration are responsible for oversight of plan activation.

Communication will be handled by activating the emergency call list for each department during and after an emergency or disaster. The CEO will be responsible for determining the communication with Chamber employees.

IV. Recovery Phase

A. Strategy for Business Restoration

The President & CEO will determine the safety and availability of the Chamber's office facility.

The Tampa Downtown Partnership has created a database of key personnel who should be allowed access into the downtown area in the event of a disaster or emergency. The Chamber has provided the Tampa Downtown Partnership with a list of three (3) contacts. The list is attached to this Plan. The President & CEO will contact these individuals to participate in the initial recovery phase, as necessary.

In the event that the Chamber's office facility is safe and accessible, Finance and Administration will contact IT Outsource Provider. Additional Chamber staff will be contacted as needed. The President & CEO will determine the date of reopening. Chamber staff will be notified via the emergency call list and the Chamber's Emergency phone line.

In the event that the Chamber's office facility is unsafe and inaccessible, Finance and Administration will contact IT Outsource provider to coordinate the opening of an off-site alternative. Additional Chamber staff will be contacted as needed. The President & CEO will determine the date of the off-site alternative opening. Chamber staff will be notified via the emergency call list and the Chamber's Emergency phone line.

In the event the Chamber's office facility will remain unsafe and inaccessible for a time period in excess of a month, the President & CEO is responsible for securing office space.

Finance and Administration will contact the insurance company regarding any possible claims.

B. Human Resources - Employee Support Programs

In the event of a disaster, the Chamber will support Chamber employees by:

- Contacting Chamber employees via the emergency call list to determine their safety and needs.
- Soliciting help for Chamber employees impacted by the disaster.
- Maintaining, to the best of our ability, a normal payroll schedule immediately following the disaster.
- Providing a minimum salary level, to the best of our ability, throughout the period of disaster recovery.

- Permitting flexible work hours immediately following a disaster to take care of disaster related responsibilities (i.e. meeting with insurance agents).
- Providing crisis counseling through the Chamber's EAP provider.

C. Criteria for Resuming Normal Operations

When the Chamber's office facility is deemed safe and accessible or a permanent alternate site has been designated and computer applications are functioning properly, normal operations will resume.

V. Mitigation Plan

A. Benefits of Mitigation

The benefits of mitigation include the following:

- Increased life safety for employees.
- Reduced down-time in production.
- Protected information systems.
- Reduced damages to facilities.
- Reduced damages to vital equipment.
- Enhanced insurance coverage or reduced insurance deductibles.
- Ability to respond to community needs.

B. Risk Assessment

Three types of assets need protection: human resources, facilities and tangible and intangible assets.

C. Protecting Human Resources

1. Employee Training

- Chamber employees have been provided the following preparedness plans:
  1. hurricane preparedness
  2. fire preparedness
  3. workplace violence preparedness
  4. terrorism preparedness
  5. flooding preparedness
  6. tornado preparedness
  7. pandemic preparedness
  8. cyber security preparedness
- The Chamber President & CEO and the Chief Operating Officer review the plan in May of each year to familiarize themselves with the procedures.
- A meeting is held in May with the Chief Operating Officer, Finance & Administration Department and IT Outsourcing Provider to review the plan in general and hurricane procedures in particular.
- Once a year in May, disaster preparedness procedures and hurricane preparedness procedures are discussed at Staff Leadership meetings.

- Revised plans are distributed to all Chamber employees in June and the disaster preparedness procedures and hurricane preparedness procedures are discussed at the staff meeting.
- The plan is distributed to all Chamber employees upon hiring.
- A staff meeting is held after plan activation to discuss improvements and possible revisions.
- A mandatory fire drill is conducted once a year by One Tampa City Center and the City of Tampa Fire Department.
- A meeting will be held in May between the Finance and Administration and those Chamber employees having specific duties related to disaster preparedness. Roles and procedures will be explained and clarified. Specific duties are outlined in the plans.

2. Awareness and Reporting Policies

Awareness has been heightened by the following procedures:

- Distributing the following preparedness plans to Chamber employees upon hiring and plan revision:
  - hurricane preparedness
  - fire preparedness
  - workplace violence preparedness
  - terrorism preparedness
  - flooding preparedness
  - tornado preparedness
  - cyber security preparedness
- Reviewing the preparedness plans at staff leadership and staff meetings throughout the year.
- Participating in a building wide fire drill annually.
- Chamber employees are encouraged to report suspicious activity or behavior, unexplained events, unscheduled deliveries and suspicious mail.
- The preparedness plans outline the appropriate reporting policies (i.e. questions to ask a bomb threat caller) for the particular disaster.

3. Employee Preparedness

The Chamber has prepared Chamber employees by:

- Providing a personal hurricane preparedness plan to all Chamber employees.
- Informing Chamber employees of pertinent information related to hurricane preparedness (i.e. informing them about tax-free days for hurricane supplies).
- Requesting completion of the employee evacuation form.
- All company laptops are to be taken home daily in order to be prepared
- Scheduling office clean up days to prepare for hurricane season. The faster the office is prepared, the faster all Chamber employees go home!

- Establishing the emergency call list and an emergency telephone line to effectively communicate with Chamber staff.

4. Employee Support Programs

In the event of a disaster, the Chamber will support Chamber employees by:

- Contacting Chamber employees via the pre-determined call list by department to determine their safety and needs.
- Soliciting help for Chamber employees impacted by the disaster.
- Maintaining, to the best of our ability, a normal payroll schedule immediately following the disaster.
- Providing a minimum salary level, to the best of our ability, throughout the period of disaster recovery.
- Permitting flexible work hours immediately following a disaster to take care of disaster related responsibilities (i.e. meeting with insurance agents).
- Providing crisis counseling through the Chamber's EAP provider.

D. Security Issues

The Chamber is committed to protecting employees from crime and violence by:

- Raising awareness among Chamber staff by discussing workplace violence and terrorism at Leadership Team meetings and staff meetings.
- Distributing, upon hiring and plan revision, workplace violence and terrorism preparedness plans.
- Prohibiting firearms and other types of dangerous weapons to be brought onto the premises.
- Conducting a criminal background check, including drug screening, on new employees.
- Encouraging Chamber employees to report suspicious activity or behavior, unexplained events, unscheduled deliveries and suspicious mail.
- Encouraging Chamber employees experiencing a "major life stress" to seek the assistance of the Chamber's EAP provider.
- Outlining procedures to handle suspicious parcels or letters and distributing to all Chamber staff.
- Training employees on handling mail and posting procedures in the mailroom.
- A password has been set up in the event of an emergency in the lobby. The Member Relations Coordinator will first call the Finance & Administration Department to request assistance or to alert the Chamber staff in the event of any emergency. All staff will be made aware of the password.

E. Property Damage Mitigation: Facility Protection

1. Hurricane

Flooding could be an issue in the event of a hurricane. In order to mitigate the potential damage from a hurricane, the Chamber has done the following:

- Prepared a detailed hurricane preparedness plan outlining the procedures necessary to quickly and efficiently prepare for the pending storm. The plan focuses on procedures to protect assets from flood waters.
- Reviewed the plan with Chamber employees to clarify roles and responsibilities.
- Purchased numerous hurricane supplies to aid in protecting our assets.

F. Protection of Vital Records and Data

Stored data is the lifeblood of most organizations and the Chamber is no exception. Protecting data and information is extremely important.

- Network data backups are performed on an hourly basis and PCs are backed up daily.
- The two (2) servers (GTCCFS1, and GTCCSQL1) are protected from failure by RAID (Redundant Array of Independent Disks). The operating system and all data are simultaneously written in mirror images to two (2) sets of hard disks.
- Specific procedures have been developed in the event of a hurricane. See appendix #1 for details.
- Copies of the following software is stored in the safe deposit box and the To Go Box:
  - Accounting software
  - The membership database
  - Windows Server 2003
  - Veritas
  - Antivirus
  - SQL
  - Microsoft Office
- The server room is located in the Chamber office. The room is locked, maintained at a cold temperature and has no windows.
- Users are instructed to set their computer to automatically lock after 20 minutes.
- The servers are protected by Antivirus software.
- A firewall exists to protect the Chamber's servers.
- Chamber employees have been instructed as to Internet/Intranet access. See personnel policies for details.

G. Insurance

Insurance is an important component of the Chamber's mitigation strategy.

- The Chamber has the following types of insurance:
  1. Property
  2. Crime
  3. General Liability
  4. Commercial Automobile
  5. Excess Liability
  6. Flood
  7. Event
  8. Director's & Officer's Liability

The insurance coverage is reviewed on an annual basis by the Finance and Administration. After a thorough review and discussion with the insurance broker, the necessary changes are made.

Copies of insurance policies are kept in the safe deposit box and the To Go box.

VI. Program Maintenance & Assessment

A. Training, Drills and Exercise

- The Chamber President & CEO and the Finance and Administration review the plan in May of each year to familiarize themselves with the procedures.
- A meeting is held in May with the Chief Operating Officer, Finance & Administration Department and IT Outsource provider, to review the plan in general and hurricane procedures in particular.
- Annually, disaster preparedness procedures and hurricane preparedness procedures are discussed at staff leadership and staff meetings.
- The plan is distributed to all Chamber employees upon hiring.
- Revised plans are distributed to all Chamber employees in May.
- A staff meeting is held after plan activation to discuss improvements and possible revisions.
- A mandatory building wide fire drill is conducted annually.

B. Plan Review and Revision

The plan and its components will be reviewed annually in May by the Chamber President & CEO and the Chief Financial Officer. The plan will be re-evaluated when any of the following occur:

- Regulatory changes
- New hazards are identified or existing hazards change
- Resources or organizational structures change
- After tests, drills or exercises
- After plan activation
- Infrastructure changes
- Funding or budget level changes

The plan will be revised based upon the changes outlined above and the

plan's overall effectiveness. After tests, drills and exercises or plan activation, the recommendations, comments and opinions of the Chamber staff will be requested and taken into consideration for plan revision. The final revisions will be approved by the Chamber President & CEO and the Chief Operating Officer.

Hillsborough County Emergency Information
Updated and verified June 2014

The information below is provided by Hillsborough County.

Emergency 9-1-1
Fire/Police/Ambulance
When life and property are in immediate jeopardy

Emergency Dispatch Operations and Fire Rescue
2709 E. Hanna Ave.
Tampa, FL 33610
(813) 272-5665 Fax: (813) 276-2039

This section's primary task is receiving and dispatching emergency responses for medical and fire assistance in the unincorporated areas of the county. It gives medical pre-arrival instructions in a continuing endeavor of providing an elevated level of care. In times of natural disaster and/or mass casualty emergencies, the section is responsible for coordinating all operations. In addition, the section currently is the after-hours contact for various county agencies.

Emergency Fire Rescue
2711 E. Hanna Ave.
Tampa, FL 33610
(813) 236-3800 Fax: (813) 272-6878

This section administers emergency preparedness functions. It plans for and conducts emergency operations designed to prevent or limit the effects of natural disaster or enemy attack upon the population; assists local government agencies in developing programs for continuity of city and county governments under disaster conditions; coordinates local, state and federal disaster plans and operations.

Hillsborough County Fire Rescue
2709 E. Hanna Ave.
Tampa, FL 33610
(813) 272-6600 Fax: (813) 272-6692
Emergency Phone: 9-1-1

Hillsborough County Fire Rescue provides emergency ambulance service at the paramedic level to all of unincorporated Hillsborough County, and the cities of Temple Terrace and Plant City.

Miscellaneous Numbers
Animal Services: (813) 744-5660
County Water Service: (813) 272-6680
City of Tampa Water Service: (813) 274-8811
City of Tampa Emergency Water Repair (813) 274-7400

Tampa Bay Chamber Business Continuity Plan Hurricane Preparedness
Appendix #1

In the event a hurricane is imminent to make landfall in our area, the staff of the Tampa Bay Chamber must be prepared to secure the office to minimize damage and facilitate quick recovery of operations. The following internal plan has been written to accomplish a thorough and rapid closure of the office. The goal of the plan is to secure the office in an efficient manner to allow our staff members enough time to provide for their own personal needs.

The office is located in evacuation level "C", evacuation would be mandatory when a Category 3 hurricane is forecast to make landfall in the Tampa Bay area.

It is very important that each employee determines his/her evacuation route from the office to your home or shelter now. Avoid the interstates in your planning - traffic won't be moving on them!

ACTIVATION OF PLAN

Each department will act as a team. If any of the team members are on vacation or absent, other team members must cover the listed responsibilities. Each department head is responsible for assigning coverage if any member of their department is unavailable. The departments are as follows: Investor Relations, Finance & Administration and Public Policy.

All staff members must pitch in and work quickly to ensure that the entire effort is finished quickly. This will leave time for you to secure your home and personal property. **If you have completed your assigned duties, please help in other areas. Please do not leave until the office is thoroughly prepared. The Chamber President and CEO shall determine when Chamber employees may leave.**

All hurricane supplies will be available in the mailroom. The supplies are currently stored in the downstairs storage in the building. Finance & Administration will bring them upstairs in the event of a pending hurricane threat.

Please take only what you need. Return unused supplies to the mailroom.

The following disaster checklist will be distributed to everyone and posted in a conspicuous place for all staff members to follow. Before the office is evacuated, the Chamber President and CEO and the CFO will complete a final walk-through. **After the final walk-through, the Chamber President will dismiss all Chamber employees.**

POST STORM

Once the storm is over, the Chamber President and CEO will determine the safety of the building and will activate the emergency call list to advise staff of when and where to report to work. Please see Appendix #2 for the emergency call list information.

Tampa Bay Chamber Business Continuity Plan Hurricane Preparedness
Appendix #1

ANNUAL HURRICANE PREPARATION - (COMPLETED BY FIRST OF JUNE)

Completed	Task	Responsibility
	Evaluate all property insurance to confirm coverage is adequate. Maintain copies of policies in the safe deposit box and To Go box.	Finance & Administration
	Purchase and maintain a supply of flashlight, battery-operated radio and batteries.	Finance & Administration
	Review Business Continuity Plan. Update as needed.	President and CEO; COO
	Purchase and maintain hurricane supplies,1O bags per office or cubicle, zip lock bags, duct tape, plastic sheeting and storage boxes.	Finance & Administration
	Review disaster plan with entire staff and provide copies of hurricane preparation procedures at the onset of hurricane season.	CEO and COO
	Distribute employee evacuation form to all staff members.	CEO and VOO
	Complete employee evacuation form and return to Finance & Administration.	All Staff Members
	Inventory property by photos and burn to a DVD Store one copy in the safe deposit box and the other copy in the To Go box.	Creative Services Director
	Store one copy of the following software in the safe deposit box: QuickBooks, Membership Partner, Windows Server 2003, Veritas, Antivirus, SQL, Microsoft Office Store a second copy in the To Go box.	IT Outsource provider F&A
	Clean work areas and file cabinet. Shred and discard files as necessary. Contact Finance & Administration to send files to storage.	All Staff Members
	Assign numbers and label all file cabinets.	Finance & Administration
	Label office equipment.	Finance & Administration
	Label all computer equipment.	Finance and Administration

ANNUAL HURRICANE PREPARATION - (COMPLETED BY FIRST OF JUNE)

Completed	Task	Responsibility
	Review data stored on C drives and consider storing on the network.	All Staff Members
	Prepare & reconfigure, as necessary, backup servers to support all business applications at a cold site location.	IT Outsource Provider

Tampa Bay Chamber Business Continuity Plan Hurricane Preparedness
Appendix #1

HURRICANE PREPARATION - DAY ONE

Completed	Task	Responsibility
	Print two (2) copies of detailed general ledger and trial balance. Print two (2) copies of accounts receivable information from database(s). Place one (1) copy of each in a box, label, cover with a plastic bag, secure with duct tape and store on a high shelf in the mailroom. Store one (1) copy of each in the To Go Box.	Finance and Administration and Database
	Print two (2) copies of event registration lists for upcoming events. Place one (1) copy in a box, label, cover with a plastic bag, secure with duct tape and store on a high shelf in the mailroom. Store one (1} copy in the To Go Box.	Sr. Director, Events
	Save two (2) copies of budget information and files to CD-R's. Store one (1) copy in the To Go Box. Copy previously placed in Safe Deposit Box.	Sr. Director, Events
	Take a snapshot of the servers. GTCCFS1, Virtual Server. Store in the To Go box.	IT Outsource Provider
	Make online backups of the server, bring down the system and unplug.	IT Outsource provider
	Make copies of the emergency call list for each staff member.	Finance & Administration

HURRICANE PREPARATION - DAY TWO

Completed	Task	Responsibility
	Remove all food from the refrigerator and freezer. Take it home or discard. Food not taken will be discarded.	Finance and Administration
	Office/Cubicle Preparation: Remove all personal items (pictures, decorative objects, plants) from walls and desks. Take them home.	All Staff Members
	Unplug all printers and computers and move into the mailroom.	All Staff Members
	Unplug postage meter, copiers and other office equipment located in the mailroom.	Finance and Administration
	Change after hours and office closure recordings to reflect the emergency situation	Finance and Administration
	Disconnect phones, surge protectors and calculators.	All Staff Members
	Empty ice maker. Unplug all kitchen appliances.	Finance and Administration
	Distribute a copy of the staff cell phone list to each telephone captain.	Finance & Administration
	Lock desks and file cabinets and label keys. Give keys to respective department heads.	All Staff Members
	Inform your telephone captain if you are evacuating or relocating. Provide the telephone number where you may be reached.	All Staff Members
	Conduct a final walk-through. **The Chamber President will dismiss Chamber employees upon satisfactory completion of the walk-through.**	President and CEO;
	Bring home the emergency call list that includes the Chamber's Emergency phone number and extension.	All Staff Members
	Close all office doors.	All Staff Members
	Close computer room door.	Finance & Administration
	Close accounting room door.	Finance & Administration
	Close mailroom doors.	Finance & Administration

HURRICANE PREPARATION - DAY TWO

Completed	Task	Responsibility
	Close Board Room door, Leadership Room door, Huddle Room doors and break room door.	Finance & Administration
	Leave the building.	All Staff Members
	Take server to cold site, if possible. Take backup server home.	Finance and Administration, President and CEO, if necessary
	Take laptops home.	All Staff
	Take To Go box.	CEO
	Lock the doors.	CEO

Tampa Bay Chamber Business Continuity Plan Hurricane Preparedness
Emergency Call List
Appendix #2

The purpose of the Emergency Call List (call list) is to provide an efficient method to communicate with all staff members. The call list may be used in any of the following ways:

1) **When a hurricane is approaching to alert staff to secure the office;**
2) **To determine the safety and needs of all staff members;**
3) **To solicit help for a staff member impacted by the storm;**
4) **To provide instructions for returning to work (when and where).**

Procedure

1) The Chamber President and the Chief Operating Officer will determine if it is necessary to secure the office during a weekend or holiday in the event a hurricane is approaching.

2) If the decision is made to secure the office, the call list will be activated to notify all staff members to report to the office immediately.

3) Once the storm is over, the call list will be activated to make sure all staff members are safe and to determine if anyone needs assistance.

4) If any staff member has sustained a major loss, the telephone captains will solicit help as quickly as possible. Obviously, if you have sustained a major loss the telephone captains will not be able to reach you. Do your best to reach one of them.

5) The call list will be activated to provide information about reporting to the office or to another location. As an additional resource, the Chamber's Emergency phone line will provide information about returning to work.

Evacuated staff members

Staff members who evacuate their homes should call his/her telephone captain as quickly as possible to provide status on their personal situation and, if possible, telephone numbers. Provide your telephone captain with telephone numbers in advance if you are relocating to a friend or relative in the area.

Telephone Captain Instructions

1) The telephone captains are responsible for obtaining staff members' phone numbers prior to closure of the office. An up to date phone listing can be obtained from the Finance & Administration.

2) If the area has been impacted by a hurricane, call to determine the physical status of all staff members and whether support is needed by anyone on our staff.

3) Once all calls have been made (you may not reach all at this time) alert the President and CEO or COO if a staff member needs shelter, food or clothing.

4) Call your phone list again to solicit help if a staff member needs assistance.

5) Once provisions are made for all staff members impacted by the storm, call your list to determine the feasibility of staff helping in the recovery efforts (community or our office) or when/where to report to work.

Tampa Bay Chamber Business Continuity Plan Hurricane Preparedness Personal Plan Appendix #3

Be prepared to reside for at least three (3) days with no assistance from outside sources.

Pre-storm Planning

1. Decide if you are going to buy shutters (have them installed or do it yourself) or plywood to cover windows. If you choose plywood, precut and mark the location of each plywood sheet. Plywood must be anchored on the outside of the window. Determine if garage door needs reinforcement. The northeast quadrant of a hurricane is the strongest; therefore, the southwest side of your home will be the area you really need to protect.

2. Videotape the contents of your home, garage and landscape for insurance purposes. Store in your safety deposit box at your bank or in the emergency box you are going to prepare.

3. Gather important documents such as deeds, titles, stock certificates, wills, birth certificates, military and adoption records, credit card and bank account numbers, insurance policies and anything else that would be difficult to replace. Store in a large, waterproof envelope, ready to place in your emergency box.

4. If you live in an evacuation zone or in a mobile home decide where you are going and determine how you will get there (avoid the interstate). If you are going to go to the home of relatives or friends discuss your plans with them and determine what you need to bring.

5. Check with other relatives in the area for information about their evacuation/preparation plans. This will be very important if you are not in an evacuation zone and your relatives are! Your home may become their refuge. If that is the case, you will need to have more supplies, etc. Only those in evacuation zones or in mobile homes should go to a shelter. The safest place to be is your own secured home.

6. Determine, in advance of a hurricane, what you will do with your pets, especially if you are evacuating. Pets are not allowed in most shelters.

7. Buy plastic storage boxes with handles and secure lids (available at Wal-Mart, etc.) to serve as your emergency boxes and fill with the suggested supply list. Review the hurricane preparation guide from the newspaper or from the internet before you go on your shopping trip. Add any items you think are necessary to provide for your family.

8. Save and clean a variety of two-liter bottles (not milk jugs). Begin to stockpile enough water to provide one gallon a day for each family member and enough to last at least a week. Once a storm is approaching, fill remainder of bottles.

9. Store a week's supply of canned or packaged food that won't spoil. Do the same for your pets.

10. If you are staying in your home, determine where is your safest spot - an inside walled area with NO windows. An inside bathroom, underneath stairs or a hallway are examples *of* inside walled areas.

Storm approaching

Who **Done**

_____Bring in everything not attached to house - plants, wind chimes, bird feeder, patio furniture, etc.

____ ____ Fill clean 2 liter bottles with water and place in the freezer. Make and store ice.

_____Stock up on supplies: batteries - radios, flashlights, charcoal and fluid or gas for grill, water and canned goods (see grocery list).

_ _ _ __ _Obtain cash - ATMs will not work without electricity.

_____Refill prescriptions - have a 30-day supply.

_____Charge all cell phone batteries.

_____Fill car with gas, check oil, tires, etc.

_____Gather additional radios and flashlights, verify battery needs.

_____Put games/toys/cards for children in the emergency box.

Storm is going to hit

Who **Done**

_____Board windows with shutters or pre-cut plywood.

_ _ _ __ _ Get 2 extra outfits of clothing for every person (including shoes, underwear) place in a plastic bag in your safe area.

_____Fill large, clean trash can(s) with water and store in garage.

Storm is going to hit cont.

Who Done

_____ Gather pillows, small mattresses, sleeping bags, blankets, lawn chairs in your secure area. Small mattresses can be used to protect your family from debris if your roof goes.

_____ Put your emergency box in the secure area.

_____ Clean bathtub thoroughly; clean again with plain Clorox. Seal bathtub drain with silicone caulkin9 to hold the water. Fill the tub with water and add some plain Clorox. It may be handy to have thick plywood cut to fit over the tub so you could use that area to sit on or for storage of supplies.

_____ Turn freezer and refrigerator to coldest setting. Fill every area in freezer with 2 liter ice bottles made earlier or pack with ice in zip lock bags.

_____ Unplug TV, DVD, sound system, computer, etc. - any valuable electronic devices.

_____ Gather lanterns and extra oil - **do not have lit during high winds.**

_____ Put picture albums or special memorabilia in plastic bags.

_____ Turnoff sprinkler system.

_____ Gather water and food and take to the protected area or store in an inside closet that should be safe, i.e. linen closet.

_____ If you have a gun(s) unload and store with ammunition inside a closet.

_____ Detach propane tank from gas grill and put in a secure place inside garage.

_____ Boat owners: If you have a boat on a trailer, either tie it down or move it inside garage if possible. If moored, follow procedures for securing boat in the newspaper hurricane guide or from the internet.

_ _ _ _ _ _ Pool owners: Cover the pool pump filter and super-chlorinate the pool.

_____ Turn off the gas and electricity to your house.

EMERGENCY BOX SUGGESTED CONTENTS

- Zip lock(s) with important papers - house and car insurance policies, copies of social security cards, birth certificates, passports, wills, etc.
- Flashlights (one for each family member) with the batteries stored outside the flashlight (to avoid corrosion)
- Spare batteries for radio, flashlights, etc. as well as things like hearing aids
- Cheap camera and film - to take pictures of the damage for insurance company
- Basic tools - hammer, screwdriver, pair of pliers or a wrench, nails
- First aid kit
- Water treatment pills (available at camping supply stores)
- Small bottle of Clorox - **plain**
- Lots of plastic bags - large ones for trash, small/medium ones for toilet
- Personal hygiene/comfort needs - toothbrushes, toothpaste, soap, shampoo, deodorant, comb and brushes, sunscreen
- Mosquito netting, mosquito repellent
- Can opener - not electric
- Designated radio and batteries (stored outside the radio)
- Medium size cooking pot and skillet - can cook on grill.
- Few cooking implements - large spoon, tongs, one sharp knife
- Charcoal and wooden matches (in sealed plastic bag)
- Paper cups and plates
- Plastic eating utensils
- Paper towels, toilet paper, pre-moist towelettes
- Candles and matches in zip lock bag
- Plastic sheeting (visqueen)
- An air horn - makes a loud blast that can be heard for great distances. If you're trapped inside your house, you can let people know you're there.
- Instant flat-tire sealer - roads may be littered with glass and debris after a storm.
- Pet food and medication
- Oven mitts
- A wind-up clock
- Duct tape - that perennial quick fix
- Spray paint - can paint your house number and names of insurance carrier on the side of your home to attract the attention of insurance adjusters.

Tampa Bay Chamber Business
Continuity Plan Hurricane
Preparedness
Personal Plan
Appendix #3

GROCERY LIST

Think: **What will my family members eat?**
What can I buy that is ready to eat or can be heated on the grill?
What can I buy that will not require refrigeration after opening?

- Juices in individual containers or small cans
- Dried milk
- Gatorade
- Canned meats
- Canned fruit
- Canned vegetables
- Peanut butter
- Jelly
- Granola bars
- Raisins, snacks
- Applesauce - individual containers
- Pudding - individual containers
- Soup
- Bread
- Cereal
- Instant coffee or tea bags
- Apples
- Bananas
- Crackers (kind with peanut butter/cheese) and cookies

Do you have enough?

- Charcoal
- Charcoal fluid
- Matches
- Batteries
- Plastic bags
- Water
- Clorox (plain)
- Gas for grill

Items for infant/toddlers

- Diapers
- Baby food
- Formula

After the storm

If you evacuated:
Once the storm passes and emergency workers have cleared the roads of trees, fallen power lines and completed rescue operations, you will be allowed back to your home. Be careful driving if there are still flooded roads. You may be asked for identification to be allowed back into your neighborhood. This security is to prevent sightseeing and looting.

- Check for obvious damage and potentially dangerous situations such as unstable walls or ceiling materials and broken glass.
- If you smell gas, open windows and leave immediately.
- If you have power, check for signs of electrical damage such as sparks or frayed wires. Another sign is the smell of something burning.
- Take photographs of any damage, and then make temporary repairs if needed such as patching holes in the roof or walls and covering broken windows.
- Keep all receipts for temporary repairs.
- If there is water in your house, try to get as much out as possible, then make sure the home is well ventilated.
- Clean wet clothing and furniture as soon as possible.
- Dry metal objects like drapery rods and appliances, then coat them with a light layer of oil to prevent rust.
- Have any electrical appliance exposed to water serviced before using it.
- Do an inventory of any damaged or missing possession. Don't throw away any items you believe are a total loss before your insurance adjuster sees them.
- Don't throw away things like owner's manuals or other ways to verify what's damaged.

Tampa Bay Chamber Business Continuity Plan Hurricane Preparedness
Hurricane Information on the Web
Appendix #4

Updated and verified April 2020

National Hurricane Center

www.nhc.noaa.gov - This site has current and past advisories of the storm, maps showing location, strike possibilities, how far hurricane-and tropical storm-strength winds reach, and areas under warning and watch conditions.

Hillsborough County

http://www.hillsboroughcounty .org/emergency/ Emergency Management is responsible for planning and coordinating the evacuation and sheltering of county residents in the event of a natural or manmade disaster. This agency is also responsible for planning, orchestrating and coordinating response actions and continuity of government in the aftermath of a major disaster.

Pinellas County Emergency Management

www.pinellascounty.org/emergency/ - Once a storm approaches, Pinellas' main Web page will focus on the storm, providing links to information including evacuation zone maps, evacuation notices, shelter locations and updated information about local conditions.

National Weather Service office, Ruskin

http://www.srh.noaa.gov/tbw/ - This site is the local weather service office and contains forecasts, statistics, the latest advisories, a tracking chart and links to the hurricane center and other weather-related sites.

Federal Emergency Management Agency

www.fema.gov - This site will have up-to-date information from the National Hurricane Center. Has handled overflow traffic from the center. There are also resources on this site for pre-planning that are useful.

Florida Division of Emergency Management

http://www.floridadisaster .org/ - This site will link to other weather sites and the National Hurricane Center as well as posting evacuation orders, what emergency activation level the state is at, and any orders and declarations by the governor. There are also resources on this site for pre-planning that are useful.

Tampa Bay Chamber Business
Continuity Plan Hurricane
Preparedness
Employee Evacuation Information
Appendix #5

Employee name: _____

Home address: _____

Are you located in an evacuation zone: _____

Will you evacuate: _____

When would you evacuate: _____

If so, where: _____

Phone number for the Emergency call/ list _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _

Home phone number: _____

Mobile phone number: _____

Phone number where you may be reached in case of evacuation: _____
_____

Home email: _____

Email where you may be reached in case of evacuation: _____
_____

Any complications (i.e. elderly or handicapped relatives; children in daycare):
_____
_____
_____
_____

Member of the National Guard or Military Reserve: _____

Tampa Bay Chamber Business
Continuity Plan
Fire Preparedness
Appendix #6

Fire Prevention

A written fire prevention plan is necessary to complement the fire evacuation plan in order to minimize the frequency of evacuation. Stopping unwanted fires from occurring is the most efficient way to handle them.

Fire Extinguishers

The extinguishers are ABC extinguishers that can be used on all three types of fires - ordinary combustible material, flammable liquid fires and fire involving electrical equipment. **An easy way to remember how to operate these extinguishers is the word PASS:**

P - Pull the Pin from the handle
A - Aim the nozzle at the base of the fire
S - Squeeze the handle to discharge the extinguishing agent
S - Sweep from side to side

If the fire is small and confined to one object (such as a trash can), locate the fire extinguisher and use it. Never attempt to fight a fire unless you:

- Know how to operate the fire extinguisher
- Have determined that the fire is small
- Have access to an exit if you fail to put out the fire

The Chamber has two fire extinguishers, one is located in the hallway by the mailroom and the back door and one is by the front hallway and entry to Skanska B from the office side.

Fire Drills

Fire drills are conducted simultaneously with One Tampa City Center and the City of Tampa Fire Department. When the fire alarm testing is conducted, proceed as quickly as possible to the breezeway exit and down the stairs. The meeting place is Hattricks Restaurant at 107 S. Franklin Street. The Vice President, Finance & Administration and the Senior Director, Finance & Administration will check the restrooms, meeting and storage rooms and mailroom to ensure that everyone has evacuated. A headcount will be taken at the meeting point, before anyone returns to the building.

Smoking

Smoking is not permitted in the Chamber office.

Electrical Hazards

Extension cords are often misused and can be very hazardous. They should be used only for temporary wiring, not permanent use. They should not be run through ceilings, walls, doors or windows. Also, beware of the extension cord "octopus ." Using multiple outlet adapters to run numerous items off a single outlet can be dangerous. It is much safer to install additional outlets rather than to use adapters and extension cords. Any Chamber employees that run

- If time permits, call the Fire Department at 911 and give the following information:
  - Nature of the emergency
  - Your name
  - Complete street address
  - Building name
  - Floor number and suite number
  - Closest street intersection
  - Call-back number (Do not stay at the phone if you are in danger)
- If time permits, call One Tampa City Center management office at (813) 223-5008 and give the following information:
  - Your name
  - Nature of the emergency
  - Floor number and suite number
  - Telephone number you are calling from
- Locate the nearest exit, the front door if possible, and evacuate immediately.
- Help anyone requiring assistance.
- Search restrooms, meeting and storage rooms and mailroom to ensure that all occupants have been evacuated.
- Ensure all doors are closed but not locked.
- **All Chamber employees should meet at Hattricks Restaurant at 107 S. Franklin Street. A headcount will be taken to ensure everyone's safety.**
- Do not return to evacuated area until advised by Building Security.

The Vice President, Finance & Administration and the Senior Director, Finance & Administration will be responsible for searching the facility, closing the doors and performing the headcount.

Building Fire Emergency Procedures
In the event of a fire emergency in the building, fire alarms will sound and the alarm lights will flash.

The building should be evacuated immediately. Proper and orderly evacuation is essential. The Chamber's evacuation procedures are as follows:

- Locate the nearest exit, the front door if possible, and evacuate immediately.
- Help anyone requiring assistance.
- Search restrooms, meeting and storage rooms and mailroom to ensure that all occupants have been evacuated.
- Ensure all doors are closed but not locked.
- **All Chamber employees should meet at Hattricks Restaurant at 107 S. Franklin Street. A headcount will be taken to ensure everyone's safety.**
- Do not return to evacuated area until advised by Building Security.

The Finance & Administration and COO will be responsible for searching the facility, closing the doors and performing the headcount.

Tampa Bay Chamber Business
Continuity Plan
Workplace Violence
Appendix #7

Workplace safety has become a major concern to managers and employees alike. Media attention has resulted in fear and apprehension, yet violence is less common than popularly believed. Given the many millions of workers, the probability is very low that any single individual will be involved in a violent workplace incident leading to serious injury. Still, prevention is critical because incidents involving disruptions and threats are increasing. Its most extreme form, homicide, is the third-leading cause of fatal occupational injury in the United States.

Defining Prohibited Behavior
Chamber policies prohibit disruptive, threatening or violent behavior. This policy prohibits disruption and obstruction of Chamber functions and activities, verbal threats, and behavior endangering the health or safety of any individual. **The Chamber has zero tolerance for any instance of violence. Any violent or potentially violent act will be grounds for termination.**

Disruptive behavior disturbs, interferes with or prevents normal work functions or activities. Examples: yelling, using profanity, waving arms or fists, verbally abusing others and refusing reasonable requests for identification.

Threatening behavior includes physical actions short of actual contact/injury (e.g., moving closer aggressively), general oral or written threats to people or property, ("You better watch your back.") as well as implicit threats ("You'll be sorry.").

Violent behavior includes any physical assault, with or without weapons; behavior that a reasonable person would interpret as being potentially violent (e.g., throwing things, pounding on a desk or door or destroying property), or specific threats to inflict physical harm (e.g., a threat to shoot a named individual).

Preventive Steps to Maintain a Safe Workplace
The Chamber will conduct a reasonable background investigation on prospective employees. The background investigation will include: (a) a criminal background investigation through a reputable Consumer Reporting Agency, (b) a reasonable effort to contact an applicant's references and former employers, (c) a job application with questions about criminal convictions and several claims for intentional torts, (d) with written authorization, a check of his or her driver's license record through a reputable Consumer Reporting Agency, and (e) an interview of the prospective employee.

Firearms and other types of dangerous weapons will not be brought onto the premises.

Chamber employees are encouraged to report suspicious activity or behavior, unexplained events, unscheduled deliveries and suspicious mail. Awareness is the best defense.

Tampa Bay Chamber Business
Continuity Plan
Workplace Violence
Appendix #7

Any Chamber employee experiencing a "major life stress" is encouraged to contact the Employee Assistance Program. A "major life stress" may include but is not limited to financial worries, marital difficulties and drug or alcohol problems. Our EAP provider is through Standard Insurance EAP Services. A pamphlet was distributed to each employee upon hiring. If you need a pamphlet, please see the Senior Director, Finance & Administration. EAP Services can be reached toll free at (888) 293-6948, 24 hours a day, 365 days a year.

Workplaces prone to disruptive incidents are often characterized by high levels of unresolved conflict and poor communication. Conflict at work is normal, but must be addressed promptly and effectively, not avoided or suppressed. Disruptive behavior can be reduced or prevented by facilitating a workplace environment that promotes healthy, positive means of airing and resolving problems (methods that do not disrupt the workplace or harm or frighten others). It is also essential to improve the conflict management skills of managers and staff, to set and enforce clear standards of conduct, and to provide help (e.g., mediation and counseling) to address conflicts early.

Dealing with Performance Problems or Conflicts

- Intervene promptly; don't let the situation fester.
- Speak with the Chief Financial Officer about handling human resource issues. She can obtain additional resources if necessary.
- Be clear about the facts of the problem as you see them.
- Ask individuals involved to describe their perceptions of the problem (if appropriate).
- Set clear expectations for improvement in job performance or in the relationship .
- Follow up to be sure that your expectations are met and directed changes are made.

Indicators of Problem Behavior

Below is a list of behaviors and attitudes that may be indicators of disruptive, threatening or violent behavior. If you observe a **pattern** of such behaviors and attitudes you are concerned about, please contact the Chief Financial Officer.

Behavior

- Upset over recent event(s) (work or personal crisis)
- Recent major change in behavior, demeanor, appearance
- Withdrawn from normal activities, family, friends, co-workers
- Intimidating, verbally abusive, harasses or mistreats others
- Challenges/resists authority
- Blames others for problems in life or work; suspicious, holds grudges
- Use/abuse of drugs and/or alcohol
- Unwelcome obsessive romantic attention
- Stalking
- Makes threatening references to other incidents of violence
- Makes threats to harm self, others or property
- Weapons - has or is fascinated with weapons
- Has known history of violence
- Has communicated specific proposed act(s) of disruption or violence

Attitude

- Is isolated or a loner
- Morally superior, selfrighteous
- Feels entitled to special rights and that rules don't apply to them
- Feels wronged, humiliated, degraded; wants revenge
- Feels without choices or options for action except violence

Response to Disruptive, Threatening or Violent Behavior

Step 1: General response to disruptive behavior (no threats or weapons)

- Respond quietly and calmly. Try to defuse the situation.
- Do not take the behavior personally. Usually, the behavior has little to do with you, but you are used as a target in the situation.
- Ask questions. Respectful concern and interest may demonstrate that aggression is not necessary.
- Consider offering an apology. Even if you've done nothing wrong, an apology may calm the individual and encourage cooperation. *"I'm sorry that happened. What can we do now that will solve the problem?"*
- Summarize what you hear the individual saying. Make sure you are communicating clearly. In crisis, a person feels humiliated and wants respect and attention. Your summary of the individual's concerns reflects your attention. Focus on areas of agreement to help resolve the concern.
- If this approach does not stop the disruption, assess whether the individual seems dangerous. If in your best judgment he/she is upset but not a threat, set limits and seek assistance as necessary.

Step 2: Step 1 response ineffective, individual DOES NOT seem dangerous

- Calmly and firmly set limits. *"Please lower your voice. There will be no disruptions in this office."*
- Ask the individual to stop the behavior and warn that official action may be taken. *"Stop or the police will be called."*
- If the disruption continues despite a warning, tell the individual that he/she may be disciplined or prosecuted, state that the discussion is over, and direct them to leave the office. *"Please leave now. If you do not leave, we will call the police."*
- If the individual refuses to leave after being directed to do so, state that this refusal is a violation subject to discipline, termination of employment or arrest.

Step 3: Step 1 response ineffective and the individual SEEMS DANGEROUS

- If possible, find a quiet, safe place to talk, but do not isolate yourself with an individual you believe may be dangerous. Maintain a safe distance do not turn your back and stay seated if possible. Leave the door open or open a closed door and sit near the door. Be sure a co-worker is near to help if needed.
- Use a calm, non-confrontational approach to defuse the situation. Indicate your desire to listen and understand the problem. Allow the person to describe the problem.

- NEVER touch the individual yourself to try to remove him/her from the area. Even a gentle push or holding the person's arm may be interpreted as an assault by an agitated individual who may respond with violence towards you or file a lawsuit later.
- Set limits to indicate the behavior needed to deal with the concern. *"Please stop using profanity or I'll have to ask you to leave."*
- Signal for assistance. The individual may be antagonized if you call for assistance so use a prearranged "distress" signal to have another staff member check on you to determine how you are. If you need help, the co-worker should alert your supervisor and/or the police.
- Do not mention discipline or the police if you fear an angry or violent response.
- If the situation escalates, find a way to excuse yourself, leave the room/area and get help. *"You've raised some tough questions; I'll consult with Nealy or Bob to see what we can do."*

Emergency Situations
For crimes in progress, violent incidents or specific threats of imminent violence, call 9-1-1.

Call 9-1-1 if an individual

- **Makes threats of physical harm toward you, others, or him/herself;**
- **Has a weapon; or**
- **Behaves in a manner that causes you to fear for your own or another's safety**

Use a phone out of sight/hearing of the individual. The police will respond and take appropriate action.

Do not attempt to intervene physically or deal with the situation yourself.

Get yourself and others to safety as quickly as possible.

If possible, keep a line open to police until they arrive. If you cannot stay on the line, call 911 and the dispatcher will direct the police to you. The more information the police receive, the more likely they can bring a potentially violent situation to a safe conclusion.

The Administrative and Front Office Coordinator has an emergency code word to use when calling either the Senior Director, Finance & Administration or the Chief Financial Officer, to alert them to a possible threat or danger in the lobby.

Post Incident Response
If a violent incident occurs, our EAP Services will be contacted by the Chief Financial Officer to arrange for post-event counseling.

Tampa Bay Chamber Business
Continuity Plan Terrorism
Preparedness
Appendix #8

Americans face threats posed by hostile governments or extremist groups. These threats to national security include acts of terrorism and acts of war.

Terrorism is the use of force or violence against persons or property for purposes of intimidation, coercion or ransom. Terrorists often use threats to create fear among the public, to erode the citizens' confidence in their government and to get immediate publicity for their causes.

Acts of terrorism may include but are not limited to the following:

- threats of terrorism
- assassinations
- kidnappings
- hijackings
- bomb scares and bombings
- cyber-attacks (computer-based)
- use of chemical, biological and nuclear weapons

High-risk targets include military and civilian government facilities, international airports, large cities and high-profile landmarks. Terrorists might target large public gatherings, water and food supplies, utilities and corporate centers. Further, they may spread fear by sending explosives or chemical and biological agents through the mail.

In the immediate area of a terrorist event, you need to rely on emergency management, law enforcement, fire and other officials for instructions. However, you can prepare in much the same way you would prepare for other crisis events.

- Be alert and aware of your surroundings.
- Take extra precautions when traveling. Be aware of conspicuous or unusual behavior.
- Do not leave luggage unattended.
- Do not accept packages from strangers.
- Notice where emergency exits are located. Plan how to get out a building, subway or congested public area or traffic. Note where staircases are located.
- Assemble a disaster supply kit at home.
- Be prepared to do without services you normally depend on that could be disrupted - electricity, telephone, gasoline pumps, cash registers, ATM machines and Internet transactions.

Bomb Threats

A bomb threat is generally made by someone with a fairly close connection to the involved company. The police can quickly narrow down suspects if provided the basic clues the terrorist might inadvertently provide in a short telephone conversation.

A bomb threat checklist is located at the reception desk. The checklist is attached.

Telephone Call

If you receive a bomb threat:

- Never transfer the call.
- Never assume the threat is a hoax.
- Never argue or ridicule the caller.
- Calmly address the key points provided by the bomb threat checklist.
- Obtain as much information as possible.
- Record everything that is said.
- **Keep the caller on the line as long as possible.**
- If the call is received at the reception desk, activate the emergency alarm located underneath the reception desk.
- Call 911 and notify the police of the bomb threat.
- Call the One Tampa City Center Management office at (813) 223-5008 and notify them of the bomb threat.

After Notification of a Bomb Threat

- **Do not touch** suspicious packages. Never attempt to disarm or move a device.
- Clear the area around the suspicious package.
- If the location is unknow, employees should **quickly** examine their work areas for any unusual boxes or items. Listen for a ticking soun.
- Notify the police and building management as to the location of the package.
- Avoid using cell phones as they can trigger a bomb.

Evacuation

- Evacuate the building. Do not stand in front of windows, glass doors or other potentially hazardous area.
- **Unless directed otherwise by emergency management officials, all Chamber employees should meet on the sidewalk at Hattricks Restaurant 107 S. Franklin Street. A headcount will be taken by the Chief Operating Officer and the Finance & Administration, to ensure everyone's safety.**
- Do not block the sidewalk or streets to be used by emergency officials or others exiting the building.

Returning to the Chamber Office

We will return to the office when emergency management officials and building management indicate that it is safe.

Tampa Bay Chamber Business Continuity Plan Terrorism Preparedness
Appendix #8

Bomb Threat Checklist

KEEP THE CALLER ON THE LINE AS LONG AS POSSIBLE!

Exact Time and Date of Call: _____

Exact Words of Caller: .....

_____

_____

_____

Voice

Loud

_High Pitched

_Raspy

_ Intoxicated

_ Soft

_Deep

_ Pleasant

_ Other

Language

_ Excellent

_ Fair

_ Foul

_ Good

_ Poor

_ Other

Accent

_ Local

_Foreign

_ Race

_ Not Local

_Region

Speech

_ Fast

_ Distinct

_ Stutter

_ Slow

_ Distorted

_ Nasal

_Lisp

_ Other

Manner

_Calm

_ Rational

_Coherent

_ Deliberate

_Righteous

_Angry

_ Irrational

_ Incoherent

_ Emotional

_Laughing

Familiarity with Threatened Facility

_ Much

_ Some

_ None

Background Noise

_Factory Machines

_ Bedlam

_ Music

_ Office Machines

_ Mixed

_ Street Traffic

_ Trains

_Animals

_Quiet

_Voices

_Airplanes

_Party Atmosphere

Questions to Ask the Caller

When is the bomb going to explode? _

Where is the bomb? _

What does it look like? _____

What kind of bomb is it? _

What will cause it to explode? _

Did you place the bomb? _____

Why did you place the bomb? _____

Where are you calling from? _____

What is your address? _____

What is your name? _____

If voice is familiar, whom did it sound like? _

Were there any background noises? _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _

Telephone number call received at: _____

Person receiving call: _____

Any Additional Remarks: _____

DIAL 911 IMMEDIATELY AND REPORT THREAT

Building Explosion and/or Collapse

- Evacuate the building as quickly and calmly as possible.
- If items are falling, get under a sturdy table or desk.
- If there is a fire:
    1. Stay low to the floor and exit the building quickly.
    2. Cover nose and mouth with a wet cloth.
    3. When approaching a closed door, use the palm of your hand and forearm to feel the lower, middle and upper parts of the door. If it is not hot, brace yourself against the door and open it slowly. If it is hot to the touch, do not open the door-seek an alternate escape route.
    4. Heavy smoke and poisonous gases collect first along the ceiling. Stay below the smoke at all times.
- If you are trapped in debris:
    1. Use a flashlight if possible.
    2. Stay in your area so that you don't kick up dust.
    3. Cover your mouth with a handkerchief or clothing.
    4. Tap on a pipe or wall so that rescuers can hear where you are. Shout only as a last resort-shouting can cause a person to inhale dangerous amounts of dust.
    5. Untrained persons should not attempt to rescue people who are inside a collapsed building. Wait for emergency personnel to arrive.

Handling Suspicious Parcels or Letters

Be wary of suspicious packages and letters. They can contain explosives, chemical or biological agents.

Some typical characteristics postal inspectors have detected over the years, which ought to trigger suspicion, include parcels that-

- Are unexpected or from someone unfamiliar to you.
- Have no return address or have one that can't be verified as legitimate.
- Are marked with restrictive endorsements, such as "Personal," "Confidential" or "Do not x-ray."
- Have protruding wires or aluminum foil, strange odors or stains.
- Show a city or state in the postmark that doesn't match the return address.
- Are of unusual weight, given their size, or are lopsided or oddly shaped.
- Are marked with any threatening language or have inappropriate or unusual labeling.
- Have excessive postage or excessive packaging material such as masking tape and string.
- Have misspellings of common words.
- Are addressed to someone no longer with your organization or are otherwise outdated.
- Have incorrect titles or title without a name.
- Are not addressed to a specific person.
- Have handwritten or poorly typed addresses.

With suspicious envelopes and packages other than those that might contain explosives, take these additional steps against possible biological and chemical agents.

- Refrain from eating or drinking in a designated mail handling area.
- Place suspicious envelopes or packages in a plastic bag or some other type of container to prevent leakage of contents. Never sniff or smell suspect mail.
- If you do not have a container, then cover the envelope or package with anything available (e.g., paper, trash can, etc.) and do not remove the cover.
- Leave the room and close the door, or section off the area.
- Wash your hands with soap and water to prevent spreading any powder to your face.
- Report the incident to the Chief Executive Officer immediately.
- Call 911 to report the suspicious package.
- Contact the One Tampa City Center Management Office at (813) 223-5008
- List all people who were in the room or area when this suspicious letter or package was recognized. Give a copy of this list to law enforcement officials and public health authorities.

Chemical and Biological Agents

Chemical agents are poisonous gases, liquids or solids that have toxic effects on people, animals or plants. Severity of injury depends on the type and amount of the chemical agent used, and the duration of the exposure.

Biological agents are organisms or toxins that hav:e illness producing effects on people, livestock and crops.

Preparedness

Finance & Administration has assembled a disaster supply kit containing the following:

- Battery-powered radio with extra batteries
- Non-perishable food and drinking water
- Duct tape and scissors
- Plastic sheeting for doors, windows and vents for the interior room in which we will shelter in place. The Board Room has been designated the room in which to shelter, unless the threat has come through the mail.
- First aid kit
- Sanitation supplies including soap, water and bleach

In the Event of an Attack

- Listen to the radio for instructions from authorities as to whether to shelter in place or to evacuate.
- If we are instructed to shelter in place, immediately report to the Copier Room.
- Turn off heating, cooling and ventilation systems.
- Finance & Administration is responsible for bringing the disaster supply kit materials to the Board Room. Chamber employees shall help as needed.

- Seal the room with duct tape and plastic sheeting. Chamber employees will work in teams to seal the doors and vents in the Board Room.
- Remain in the protected area until instructed to leave by Hillsborough County Emergency Management personnel.
- Do not leave the shelter. Leaving the shelter to rescue or assist victims can result in serious injury.
- If we are instructed to leave, follow the instructions of Hillsborough County Emergency Management personnel.
- In the event that the chemical exposure takes place in the Board Room an alternate area such as the Storge Closet or the back of the area away from the windows will be determined by the Chief Executive Officer and announced to staff immediately.

After a Chemical Attack

Immediate symptoms of exposure to chemical agents may include blurred vision, eye irritation, difficulty breathing or nausea. A person affected by a chemical agent requires immediate attention by professional medical personnel. If medical help is not immediately available, decontaminate yourself and assist in decontaminating others. Decontamination is needed within minutes of exposure to minimize health consequences. (However, you should not leave the safety of a shelter to go outdoors to help others until authorities announce it is safe to do so.)

Decontamination

- Use extreme caution when helping others who have been exposed to chemical agents.
- Remove all clothing and other items in contact with the body. Contaminated clothing normally removed over the head should be cut *off* to avoid contact with the eyes, nose and mouth.
- Put all items in a plastic bag if possible.
- Wash hands with soap and water.
- Remove eyeglasses or contact lenses.
- Put glasses in a pan of bleach to decontaminate.
- Remove all items in contact with the body.
- Flush eyes with lots of water.
- Gently wash face and hair with soap and water; thoroughly rinse with water.
- Decontaminate other body areas likely to have been contaminated. Blot (do not swab or scrape) with a cloth soaked in soapy water and rinse with clear water.
- Change into uncontaminated clothes. Clothing stored in drawers or closets is likely to be uncontaminated.
- If possible, proceed to a medical facility for screening.

After a Biological Attack

In many biological attacks, people will not know they have been exposed to an agent. The first evidence of an attack may be when symptoms of a disease caused by an agent appear. Seek immediate medical attention. If you have come in contact with a visible, potentially infectious substance, remove and bag clothes and personal items and wash with warm soapy water immediately. Put on clean clothes and seek medical assistance.

Tampa Bay Chamber Business
Continuity Plan Flooding
Preparedness
Appendix#9

Tampa is extremely susceptible to flooding during and after a hurricane.
Always remember, "run from the water, hide from the wind".

Preparedness

- The Chamber has flood insurance and the policy is reviewed annually by the President and CEO.
- Finance & Administration has assembled a disaster supplies kit.
- A detailed hurricane preparedness plan has been developed that focuses on protecting the Chamber's records, equipment and files from flooding.

In the Event of Flooding

- If advised to evacuate, do so immediately.
- Listen to the radio for evacuation instructions.
- Follow recommended evacuation routes-shortcuts may be blocked.
- Leave early enough to avoid being marooned by flooded roads.
- Avoid walking through floodwaters.
- **DO NOT DRIVE ON A FLOODED ROAD.**
- If your car stalls, abandon it immediately and climb to higher ground.

After the Flood

- Stay on higher ground.
- **DO NOT DRIVE ON A FLOODED ROAD.**
- Do not attempt to wade in water.
- Stay away from disaster areas.
- Do not handle live electrical equipment.
- Report downed power lines.
- Listen to the radio for emergency information.

Returning to the Chamber Office

All Chamber employees must call the Chamber's Emergency phone line at (813) 228-7777 extension 991. The emergency call list will be activated as well.

Tampa Bay Chamber Business
Continuity Plan
Tornado Preparedness
Appendix #10

A tornado is a violent storm in which the winds in a whirling funnel-shaped cloud cause great destruction in their narrow path. Unlike hurricanes, tornadoes are not as predictable and little or no warning is given.

A "Tornado Watch" means that conditions are right and tornadoes are expected to develop. A "Tornado Warning" means that a tornado has actually been sighted or detected by radar.

If a Tornado Warning is issued or if threatening severe weather approaches, do as follows:

- **Do not evacuat the building.**
- Close all perimeter office doors.
- Stay away from windows.
- Move to an interior room and get under a heavy piece of furniture, if possible.
- Sit down and protect yourself by putting your head between your knees and cover your head.
- Remain on the floor away from outer walls and glass windows until directed to resume normal activities.

Tampa Bay Chamber Business
Continuity Plan
Cyber Security Preparedness
Appendix #11

Due to our society's increased dependence on computers, we are increasingly susceptible to computer crime, "hactivism" and cyber terrorism. The weapons of cyber terrorism and computers may differ from chemical, biological and explosives weapons in that they do not cause direct injury or death. They can cause serious consequences to individuals, businesses, industry, government and the public at large. Depending on how they are used, they can lead to injury and death. Some general types of cyber terrorism are:

- Data destruction or corruption - using viruses, installation of malicious code, or other means to damage a system from within. This can include destroying or corrupting files, changing data in a database or corrupting software programs within the system.
- Penetration of a system to modify its output - embedding code to perform unauthorized functions at a later time.
- Theft - system penetration with the goal of stealing information or sensitive data.
- Disabling a system - disruption of information structures (e.g., spamming or viruses) to crash or disable a system.
- Taking control of a system -taking over a system to use it as a weapon.
- Website defacement - hacking into a website and changing its contents to spread misinformation, incite to violence, generate fear, or create chaos.

The Chamber is vulnerable to some of these types of cyber terrorism and has security measures in place to lessen the threat. Please see Cyber Security in the Business Continuity Plan. Employees can lessen the threat of cyber terrorism by adhering to the following procedures and policies:

Intranet/Internet

- Use for business purposes only.
- Do not visit Internet sites that contain obscene, hateful or other objectionable materials.
- Do not visit unfamiliar Internet sites.
- Do not send or receive any material that is obscene or defamatory or which is intended to annoy, harass or intimidate another person.
- Do not use the Internet for any illegal purpose.
- Do not upload, download or otherwise transmit commercial software or any copyrighted materials belonging to parties outside the Chamber, or the Chamber itself.
- Do not download any software or electronic files without implementing virus protection measures that have been approved by the Chamber and It Outsource Provider
- Do not reveal or publicize confidential or proprietary information including but not limited to: financial information, personnel information, marketing strategies and plans, databases and the information contained therein, member lists, contact lists, technical information, computer software source codes, computer/network access codes and business relationships.
- Do not examine, change or use another person's files, output or username for which you do not have explicit authorization.

- Do not intentionally interfere with the normal operation of the network, including propagation of computer viruses and sustained high volume traffic that substantially hinders others in their use of the network.

See the Employee Handbook for the Internet/Intranet Acceptable Use Policy.

Email Privileges

- Use for business purposes only.
- Do not solicit emails that are unrelated to business activities.
- Open email attachments sparingly. Most viruses are spread via an infected computer's address book.
- Check the type of attachment before opening it. Attachments that end with .vbs or .exe extensions pose a danger.
- Do not send emails that are obscene or defamatory or which are intended to annoy, harass or intimidate another person.
- Do not use email for any illegal purpose.
- Do not reveal or publicize confidential or proprietary information including but not limited to: financial information, personnel information, marketing strategies and plans, databases and the information contained therein, member lists, contact lists, technical information, computer software source codes, computer/network access codes and business relationships.

See the Employee Handbook for the Internet/Intranet Acceptable Use Policy.

Chamber employees are encouraged to report suspicious activity or behavior and unexplained events. Awareness is the best defense.