



NEW HAMPSHIRE

STATE EMERGENCY OPERATIONS CENTER



EMERGENCY SUPPORT FUNCTION ESF 18 – BUSINESS AND INDUSTRY

2019

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Acronyms

DOS	NH Department of Safety
BIA	NH Business and Industry Association
DBEA	Department of Business and Economic Affairs
DOL	Department of Labor
EMAC	Emergency Management Assistance Compact
ESF	Emergency Support Function
FEMA	Federal Emergency Management Agency
HSEM	NH Division of Homeland Security and Emergency Management
IEMAC	International Emergency Management Assistance Compact
LOA	Letter of Agreement
MOU	Memorandum of Understanding
NHES	NH Employment Security
NIMS	National Incident Management System
NIMS	National Incident Management System
NRF	National Response Framework
SEOC	State Emergency Operations Center
SEOP	State Emergency Operations Plan
SME	Subject Matter Experts
SOP	Standard Operation Procedure



Lead Agency

NH Department of Business and Economic Affairs (DBEA)

NH Department of Safety, Division of Homeland Security and Emergency Management (HSEM)

Support Agencies

NH Employment Security (NHES)

NH Department of Labor (DOL)

Secretary of State (SOS)

Insurance Department

NH Business and Industry Association (BIA)

Private Sector Companies

Introduction

The physical safety and economic security of the citizens, business and industry of New Hampshire are issues of common concern to the public and private sectors. There are actions these entities can take to prepare for, respond to, and quickly recover from an impact to New Hampshire's business and industry. These actions will minimize business interruption and ensure the State's economic engine remains strong.

A significant portion of New Hampshire's economic and physical infrastructure is situated in and managed by the private sector. This segment of the economy must be represented during New Hampshire's disaster response to assist with risk communication, hazard/vulnerability assessments, loss prevention activities, lifeline protection, prioritization restoration, and business recovery.

Purpose

The purpose of Emergency Support Function 18 – Business and Industry is to provide a framework for coordination and cooperation among public and private sector partners before, during and after disasters, emergencies or planned events in New Hampshire. Close collaboration between public and private sector partners throughout all phases of emergency management improves community resilience and ensures effective use of resources during emergencies.

Concept of Operations

This annex will be activated at the direction of HSEM when there is potential or actual disaster situation or planned event affecting New Hampshire that requires coordination between public and private sectors.

General

1. HSEM and DBEA, as the Lead Agencies, must ensure that through coordinated annual planning, all ESF 18 agencies are:
 - a. Participating in reviews and maintenance of the ESF 18 Annex; and
 - b. Receiving sufficient training and are capable of supporting responsibilities of ESF 18 in the SEOC; and,

- c. Coordinating, attending, and participating in ESF 18 meetings, training sessions, conferences, and exercises.
2. Maintain manual or automated listings of DBEA and Support Agency emergency points of contact that may need to be contacted by ESF 18 representatives, and;
3. Coordinate ESF 18 activities in the SEOC during periods of activation by developing and maintaining the ESF 18 staffing schedule.
4. Coordinate evaluation and performance of mission/task requests.
5. Ensure the status of committed and uncommitted resources is tracked during activation of the SEOC.
6. Ensure Unified Command is used to manage assets in the field due to the number and variety of government and private sector organizations that may be involved.

Organization

1. **Organizational Chart (Command & Control):** ESF 18 shall function under the direction and control of the SEOC Planning Chief. (See Organizational Chart in SEOP Base Plan.)
2. **Federal Resources:** When ESF 18 foresees or has a need for resources not otherwise available, action will be taken to secure such resources through the *National Response Framework* (NRF) or some other federal source. This request should be coordinated through the SEOC Planning Chief and Logistics Chief, as required.
3. **Contracts and Contractors:** Resources that are available through ESF 18 may be obtained through a contractor. State of NH contracts or private sector contracts should be facilitated through Logistics and ESF 7 – Resource Support.

Notification

1. HSEM will notify the Lead Agency points of contact when there is, or will be an SEOC activation requiring ESF 18 representation.
2. The Lead Agency will then notify the Support Agencies and determine coverage for the ESF 18 desk in the SEOC.
3. ESF 18 agencies will make notifications to their appropriate regions, districts, local offices, etc.
4. The above notification process will be utilized for all phases of activation and activities in which the ESF 18 will be involved.

Event Reporting

1. WebEOC will be utilized to provide continuous situational awareness.
2. Position logs should be maintained by each ESF agency in sufficient detail to provide information on activities taken during the event.
3. Agencies are also expected to keep their Lead Agency updated upon all activities and actions.



4. The Lead Agency will be responsible for making periodic reports to the Operations Section Chief on activities taken by the ESF during the event and assure they are properly documented.
5. Lead and Support agencies must maintain financial records of all activities and costs during the event. The records will be turned into the Lead Agency when requested.

ESF Actions

Prevention/Preparedness Actions

1. Cooperate with federal and State entities and continue to support sharing of information about physical and cyber threats, vulnerabilities, incidents, potential protective measures, and best practices.
2. Develop strategies in coordination with HSEM to incorporate private sector/business into ESF 18.
3. Participate in State exercises or conduct an exercise to validate this Annex and supporting SOPs.
4. Support the Emergency Management Assistance Compact (EMAC) and International Emergency Management Assistance Compact (IEMAC) including training of ESF on EMAC/IEMAC responsibilities, and pre-identification of assets, needs, and resources that may be allocated to support other states/provinces.
5. Annually review the U.S. Department of Homeland Security Core Capabilities and integrating tasks as appropriate.
6. Integrate NIMS principles in all aspects of planning for ESF 18.
7. Maintain notification systems to support emergency/disaster response.
8. Maintain a system to recognize credentials of associated agencies/personnel.
9. Assist SEOC planners with protection, response, restoration and recovery priorities, and plans for such private sector critical lifelines as:
 - a. Health and medical
 - b. Food processing, distribution, and sale
 - c. Electrical power generation and distribution
 - d. Communications
 - e. Transportation
 - f. Banking
 - g. Insurance
 - h. Fuel
 - i. Building trades industry/forest products
 - j. Large building supply retailers
 - k. Hospitality and related service businesses
 - l. Light and heavy manufacturing and distribution



Response Actions

1. Assign and schedule sufficient personnel to cover an SEOC activation for an extended period.
2. Gather situational awareness and provide information on impacts, key events, status of response actions, and the like, in particular:
 - a. Status of businesses (open, closed, damaged, etc.) in and around impacted area.
 - b. Status of key commodities at stores (and in transit) in and around impacted area.
 - c. Status and needs of survivors and communities as reported by the private sector.
 - d. Significant issues that businesses are facing, particularly those for which the public sector can facilitate or expedite solutions, in particular issues relating to critical infrastructure or disruption to commodity supply chains.
3. Assist, receive reports, and analyze private sector damage assessment information, e.g., insurance industry reports.
4. Provide updates and briefings for personnel reporting for ESF 18 duty.
5. Notify ESF 18 counterparts in the threatened or impacted areas.
6. Generate information to be included in SEOC briefings, situation reports, and/or action plans.
7. Provide broad assessments of visitor volume in impacted destination sites.
8. Coordinate with the Insurance Department for credentialing of adjusters.
9. Monitor and report on business/industry specific response, recovery, and restoration teams.
10. Assist SEOC planners with developing protection and response priorities and plans for private sector critical lifelines and other economic/business sectors.
11. Facilitate information sharing between government entities and private sector partners.
12. Provide referrals to ESF 14 for offers of volunteers or need for volunteer assistance.
13. Consult incident specific annexes for specialized actions.
14. Support requests and directives resulting from a Governors State of Emergency Declaration and/or Presidential Disaster Declaration.
15. Evaluate the probability and period of the recovery phase for the event. Continue development of an “After-Action Report” for ESF 18.
16. **Radiological Emergency Preparedness Actions**
Refer to the ESF 18 section of the NH Radiological Emergency Response for Nuclear Facilities Incident Annex, Attachment A – Implementing Procedures for State Agencies.

Recovery Actions

1. Maintain information and status of business and industry activities to SEOC Planning via WebEOC.
2. Continue to coordinate activities and requests with partner ESFs.
3. Coordinate with NH Insurance Department who will monitor the deployment/activities of insurance claims adjusters.
4. In coordination with State and Federal government, NH Insurance Association and the NH Insurance Department, assist in identifying and documenting economic and insurance impacts and losses.
5. In case of a Small Business Administration (SBA) eligible disaster, assist in communicating eligibility criteria to affected businesses.
6. Assist SEOC planners with restoration and recovery priorities and plans for private sector critical lifelines and other economic and business sectors.
7. Coordinate with business community needing assistance, as well as the business community who can donate support.
8. As requested, and as information is available, provide reports on impacts to affected businesses.
9. Conduct business registration for post-disaster reentry as requested.
10. Generate information to be included in SEOC briefings, situation reports, and/or action plans.
11. Ensure ESF 18 Lead and Support Agencies document event related costs for any potential reimbursement.

Mitigation Actions

1. Provide input to the State Hazard Mitigation Plan as needed.
2. Support and plan for mitigation measures including monitoring and updating mitigation actions in the State Hazard Mitigation Plan.
3. Support requests and directives from the Governor and/or FEMA concerning mitigation and/or re-development activities.
4. Promote business continuity planning for private sector businesses to increase resilience and lessen the impacts of future emergencies.

Responsibilities

General

1. Agencies will provide Subject Matter Experts (SME's) to support ESF 18 in the SEOC.
2. Participate in the evaluation and mission assignment of ESF 18 resource requests submitted to the SEOC including resources that are available through mutual-aid agreements, compacts, contracts, etc.

Agency Specific

Lead Agency

NH Department of Business and Economic Affairs (DBEA)

NH Department of Safety, Division of Homeland Security and Emergency Management (HSEM)

1. Identify, train, and assign personnel to staff ESF 18 in the SEOC.
2. Notify all ESF 18 supporting agencies upon activation.
3. Coordinate with ESF 18 partners and allies to provide information on known available business and industry assets.
4. Provide input on operational needs for restoration of business and industry during the emergency.
5. Assist in the identification of businesses and industry needing immediate assistance.
6. Provide tourist occupancy data and visitor volume estimates
7. Develop and maintain listings of commercial and industrial suppliers of services and products to include points of contact associated with business and industry related functions.
8. During response and initial recovery, assist HSEM in conducting business registration for post-disaster reentry.
9. Maintain situational awareness of business and industry operations and provide updates to SEOC.
10. Provide tourism business disruption estimates following a disaster.
11. Create estimates of tourist occupancy (i.e., percent of hotel rooms occupied in a given area) or worst case estimates of the number of tourists for disaster relief planning. Provide this information to SEOC as well as the private sector (hospitality industry).
12. Monitor and communicate, as requested, lodging vacancies reported by the industry.
13. Coordinate post-event marketing efforts to recover tourism business.

Support Agencies

1. NH Employment Security (NHES)

- a. Coordinate with businesses requesting volunteers to augment their work force or those providing volunteer workforce.



- b. Collaborate with local public-private partnerships and workforce development areas to assist affected customers and businesses in impacted areas.
 - c. Coordinate employment opportunities with the business community to facilitate disaster recovery efforts.
 - d. Coordinate employment opportunities with businesses and affected customers in need of temporary employment.
 - e. Provide post-incident Disaster Unemployment Assistance as required.
- 2. NH Department of Labor (DOL)**
- a. Provide technical assistance and coordinate preparedness, response, recovery, and mitigation activities.
 - b. Request U.S Department of Labor Dislocated Worker Grant (DOL DWG) provisions for displaced workforces as required.
 - c. Provide technical assistance for workplace health and safety after a disaster
- 3. Secretary of State, Corporation Division**
- a. Maintain a statewide database of registered businesses.
 - b. Provide technical assistance and coordinate preparedness, response, recovery, and mitigation activities.
- 4. Insurance Department**
- a. Coordinate the licensing of emergency adjusters according to NH Department of Insurance current processes.
 - b. Obtain and distribute identification badges to adjusters and coordinate insurance claim adjusters' entry into disaster areas for initial assessments.
 - c. Maintain capability for monitoring and coordinating the deployment and activates of insurance claims adjusters working within the area of operations.
 - d. Share emergency management and incident information with insurance carriers and adjuster staffs.
 - e. Assist in identifying and documenting economic and insurance impacts and losses.
- 5. NH Business and Industry Association**
- a. Provide technical assistance and coordinate preparedness, response, recovery, and mitigation activities.
 - b. Solicit local chambers of commerce for assessment of damages and economic injury, post-incident.
 - c. Represent private businesses during emergencies and serve as a conduit to state government.
 - d. Work with member organizations to develop a list of critical commodities that can be pre-positioned in advance of an event.

- e. As requested, coordinate private sector resources to support SEOC operations.
- f. As needed, obtain information from member organizations to provide to the SEOC.

6. Private Sector Companies

- a. Obtain resources as needed to support SEOC requests.
- b. Provide pertinent information on impacts to respective business and supply chains.
- c. As requested, coordinate private sector resources to support SEOC operations.
- d. Other businesses and organizations not explicitly covered in this annex may have authorities, resources, capabilities, or expertise required to support ESF 18 activities. These businesses/organizations may be requested to support ESF 18 activities as needed.

Coordination with Other Emergency Support Functions

ESF 18 will coordinate with other ESFs through the SEOC by:

- 1. Notifying organizations of available resources.
- 2. Providing availability of subject matter experts for specialized requests.
- 3. Notifying ESFs and Support Agencies of any pertinent information that may impact their ability of the to carry out missions/tasks.

Mutual Aid

Lead and Support Agencies will maintain up-to-date agreements and Memoranda of Understanding/Letters of Agreement (MOU/LOA) with various other agencies, regions, states or countries, as appropriate. Each agency is responsible for keeping these documents updated and with appropriate points of contact. Support Agencies should keep the Lead Agency informed of any such agreements which may impact resources or capabilities during an emergency incident. The State of New Hampshire also maintains agreements and mutual aid compacts on behalf of various organizations. These may be activated as the situation warrants.

Record of Update

Date	Title and Agency of ESF Lead Approving Update