O. P. NORTON INFORMATION RESOURCES CENTER

ASIS International
1625 Prince Street
Alexandria, VA
22314-2818
tel: (703) 518-1471
fax: (703) 518-1517
e-mail: info@asisonline.org

Guide to Resources on
Disaster Management, Emergency Preparedness,
and Business Resumption/Continuity

Standards and Guidelines

Business Continuity Guideline: a Practical Approach for Emergency Preparedness, Crisis Management, and Disaster Recovery.
ASIS Commission on Guidelines, 2005. *ASIS members are entitled to one free download.*

Business Continuity Management Systems - Requirements with Guidance for Use . Commission on Standards and
Guidelines, ASIS International, 2010. *ASIS members are entitled to one free download. Also available in Spanish.*

*Organizational Resilience: Security, Preparedness, and Continuity Management Systems—Requirements with Guidance for
Use*. ASIS Commission on Standards and Guidelines, 2009. *ASIS members are entitled to one free
download. Also available in Spanish*.

Auditing Management Systems: Risk, Resilience, Security and Continuity Guidance for Application. ASIS Commission on
Standards and Guidelines, 2014. *ASIS members are entitled to one free download.*

Books
*The items listed below are available to members for onsite use in the ASIS Information Resources Center (IRC). These may also
be found in other library collections and, if still in-print, may be in bookstores. Many of the publications listed below are available
for purchase from the ASIS Store.*

2011 Edwards Information Emergency Planning and Disaster Recovery Sourcebook, Edwards Information, 2011.

Biosecurity and Bioterrorism: Containing and Preventing Biological Threats. Jeffrey R. Ryan and Jan F. Glarum.
Elsevier/Butterworth-Heinemann, 2008.

Blindsided: A Manager's Guide to Catastrophic Incidents in the Workplace, 2nd Ed. Bruce T. Blythe. Rothstein
Publishing, 2014

Business Continuity Strategies: Protecting Against Unplanned Disasters, 3rd. Ed. Kenneth N. Myers. John Wiley and
Sons, Inc., 2006.

Communicating Emergency Preparedness: Strategies for Creating a Disaster Resilient Public. Damon P. Coppola and Erin K. Maloney. CRC Press, 2009.

Corporate Reputation: 12 Steps to Safeguarding and Recovering Reputation. Leslie Gaines-Ross. Wiley, 2008.

Counterterrorism and Contingency Planning Guide, 2nd Ed. ASIS International, 2003.

Crisis, Issues and Reputation Management. Andrew Griffin. Philadelphia, PA: Kogan Page, 2014.

Crisis Management and Emergency Planning. Michael J. Fagel. CRC Press, 2014.

Cross-Training for First Responders. Gregory Bennett. CRC Press, 2010.

Disaster Communications in a Changing Media World. George D. Haddow and Kim S. Haddow. Elsevier/Butterworth-Heinemann, 2009.

Disaster Recovery. Brenda D. Phillips. CRC Press, 2009.

Disaster Resilience: A National Imperative. Committee on Science, Engineering, and Public Policy of the National Academy of Sciences, *et.al.* National Academies Press, 2012.

Disaster Resource Guide. Annual publication by Emergency Lifeline Corporation. Available online after free registration.

Emergency Management & Tactical Response Operations: Bridging the Gap. Thomas D. Phelan, Ed.D. Elsevier/Butterworth-Heinemann. 2008.

Emergency Management: Concepts and Strategies for Effective Programs. Lucien C. Canton, CPP. Wiley-Interscience, 2007.

Emergency Management Guide for Business and Industry: A step-by-step approach to emergency planning, response and recovery for companies of all sizes. FEMA 141/October 1993; last updated 09/2013.

Emergency Planning and Management: Ensuring Your Company's Survival in the Event of a Disaster. Government Institutes, Scarecrow Press, 2000. *Available as a Nook Book*.

Emergency Planning Handbook, 2nd Ed. ASIS Disaster Management Council, 2003. Also available in Spanish. The English version is available on Kindle from Amazon.

Emergency Preparedness & Response Guide. American Veterinary Medical Association, revised April 2012. (402 pages, PDF)

Emergency Response Planning for Corporate and Municipal Managers, 2nd Ed. Paul A. Erickson. Elsevier/Butterworth-Heinemann, 2006.

Hospital Emergency Response Teams. Jan Glarum, Don Birou, Edward Cetaruk, M.D. Elsevier/Butterworth-Heinemann, 2010.

Introduction to International Disaster Management, 2nd Ed. Damon P. Coppola. Elsevier/Butterworth-Heinemann, 2011.

Introduction to Emergency Management, 4ᵗʰ Ed., George D. Haddow, Jane A. Bullock, and Damon P. Coppola. Elsevier/Butterworth-Heinemann, 2010.

Lukaszewski on Crisis Communication: What Your CEO Needs to Know About Regulation Risk and Crisis Management. James E. Lukaszewski. Rothstein Associates, Inc., 2013.

Managing Spontaneous Community Volunteers in Disasters: A Field Manual. Lisa Orloff. CRC Press, 2011.

Mass Notification and Crisis Communications: Planning, Preparedness, and Systems. Denise C. Walker, D.B.A. CRC Press, 2012.

Organizational Resilience: Managing the Risks of Disruptive Events ─ A Practitioner's Guide. James J. Leflar, CPP, and Marc H. Siegel, Ph.D. CRC Press, 2013.

Pandemic Influenza: Emergency Planning and Community Preparedness. Edited by Jeffrey R. Ryan. CRC Press, 2009.

Pandemic Planning. J. Eric Dietz. CRC Press, 2012.

Protection of Assets : Crisis Management. One of eight volumes of Protection of Assets (POA) set. ASIS International, 2011. Also available in Spanish.

Risk Analysis and the Security Survey, 4ᵗʰ Ed. James F. Broder and Eugene Tucker. Elsevier/Butterworth-Heinemann, 2012.
See Chapter 13: Mitigation and Preparedness
See Chapter 14: Response Planning

Reducing Coastal Risk on the East and Gulf Coasts. Committee on U.S. Army Corps of Engineers Water Resources Science, Engineering, and Planning: Coastal Risk Reduction, *et.al.* National Academies Press, 2014.

Resilient Enterprise (The): Overcoming Vulnerability for Competitive Advantage. Yossi Sheffi. The MIT Press, 2007.

Risk Management Approach to Business Continuity: Aligning Business Continuity with Corporate Governance. Julia Graham and David Kaye. Rothstein Associates, Inc., 2006.

*Security Manager's Guide to Disasters: Managing Through Emergencies, Violence, and Other Workplace Threat*s. Anthony D. Manley. CRC Press, 2009.

Soft Target Hardening: Protecting People from Attack. Jennifer Hesterman, Ph.D. CRC Press, 2014.

Soft Targets and Crisis Management: What Emergency Planners and Security Professionals Need to Know. Michael J. Fagel, Ph.D., and Jennifer Hesterman, Ph.D, U.S. Air Force (Retired). CRC Press, 2017.

Trauma of Terrorism (The). Edited by Yael Danieli, Danny Brom, and Joe Sills. Haworth Maltreatment and Trauma Press, 2005.

Articles, Blogs, Papers, Reports, and Presentations

• "The 10 Steps of Message Mapping". Everbridge [white paper], June 2014.
> When an emergency happens, you need to send clear instructions and updates to your contacts – to minimize risk, keep them safe, and resolve issues quickly. But are you prepared to send out the message? In an emergency, many factors can impact the successful outcome of a notification. Message senders panic and hesitate, and recipients' reading comprehension drops to a 6th grade level.

• 2016 Annual Global Climate and Catastrophe Report. Aon Benfield, 2017.
> Flooding was the most damaging peril of 2016, causing nearly one-third of $210bn global economic losses, according to the Aon Benfield's catastrophe report. The report reveals that there were 315 natural catastrophe events in 2016 that generated economic losses of US$210 billion. For historical context, 2016 was the seventh highest year on record with the combined economic loss exceeding the US$200 billion threshold for the first time since 2013. The top three perils—flooding, earthquake and severe weather—combined for 70 percent of all economic losses in 2016. While at least 72 percent of catastrophe losses occurred outside of the United States, it still accounted for 56 percent of global insured losses.

• "Achieving Resilience in Disaster Management: The Role of Public-Private Partnerships." Busch, Nathan E. and Givens, Austen D. *Journal of Strategic Security* 6, no. 2 (2013): 1-19.
> DOI: http://dx.doi.org/10.5038/1944-0472.6.2.1 Available at: http://scholarcommons.usf.edu/jss/vol6/iss2/1

• The Calculus of Catastrophe. *Security Management,* June 2016.
> More people are living in cities than ever before, and these vast urban areas have become concentrated wealth and productivity centers. After a disaster hits a major city, the economic consequences include a loss to the country's GDP. Moreover, the negative economic impacts of these disasters can linger for years.

• Chemical Spill in West Virginia. *Natural Hazards Observer*, March 2014 [case study/commentary].
> On January 9, 2014, a chemical leak from a storage and shipping facility ended up contaminating the water supply of over 300,000 West Virginians. While the investigation of the incident is continuing, we know enough to draw some conclusions. Most importantly, the lack of planning on the part of the facility's owner, Freedom Industries, triggered a cascade of consequences that led to the disruption of many lives.

• Communication under Pressure. *Security Management,* October 2015.
> Communicating during a crisis is both a challenge and an opportunity for organizations to inform the public and other stakeholders of up-to-date information. However, there are risks involved in such communication, and that risk picture only broadens when one considers how quickly misinformation can be reposted and regenerated thousands of times over with the click of a button. And for some organizations, lives may be at stake during a crisis, making the necessity of having a handle on one's communication strategy truly critical.

• Coping with Evil: The New Challenge of Crisis Management. Ian I. Mitroff and Murat Alpaslan. Center for Effective Organizations (CEO), Marshall School of Business, University of Southern California, Los Angeles, CA, March 2003.
> If organizations can learn to make thinking about the unthinkable part of, and integrated with, their everyday business operations, then they can improve substantially their chances of not only surviving a major crisis, but actually prospering from them.

• Culture in Crisis. *Security Management,* November 2016.
> The Smithsonian has been active in cultural property protection for decades, but in recent years has stepped in to facilitate a coordinated response for cultural resources following major disasters. The Haiti Recovery Project, a partnership built by the Smithsonian Institution with dozens of Haitian, American, and international organizations after the 2010 earthquake, proved to be a clear test of— and demonstrated need for—more collaboration, more partnerships, and more capacity to preserve cultural heritage when crisis strikes internationally.

• Disaster Management in India, Ministry of Home Affairs, Government of India, 2011.

• Disaster Preparedness for Veterinary Practices [webpage]. American Veterinary Medical Association.

• Emergency Egress Strategies for Buildings. National Institute of Standards and Technology (NIST) Building and Fire Research Laboratory, 2007.
> In the aftermath of September 11, 2001 new attention is being paid to many issues, especially emergency egress from tall buildings. A number of experts have called for a fundamental rethinking of egress strategies including all of the possible components that might be employed. In September 2006 a workshop was organized, with one of the discussion topics devoted to this issue of egress strategies. This paper is intended to continue that discussion.

• Effective Law and Regulation for disaster risk reduction: a multi-country report, summary. UNDP and IFRC, June 2014.

• An Emotional Response Plan, *Security Management*, October 2014.
> Whether it's a hurricane, workplace violence, an on-site accident, or a terrorist threat, organizations and agencies need to prepare a response plan that builds emotional resiliency before, during, and after a critical incident.

• Extreme Resilience. *Security Management,* January 2016.
> The frequency of extreme weather events has jumped in the last decade. From 2004 to 2013, there were 32 percent more presidentially declared major disasters than during the preceding 10 years. the rise in extreme weather means it's more important than ever for communities to strengthen their resilience and hazard mitigation before a storm hits. It's ultimately up to nonfederal entities both inside and outside the government to make the decisions that lead to building resilience in their communities.

• Five Incidents That Shaped Crisis Management. *Security Management,* June 2015.
> Five major incidents provide lessons.

• Guidelines for Hospital Emergency Preparedness Planning, GOI-UNDP DRM Programme (2002-2008), Government of India.
> The GoI-UNDP Disaster Risk Management Programme is a national initiative to reduce vulnerabilities of communities in some of the most hazard prone districts of India (169 districts and 17 states).

• How to Plan for Workplace Emergencies and Evacuations. U.S. Department of Labor, Occupational Safety and Health Administration. OSHA 3088, 2001 (Revised).
> The simple truth is that emergencies and disasters can strike anyone, anytime, and anywhere. You and your employees could be forced to evacuate your company when you least expect it. The best way to protect yourself, your workers, and your business is to expect the unexpected and develop a well-thought-out emergency action plan to guide you when immediate action is necessary.

• Managing Disaster Risks for World Heritage. United Nations Educational, Scientific and Cultural
      Organization, 2010. *In English, en español, en français.*

• Mitigation of CBRN Incidents for HVAC Systems in Federal Facilities. Michael MacDonald, Oak Ridge
      National Laboratories, February 2005.

• Multi-hazard Business Continuity Management: Guide for Small and Medium Enterprises. International
      Labour Office Programme for Crisis Response and Reconstruction (ILO/CRISIS), 2011.

• NFPA's Emergency Evacuation Planning Guide for People with Disabilities. National Fire Protection
Association (NFPA), 2007.
      NFPA's Emergency Evacuation Planning Guide for People with Disabilities provides information on
      the five general categories of disabilities (mobility, visual, hearing, speech, and cognitive) and the four
      elements of evacuation information that occupants need: notification, way finding, use of the way,
      and assistance. It also includes a checklist that building services managers and people with disabilities
      can use.

• Overview of natural and man-made disaster risks in the EU [EU Staff Working Document]. European
      Commission, April 2014.

• Planning After Paris. *Security Management,* March 2016.
      When a disaster occurs, crisis and continuity plans are thrown into flux, no matter how soundly they
      have been written or practiced by a business. In the case of a terror attack, the added stress of
      violence and shock pose serious challenges for companies as they scramble to ensure that employees
      are safe. And on many unfortunate occasions, employees must deal with the painful loss of
      coworkers and friends. Such was the case for many businesses around the globe during the events of
      November 13, 2015, in Paris, France.

• Planning for Tumultuous Times. *Security Management*, June 2011.
      Natural disasters like the Haitian earthquake, the volcanic eruption over Iceland, and the Japanese
      tsunami as well as manmade crises such as the political unrest across the Middle East demonstrate
      how a crisis situation can strike anytime, anywhere. Companies that prepare have a greater chance of
      getting employees out of danger zones safely. Those that don't will face legal liability, lost
      productivity, and worst of all, harm or death to their most important asset—their people.

• Predicting Organizational Crisis Readiness: Perspectives and Practices toward a Pathway to Preparedness
[PDF]. Light, Paul C. PhD. New York, NY: Center for Catastrophe Preparedness and Response, 08/18/08.
      This report outlines organizational characteristics that enhance an organization's ability to recover
      after a crisis. Some of these characteristics are implied in the definition of crisis readiness that is
      discussed in the second section of the report; others have been identified in specific studies of the
      environment, structure, leadership, and internal systems of crisis-ready organizations, which are
      discussed in the third section. This report seeks to capture the essence of all these views in a single
      term, *crisis readiness*. This term embraces the many insights from the research literature as well as
      providing room for multidisciplinary insights. The notion is that crises come in many sizes and from
      many sources; therefore, readiness for external events is linked to readiness for internal events, and
      vice versa. As the third section suggests, some organizational characteristics emerge as significant
      predictors of crisis readiness while others drop in importance.

• Preserving the Dead: Cemetery Preservation and Disaster Planning. *Natural Hazards Observer,* August 2016.
      Diamond Cemetery, established in 1800 in Plaquemines Parish, New Orleans, and many other
      cemeteries in the region still bear the scars of Hurricane Katrina 11 years later, and will never be as

they were, though cemetery restoration is technologically feasible. Cemeteries as cultural landscape are as vulnerable to the impacts of disasters as other community infrastructures, though little attention has been given to the potential devastation of cemeteries by disasters. Such damages have been increasing due to impacts of climate change, such as flooding and land erosion. The solvency and ability to restore cemeteries depend on regularly updated disaster plans in tandem with electronic/technological surveys kept current. The importance of cemeteries to communities justifies the effort.

• Rad Resilient City Fallout Preparedness Checklist. University of Pennsylvania Medical Center (UPMC) Center for Health Security, 2014.

• Resilience Trends. *Security Management,* September 2016
  Water-related challenges are happening right now. There are signs that the recent water crisis in Flint, Michigan, may be a canary in the coal mine for the future of America's water. Worldwide, a possible future water crisis is a problem alarming many, in part because of its potentially disastrous cascading effects on the global economy. Water insecurity could also ramp up the risk of conflict and instability—droughts can spur a spike in food prices, which can in turn cause civil unrest and increase migration.

• A Strategic Response. *Security Management,* August 2016.
  What might make disaster response more suited to the complexity of disasters and their effects? That was the subject of a recent seminar, Expert Voices III: Improving Disaster Recovery Services, held at the National Press Club in Washington, D.C. Experts offered best practices for improving emergency management and disaster response. They suggest rethinking emergency funding so that it becomes less a method for restoring preloss condition, and more a way to strategically protect assets from future emergencies.

• Top Security Threats and Management Issues Facing Corporate America: 2014 Survey of Fortune 1000 Companies. Securitas Security Services USA, March 27, 2015.
  Results of this survey point to Cyber/Communications Security as the top security threat facing corporations in 2014, followed by Workplace Violence, Business Continuity Planning, Employee Selection/Screening and Privacy Concerns. Published every two years, the survey has become an industry standard and is often used by corporate security management in a wide range of industry sectors for data when making decisions relative to security planning.

• "Try to Remain Calm" – The Importance of Pandemic Planning. William Penfield. Everbridge [blog post], July 30, 2014
  Pandemics are disasters that not only threaten global public health, but also every business operation and their workforce. So what can an organization do to prepare? Simply put: incorporate pandemic planning into your existing crisis communication and disaster recovery plans.

• VIDEO: At a Moment's Notice. *Security Management,* June 2015.
  The National Disaster Medical System, which deploys during events like Hurricane Katrina, the Haiti earthquake, and the Joplin, Missouri tornado, conducts hands-on training at the FEMA Center for Domestic Preparedness. Here's a behind-the-scenes look at the exercises.

• What Should We Learn From Boston?
Arthur L. Kellermann. Rand Corporation. CT-395, July 2013.
  Testimony presented before the Senate Homeland Security and Governmental Affairs Committee on July 10, 2013 on lessons our nations should draw from Boston's response to the marathon bombings.

• [When the Lights Go Out: Managing Communications During Disruptive Events](#) [webinar slides]
Ben Roberts, Everbridge [blog post], November 21, 2013
       • How Northeast Utilities Manages Disruptive Events
       • Best Practices for Critical Communication

Recorded ASIS Webinars

• **[Emergency Preparedness – The What, The How, and Why It Should Matter](#)**
Webinar recorded 12 October 2016, 1 hr.
Often when organizations deploy or upgrade a process, they look to industry best practices and accepted standards to develop the framework for scope, budget, and implementation. Unfortunately, managing the risk to assets by applying best practices and industry trends is akin to a healthcare facility providing every patient with the same treatment, based on conditions presented by most of the patients. While effective as a benchmark, how are consequences, vulnerability, and sources of disruption differentiated between risks to your assets and operations and others? What else must be examined? This presentation presents: what you need to diagnose your unique vulnerabilities; how to select and implement effective emergency response procedures based on your specific needs; and why it matters, using historic and recent events. *Registration is required to access this free event recording.*

• **[Soft Targets in 2015 and 2016—Emergency Management Requirement](#)**
Webinar recorded 25 May 2016, 90 min.
This 90 minute webinar will address current problems and incidents that have occurred between the years 2015 and 2016, i.e. the airiplane bombing in Egypt. The program will first address the issues as Soft Targets and then look at them from an Emergency Management perspective.

• **[Business Continuity Planning (BCP) and Security Management...Do They Go Hand in Hand?](#)**
Webinar recorded 27 April 2016, 1 hr.
Security management often concentrates on preventative controls and immediate responses, as opposed to Business Continuity Management. Business Continuity Planning ensures there are plans and procedures in place to continue the core, time-critical processes of an organization; thereby ensuring the brand/reputation are safeguarded as key services continue to be delivered. This is becoming increasingly relevant as we have been seeing larger scale disasters and security threats, and an increasingly competitive market where customers easily switch brands if a product/service is unavailable.

Recorded Annual Seminar & Exhibits Education Sessions

Recordings of past sessions at ASIS Annual Seminars are available for purchase in DVD format or as streaming media. [For more information, see: How to Obtain Seminar Session Recordings](#).

[Managing Facility Expectations During a Crisis or Emergency](#)
Educational Session 2111, held during the 62nd ASIS Annual Seminar & Exhibits, Orlando, Florida, September 12-15, 2016.
Gain valuable insights into a public safety response protocol from agencies that will be tasked with responding when a facility faces a crisis. What happens during a major event that differs from a routine call? Managing expectations at the facility and responder level will go a long way to create a keen understanding of where the gaps may be during an event. With planning, education, and exercises, each component involved in the response and recovery can help lead the event to a successful conclusion. *This recorded session is available for purchase. Registered attendees to the 2016 Annual Seminar have free access.*

Tech Talk: Prepare to Get Ahead of Emergencies
Tech Talk Session E206, recorded at the 62nd ASIS Annual Seminar & Exhibits, Orlando, Florida, September 12-15, 2016.
Envision a timeline with an "X" in the middle representing an emergency. Everything to the right of "X" is the response. Everything before the "X" is an opportunity to prevent
or at least lessen the impact. An all-hazards prevention and preparedness program will help you get before the "X." The goal of preparedness is not the adaptation of an emergency plan or downloading a simple crisis mobile app checklist. Preparedness, as outlined by the 2011 Presidential Policy Directive 8, encompasses five core areas: Prevention, Protection, Mitigation, Response, and Recovery. This presentation will describe how all-hazards preparedness must incorporate prevention, protection and recovery strategies. *This recorded session is available for purchase. Registered attendees to the 2016 Annual Seminar have free access.*

Emergency Management in Security
Educational Session S2113, recorded at the 61st ASIS Annual Seminar & Exhibits, held at the Anaheim Convention Center, Anaheim, California, September 28 – October 1, 2015.
A security team is usually the first responder to an emergency. They can be the first to arrive to at a scene, notify public responders, and assist. These teams deserve the best tools and training to make them effect in these situations. Through case scenarios where the security team responded effectively and saved lives, learn the training tools and resources that ensured the team did the best job possible while waiting for outside agencies to arrive. *This recorded session is available for purchase. Registered attendees to the 2015 Annual Seminar have free access.*

Relying on an Integrated Crisis Response in an Emergency
Educational Session 2206, recorded at the 61st ASIS Annual Seminar & Exhibits, Anaheim, California, September 28 – October 1, 2015.
A coherent and swift response to an emergency is the cornerstone of a mature security program in any organization. The involvement of all security-related stakeholders ─ the guard force, IM/IT security, emergency management, business continuity planning and disaster recovery, occupational health and safety, and fire prevention ─ is essential to provide a comprehensive response. Explore how food and agriculture industry security leaders have established coordinated and multi-disciplinary teams to deal with emergencies. Hear how the chief security officer played a critical role in orchestrating that unified response. *This recorded session is available for purchase. Registered attendees to the 2015 Annual Seminar have free access.*

The Convergence of Crisis Management, Business Continuity, and Organizational Resilience
(Session 3203 2014)
Presenting Speakers: Donald Knox, CPP; Bruce Blythe; Sam Stahl; Richard Wright, CPP; Whit Chaiyabhat, CPP
Discussions on security convergence in enterprise risk management typically revolve around physical security and IT security. However, topics that are often overlooked involve the convergence of crisis management, business continuity, and organizational resilience. The convergence of these separate but related disciplines involves outlining the strategic nature of crisis management and business continuity and mapping how they operate within the tactical nature of emergency response and business recovery. A panel will give examples of how to integrate this convergence under the overall organizational resilience umbrella.

Emerging Crisis Management Trends: The Risks and Controls of the Future (Session 3105 2014)
Presenting Speaker: Bruce Blythe
New organizational and community threats are beginning to escalate in probability, breadth, and severity. By recognizing these emerging patterns, astute security professionals will be in a position to begin preparedness measures in the early stages of threat development. But identifying these new risks is only half the equation. Explore the new controls that are also emerging to address these new threats. Recognizing the risk challenges and control patterns will lead to the next wave of preparedness and response.

Using Publicly Available GIS Software for Emergency Management (Session 4212 2014)
Presenting Speaker: John Holcomb
Actual current data feeds demonstrate how Geographical Information Systems (GIS) software can simultaneously monitor locations across the United States for all natural hazards, including hurricanes, floods, fires, and storms. GIS can correlate a hazard to a facility and share the data with other team members to facilitate a proactive emergency response. Observe real time feeds, source data, and assessment methods, including live storm warnings, live flood gauge reports, real-time fire detections, and the most recent hurricane forecasts. Learn where to download the free software.

Relive Joplin, Missouri: How to Prepare For and Survive a Natural Disaster (Session 4207 2013)
Presenting Speaker: Ronald Lander, CPP; Co-Speaker: Werner Preining
Walk through the first forty-five seconds of the disaster in Joplin...and the many hours that followed. Preparation such as emergency "Go Bags" and flashlights were useless. Local security staffs had to improvise, settling for what they had at the moment. Even with the confusion, not a single life was lost in a local company, even though 160 lives were lost in the community. *Available for purchase from ASIS via Confex.*

Learning From Crisis: The Boston Blackout (Session 3215 2013)
Presenting Speaker: Alan Snow, CPP; Co-Speaker: Paul Caruso
A fire in an electrical substation brought down the electrical grid in the center of Boston. Office towers, hotels and neighborhoods were plunged into complete darkness. Trains stopped, elevators halted and safety and security departments shifted into crisis mode. Fears of toxic fumes from the resulting fires further complicated crisis management efforts, leading to an order to shelter for thousands of people in buildings near the fire. After a three-day outage, many valuable lessons were learned about emergency protocols, security response, building systems, business recovery and population management. *Available for purchase from ASIS via Confex.*

Effective Crisis Management (Session 2108 2012)
Presenting Speaker: Lawrence Berenson, CPP
Improving organizational resilience is a key component of ensuring that an organization will survive any crisis. This outcome is best accomplished by developing and implementing a crisis management plan. Learn how to identify the basic components of a plan and how to use them properly. Topics covered include risk management, impact analysis, and the identification of prevention opportunities. The steps that can be used to minimize the effect of a crisis will be explored along with a strategy for preparing for, responding to, and recovering from a crisis. Easy-to-follow learning tools will show how to apply the concepts to various organizations. Sponsored by ASIS Crisis Management & Business Continuity Council. *Available for purchase from ASIS via Confex.*

Engaging Social Media in Crisis Management (Session 3114 2012)
Presenting Speaker: Bill Daniel, CPP
Research on the growth of the Occupy Movement, riots across the United Kingdom, civil disobedience in Vancouver, and various active shooter incidents found a common thread: social media was at the core, sharing information and calling groups to action. Managing social media interaction within an organization as a crisis develops requires intelligence to predict and mitigate risk and manage the message as the crisis develops. On the positive side, social media can be an effective part of a mass notification policy during a crisis, assuming its reach and limitations are understood. Learn the cornerstones of layering ineraction with and reaction to social media in a crisis management policy. Sponsored by ASIS Crisis Management & Business Continuity Council. *Available for purchase from ASIS via Confex.*

Evacuations: Where is Everybody? (Session 3315 2012)
Presenting Speakers: Randy Rickert; Mark Theisen, CPP
Improving a company's ability to notify and account for employees in an emergency is a work-in-progress for many organizations. In one company, a variety of emergency notification systems created issues for getting

the word out. Also, a manual process used to account for employees during building evacuations was time consuming and not always accurate. Learn what steps the company took to address the challenges. Evaluate the final outcome, which included a unified notification system, an automated employee check-in process, and a seamless emergency management system. *Available for purchase from ASIS via Confex.*

Security Insights Program: The Challenges of Social Unrest: Identifying and Preparing for Threats
(Security Insights Program 2012), 1 hour, 20 minutes.
This program tackled a topic of increasing concerns as it explored the challenges of social unrest. From the Arab Spring to the Occupy Wall Street movement to riots, there was a global wave of civil unrest. Hear from a panel of high-level experts as they examine the challenges and offer possible solutions. *Recorded at the 58th Annual Seminar & Exhibits in Philadelphia, Thursday, September 13, 2012. Available for purchase from ASIS Store on DVD.*

Planning and Preparation Saves Lives and Your Business: Protecting Your Company from the Bomb Threat (Session 4213 2010)
Presenting Speaker(s)/Moderator(s): Hayworth, Bob; Little, Shelton; Lewis, Larry
There is a severe threat of a terrorist attack, so is your company ready? Terrorism is not the only threat you face! A bomb, or a bomb threat, delivered by a disgruntled employee or an extortionist can be equally disruptive to your staff and profit margin. This presentation provides a panel of subject matter experts that will discuss how to develop a practical security program using established security techniques. The panel will propose practical steps to reduce the threat, respond, and recover from a violent attack on your company by discussing appropriate responses and contingency plans. *Available for purchase from ASIS via Confex.*

Are You Ready To Evacuate Or Shelter Patrons During Any Event? (Session 49 2007)
Speaker(s)/Moderator(s): Hobbs, Ronald; Vendrell, Ernest G.
Learn from an actual event. On paper, our security and evacuation plans for fire, bomb threats and major weather events look good. But are we really prepared to 'evacuate' or 'shelter-in-place' large numbers of people in a very short period of time? Large venues such as high school and university stadiums and auditoriums present planning, communication and logistical issues that need to be addressed should a major weather event occur. This presentation will address the pre-planning process and the actions taken during an actual event based on a tornado at a major Midwest university football game. *Available for purchase from ASIS via Confex.*

Writing Your Crisis Management Plan (Session S37 2005)
Participants: Richard P Wright, CPP (speaker), Thomas Smith (moderator)
You've been tasked to write the crisis management plan for your organization. Don't despair-there exists a structured and disciplined approach to preparing the plan. A logical approach to preparing and disseminating your organization's crisis management plan can save both the individual involved and the organization a great deal of time and money. Homework must be done ahead of time, with a risk analysis/BIA conducted, and then the results can drive the plan writing process. Tools can be used extensively, and selling the program at the highest levels is critical. This session will address, on a step-by-step basis, the basic process of writing a viable crisis management plan for any organization.

Links to Relevant Organizations and Government Agencies

American Red Cross
As part of a worldwide movement that offers neutral humanitarian care to the victims of war, the American Red Cross distinguishes itself by also aiding victims of devastating natural disasters.

Association of Contingency Planners
A non-profit mutual benefit association with membership open to anyone with interest in or responsibility for the varied aspects of contingency planning.

Bureau of Diplomatic Security, U.S. Dept. of State
The Bureau of Diplomatic Security serves an essential yet behind-the-scenes role: to provide a safe and secure environment for the conduct of U.S. foreign policy.

The Center for Catastrophe Preparedness & Response, New York University
The Center for Catastrophe Preparedness and Response (CCPR) at New York University (NYU) was founded in 2002 as a university-wide, cross-disciplinary center to improve preparedness and response capabilities to catastrophic events including terrorism, natural disasters, and public health emergencies. Drawing on the resources of NYU's fourteen schools, CCPR facilitates research projects that address issues ranging from first responder capacity during crises, to public health response, to legal issues relating to security, to private sector crisis management and business continuity.

Center for Domestic Preparedness (CDP), FEMA
The CDP's mission is to train emergency response providers from state, local, and tribal governments, as well as the Federal government, foreign governments, and private entities, as available. The scope of training includes preparedness, protection, and response. ODP achieves its mission by providing grants to states and local jurisdictions, providing hands-on training through a number of residential training facilities and in-service training at the local level, funding and working with state and local jurisdictions to plan and execute exercises, and providing technical assistance on-site to state and local jurisdictions.

CRISMA Integration Project
The CRISMA project shall develop a simulation-based decision support system, for modelling crisis management, improved action and preparedness. The CRISMA System shall facilitate simulation and modelling of realistic crisis scenarios, possible response actions, and the impacts of crisis depending on both the external factors driving the crisis development and the various actions of the crisis management team.

DisasterAssistance.gov
DisasterAssistance.gov provides information on how you might be able to get help from the U.S. Government before, during and after a disaster. If the President of the United States makes help available to individuals in your community after a disaster, you can visit this site to apply online.

Disaster Preparedness and Emergency Response Association
The International Association for Disaster Preparedness and Response (DERA) was founded in 1962 to assist communities with disaster preparedness, hazard mitigation, emergency response-recovery, and to serve as a worldwide professional association linking professionals, volunteers, and organizations active in all phases of emergency management.

Disaster Recovery Information Exchange
Non-profit association of professionals dedicated to the exchange of information on all aspects of business continuity management, from emergency response to the resumption of business as normal.

DRI International
Formed in 1988 as the Disaster Recovery Institute in St. Louis, MO, DRII is a group of professionals from the industry and from Washington University in St. Louis that forecast the need for comprehensive education in business continuity. Alliances with academia helped shape early research and curriculum development. DRII also understood that individual certification and establishing a common body of knowledge (standards) could only enhance industry professionalism. They offer several certifications in the business continuity area, and publish a set of standards for business continuity planners.

Emergency E-Mail & Wireless Network
The mission of this service is to provide notification to citizens of local, regional, national and international emergencies utilizing the Internet and electronic mail (email) in a secure and expedient manner.

Emergency Preparedness and Response, Occupational Safety & Health Administration (OSHA), U.S. Dept. of Labor
Emergencies can create a variety of hazards for workers in the impacted area. Preparing before an emergency incident plays a vital role in ensuring that employers and workers have the necessary equipment, know where to go, and know how to keep themselves safe when an emergency occurs. These Emergency Preparedness and Response pages provide information on how to prepare and train for emergencies and the hazards to be aware of when an emergency occurs.

Federal Emergency Management Agency (FEMA)
FEMA's mission is to support our citizens and first responders to ensure that as a nation we work together to build, sustain, and improve our capability to prepare for, protect against, respond to, recover from, and mitigate all hazards.

FEMA Private Sector Focus
The FEMA Private Sector Division cultivates public-private collaboration and networking in support of the various roles the private sector plays in emergency management, including: impacted organization, response resource, partner in preparedness, and component of the economy.

FEMA Enterprise GIS Services
Our primary mission is administration, coordination, collection, and dissemination of geographic information for FEMA and the Emergency Management Community under Emergency Support Function #5 (Information and Planning) of the National Response Framework and in support of the Robert T. Stafford Disaster Relief and Emergency Assistance Act (PL 93-288) as amended. Our current concept of operations includes a full range of GIS services to all FEMA program offices that encompasses sophisticated geospatial analytics through the Mapping and Analysis Center (MAC) and deployable GIS technology through the Deployable Emergency GIS program (DEGS).

Homeland Security Studies & Analysis Institute
The Homeland Security Act of 2002 called for the establishment of the Department of Homeland Security (DHS) and directed the new Secretary to "establish a federally funded research and development center (FFRDC) to be known as the 'Homeland Security Institute.'" The Institute became operational in 2004 and by law was terminated in 2009. In 2009 Analytic Services Inc. was awarded a contract to operate a new FFRDC, the Homeland Security Studies and Analysis Institute. Since its inception, HSSAI has completed more than 650 studies and provided support to virtually every major staff function and component within DHS. HSSAI also supports the homeland security needs of other organizations such as the Departments of Defense, Education, Interior, Health and Human Services, and State. *(Not to be confused with the Presidential Office on Homeland Security)*

India Disaster Resource Network (IDRN)
IDRN is a nation-wide electronic inventory of resources that enlists equipment and human resources, collated from district, state and national level Government line departments and agencies. The primary focus is to enable the decision makers to find answers on availability of equipment and human resources required to combat any emergency situation.

The Infrastructure Security Partnership (TISP)
A non-profit partnership facilitating dialogue on domestic infrastructure security and offering sources of technical support and sources for comment on public policy related to the security of the nation's built environment.

Insurance Institute for Business & Home Safety
The mission of the IBHS is to reduce deaths, injuries, property damage, economic losses and human suffering caused by natural disasters.

International Association for Disaster Preparedness and Response (DERA)
DERA is a nonprofit association linking professionals, volunteers, and organizations active in all phases of disaster preparedness and emergency management. DERA remains an independent, nongovernmental organization (NGO) with dual missions of professional support and disaster service.

International Committee of the Red Cross (ICRC)
The International Committee of the Red Cross (ICRC) is an impartial, neutral and independent organization whose exclusively humanitarian mission is to protect the lives and dignity of victims of armed conflict and other situations of violence and to provide them with assistance.

International Federation of Red Cross and Red Crescent Societies (IFRC)
The IFRC website offers numerous publications, reports, and webpages addressing different aspects of disaster and crisis management. The IFRC also hosts a Disaster Law Database which holds 1) legal and policy instruments related to disaster management from the international, regional, national, provincial and local levels; and 2) references to articles, book chapters and reports relevant to disaster law.

Local Emergency Planning Committees, U.S. Environmental Protection Agency (EPA)
Under the Emergency Planning and Community Right-to-Know Act (EPCRA), Local Emergency Planning Committees (LEPCs) must develop an emergency response plan, review the plan at least annually, and provide information about chemicals in the community to citizens.

Metropolitan Washington Council of Governments (COG) Homeland Security & Public Safety
A regional organization of Washington, D.C. area local governments. COG is composed of 19 local governments surrounding the nation's capital, plus area members of the Maryland and Virginia legislatures, the U.S. Senate, and the U.S. House of Representatives. COG provides a focus for action and develops sound regional responses to such issues as the environment, affordable housing, economic development, health and family concerns, human services, population growth, public safety, and transportation. COG's ongoing public safety efforts include law enforcement, fire protection and disaster and emergency preparedness.

The Multistate Information Sharing and Analysis Center (MS-ISAC)
The mission of the MS-ISAC is to improve the overall cyber security posture of state, local, tribal and territorial governments. Collaboration and information sharing among members, private sector partners and the U.S. Department of Homeland Security are the keys to success. Among the objectives of the MS-ISAC are these: provide two-way sharing of information and early warnings on cyber security threats; promote awareness of the interdependencies between cyber and physical critical infrastructure as well as between and among the different sectors; and coordinate training and awareness.

[National Weather Service (NWS), National Oceanic and Atmospheric Administration (NOAA)](#)
The National Weather Service / NOAA administers and hosts online sites through which information can be found on preparedness for natural hazards and disasters. Some of NOAA's sites are:

- [Preparedness and the Tsunami Resilient Community](#)
- [National Hurricane Center (NHC) Outreach Resources](#)
- [Lightning Safety Guidelines for golf courses; stadiums and other large venues; communities and counties](#)

[National Disaster Education Coalition](#)
Composed of federal government agencies and national not-for-profit organizations that work together to develop and disseminate consistent educational information for the public about disaster preparedness. The goal of the NDEC is to formulate information and advise the public about how to prepare and respond appropriately to natural and human-caused disasters.

[National Earthquake Hazards Reduction Program (NEHRP)](#)
The Federal Government's coordinated approach to addressing earthquake risks. Congress established the program in 1977 as a long-term, nationwide program to reduce the risks to life and property in the United States resulting from earthquakes. The NEHRP is managed as a collaborative effort among the Federal Emergency Management Agency (FEMA), the National Institute of Standards and Technology (NIST), the National Science Foundation (NSF), and the United States Geological Survey (USGS). The four NEHRP agencies work in close coordination to improve the Nation's understanding of earthquake hazards and to mitigate their effects. The missions of the four agencies are complementary, and the agencies work together to improve our understanding, characterization, and assessment of hazards and vulnerabilities; improve model building codes and land use practices; reduce risks through post-earthquake investigations and education; improve design and construction techniques; improve the capacity of government at all levels and the private sector to reduce and manage earthquake risk; and accelerate the application of research results.

[National Emergency Management Association](#) (NEMA)
This professional association of state, pacific and Caribbean insular state emergency management directors is committed to: Providing national leadership and expertise in comprehensive emergency management; Serving as a vital information and assistance resource for state and territorial directors and their governors; and Forging strategic partnerships to advance continuous improvements in emergency management.

[National Emergency Number Association (NENA)](#)
NENA's mission is to foster the technological advancement, availability, and implementation of a universal emergency telephone number system. In carrying out its mission, NENA promotes research, planning, training and education. The protection of human life, the preservation of property and the maintenance of general community security are among NENA's objectives.

[National Safety Council](#)
A nonprofit, non-governmental, international public service organization dedicated to protecting life and promoting health. The NSC's mission is to educate, protect, and influence society to adopt safety practices that prevent and mitigate human suffering and economic losses at work, in our homes and communities and on our roads and highways.

[Natural Hazards Center, University of Colorado at Boulder](#)
The mission of the Natural Hazards Center at the University of Colorado at Boulder is to advance and communicate knowledge on hazards mitigation and disaster preparedness, response, and recovery. Using

an all-hazards and interdisciplinary framework, the Center fosters information sharing and integration of activities among researchers, practitioners, and policy makers from around the world; supports and conducts research; and provides educational opportunities for the next generation of hazards scholars and professionals.

Overseas Security Advisory Council
A Federal Advisory Committee with a U.S. Government Charter to promote security cooperation between American business and private sector interests worldwide and the U.S. Department of State, as well as other U.S. government agencies. The Council provides a forum for best practices and provides the tools needed to cope with today's ever-changing challenges and security-related issues abroad.
Public Health Emergency Preparedness and Recovery: Bioterrorism and Mass Casualty Events
Assistant Secretary for Preparedness and Response (ASPR), U.S. Department of Health and Human Services
ASPR is a leader in preparing the nation and its communities to respond to and recover from public health and medical disasters and emergencies.

Public Relations Society of America
The world's largest and foremost organization of public relations professionals. With the vision to unify, strengthen and advance the profession of public relations, the Public Relations Society of America (PRSA) has established itself as the pre-eminent organization that builds value, demand and global understanding for public relations. PRSA conducts research on subjects such as crisis communication, reputation management, or internal communications.

Public Safety Canada: Emergency Preparedness
PSEPC works with provincial and territorial officials to ensure first responders and emergency management personnel are well-prepared through education, support and exercises.

Ready.gov   -- *in English*
Listo.gov   -- *en español*
Launched in February 2003, Ready is a national public service advertising (PSA) campaign designed to educate and empower Americans to prepare for and respond to emergencies including natural and man-made disasters. The goal of the campaign is to get the public involved and ultimately to increase the level of basic preparedness across the nation.

U.S. Small Business Administration Emergency Preparedness and Disaster Assistance
SBA provides low interest disaster loans to homeowners, renters, businesses of all sizes and private, non-profit organizations to repair or replace real estate, personal property, machinery & equipment, inventory and business assets that have been damaged or destroyed in a declared disaster.

The World Bank Disaster Risk Management Research
The World Bank posts research working papers, briefs, and reports on its website. Also available on the same web portal are regional reports, such as "Disaster risk management in Latin America and the Caribbean Region," or "Natural disasters in the Middle East and North Africa : a regional overview."

Information Resources Center (IRC) Security Databases & Library Catalog

The Security Database & Library Catalog of the IRC lists thousands of items on the subjects of **disaster management**, **emergency preparedness**, **business continuity**, and other aspects of *preparing for, responding to, mitigating, or avoiding a crisis*. Print items are available for use onsite in the O.P. Norton Information Resources Center (IRC) by ASIS International members. Some items have links to electronic versions accessible via the Internet. [Sign-in to the ASIS website, then go to the library webpages to navigate to the Security Database & Library Catalog](). Search on one of the following phrases in the subject field of the catalog (using the Advanced Search feature):

> **Bombs/Explosives**
> **Business Resumption Planning**
> **Disaster Management/Emergency Planning**
> **Disaster Recovery (Computers)**
> **Fire Prevention**
> **Fraud**
> **Labor Relations**
> **Natural Disasters**
> **Product Tampering**
> **Strike Security**
> **Workplace Violence**

For more help and search suggestions, see "[Search Tips" on our website](), or [email us with questions]().