

Emergency Support Function 5

BUSINESS AND INDUSTRY

Responsible Organizations

Primary Organization

InfraGard

Supporting State Agencies

Massachusetts Emergency Management Agency

Supporting Organizations

New England Convenience Store & Energy Marketers Association

Massachusetts Food Association

Private Sector Companies

1.0. INTRODUCTION

1.1. Purpose

The purpose of the Emergency Support Function 5 (ESF-5) *Business and Industry Annex* is to ensure collaboration between public- and private- sector partners to improve community resilience and effective use of resources during emergencies. As a result, this Annex provides a framework for coordination and cooperation activities among public and private sector partners before, during, and after emergencies, disasters, and planned events taking place within the Commonwealth of Massachusetts.

1.2. Scope

This Annex is applicable to agencies and departments of the Commonwealth of Massachusetts and the private sector partners who may be involved in preparedness, response, recovery, and mitigation activities before, during, or after a disaster or emergency. For the purposes of this Annex, “private sector” is defined as any business, association, or organization which is not owned or operated by any government authority.

The objectives of ESF-5 are to:

- Collect situational awareness information on potential and actual incident impacts that may impact business and critical infrastructure from public and private sector partners, including on the availability and status of key business resources, services, and commodities.
- Provide information on continuity of business activities for critical infrastructure businesses and those businesses comprising critical commodity supply chains.
- Coordinate and manage resources to support preparedness, recovery, and mitigation activities.

1.3. Policies

- Participation by the private sector in ESF-5 activities is largely voluntary, but some organizations may have contracts or memoranda of understanding in place to support emergency preparedness and response activities.
- Participation in the ESF-5 planning or revision process, or participation during State Emergency Operations Center (SEOC) activations, is not a prerequisite for receiving MEMA contracts or any other State business.
- This Annex is not intended to supplant or alter existing contractual or other legal relationships between public and private sector entities. Each supporting private sector business/organization under ESF-5 will support overall response activities in accordance with assigned responsibilities and tasking by MEMA.

- InfraGard will act as the point of contact and coordinating entity for private sector businesses/organizations that are affiliated with InfraGard
- Each partner entity working within the scope of this Annex shall retain full control over its own resources and personnel.
- Each private sector business/organization represented will conduct its support activities in accordance with its own operating procedures, provided they comply with all state and federally issued directives.

2.0 SITUATION AND ASSUMPTIONS

2.1. Situation

Massachusetts is subject to a wide range of natural and man-made hazards. Disasters or emergency events that occur in Massachusetts will likely damage and destroy homes and businesses and much of the transportation and utility infrastructures may be severely impacted.

The impacts of emergencies are wide ranging, but often many typical daily activities are disrupted by emergencies. Survivors often need assistance with obtaining food, water, shelter, and other necessities since the typical methods might be nonoperational or inaccessible. Communities may be overwhelmed by the needed response and recovery resources and may turn to the state and federal government and private sector to fulfill needs. Businesses may be closed due to damage, lack of power, supply chain disruption or staff availability.

2.2. Planning Assumptions

- Local governments have emergency management resources, plans, and procedures in place.
- Local governments will only request state assistance in the event that the impact of an incident exceeds or is expected to exceed their own capability to respond to it.
- Individuals representing ESF-5 businesses/organizations at the SEOC should have extensive knowledge of the resources and capabilities of their respective business /organizations and have access to the appropriate authority for committing such resources.
- Depending upon the magnitude of the disaster, resources from national organizations, other states and the federal government may not be immediately available.
- Private sector businesses/organizations often have better logistical and supply chain infrastructure and subject matter expertise than the public sector. In addition, many

key commodities, equipment, personnel, and infrastructure reside in the private sector.

- Private sector businesses/organizations are willing and able to communicate with government and have personnel trained in emergency preparedness and response.
- Businesses have a strong desire to return to normal business operations as soon as possible after a disaster.
- Once disaster conditions subside, private sector businesses/organizations, both inside and outside the disaster area, will begin to roster personnel and resources to assist in the affected area, and the response must be coordinated with ongoing public sector activities.
- Businesses in the affected area may have been impacted by the disaster and may need assistance to recover and assist in response and recovery activities.
- Businesses getting back in operation will reduce the required goods and services the government will have to provide in impacted areas.

3.0. CONCEPT OF OPERATIONS

3.1. General

ESF-5 will be activated by MEMA when there is a potential or actual disaster situation or planned event affecting Massachusetts that requires coordination between the public and private sectors. MEMA will notify the primary organization at the time of SEOC activation to provide overall coordination of ESF-5 activities and to ensure staffing of ESF-5 with appropriate representatives given the incident type and resource needs. The primary business /organization will provide direction to and work in conjunction with supporting business/organization partners to coordinate ESF-5 activities.

ESF-5 reports to the SEOC Operations Section, with an indirect report to the SEOC Planning Section. Depending on the size, scope, and complexity of the incident, the SEOC organizational chart may be expanded, to ensure proper Span of Control is maintained. To accommodate this, the ESFs will be aligned in appropriate Branches, with similar ESFs grouped together. In this scenario, ESF-5 will be organized under the Operations Support Branch.

3.2. Organization

- All personnel and activities associated with ESF-5 will operate under the Incident Command System (ICS).
- InfraGard has been designated the primary organization for ESF-5
- ESF-5 partners shall designate adequate staffing to support operations. Designated business/organization representatives should have the capability and authority to

reach back to their own business/organization to request and commit resources and obtain necessary information to support incident response.

- Depending on the event/incident, ESF-5 may have the option to virtually connect with the SEOC however, this will be determined and communicated by the SEOC Director upon activation of the SEOC.

3.3. Notification

MEMA will notify ESF-5 partner businesses/organizations to report to the SEOC for activation of this ESF and private sector coordination.

3.4. Activities

Responsible agencies for ESF-5 should conduct the following actions:

a. Preparedness Actions

- Secure sufficient staff on a continuous basis to support and to carry out the activities tasked to the ESF 5.
- Meet regularly to review and update the ESF-5 Annex and standard operating procedures.
- Develop and maintain internal business/organization operational plans and procedures to support ESF-5 activities.
- Maintain and update necessary and appropriate contacts with support businesses and organizations.
- Designate staff to support SEOC operations.
- Identify key commodities and major suppliers of these commodities in the state in coordination with the SEOC Operations Section.
- Identify private sector resources and capabilities (equipment, assets, personnel, and the like) potentially available for use in disasters and emergencies, and work with the SEOC Operations Section to determine the applicability of such resources during specific disaster situations.
- Actively develop relationships with business organizations to build a team representing many industries.
- Understand the SEOC's concept of operations as it relates to resource requests and mission assignments.
- Convene meetings of ESF-5 stakeholders to review potentially significant issues that the private sector faces, particularly those that the public sector can facilitate solutions to at a broad level.
- Promote public awareness through education and participation in emergency and disaster preparedness efforts, including business continuity planning.
- Participate in exercises and trainings.

b. Response Actions

Pre-Impact

Upon receiving notification to report to the SEOC in preparation of an incident, ESF-5 businesses and organizations will complete the following actions commensurate with emergency priorities within the state and based on the availability of resources:

- Provide appropriate representative(s) to the SEOC to support ESF-5. Maintain communications with the SEOC, obtain status reports, and keep the SEOC informed of progress of assigned tasks.
- Provide general communications about potential incident to the private sector through associations, organizations, industry groups, etc.
- Review existing plans and procedures.
- Ensure respective agency decision makers are kept informed of the situation.
- Test communications systems.
- Identify potential impacts of the incident on the private sector, particularly as they relate to critical infrastructure and supply chains for key commodities and develop strategies for addressing these potential impacts.
- Identify private sector resources (equipment, assets, services, etc.) potentially available and work with SEOC Operations Section to determine the applicability of such resources during specific disaster situation. This may involve updating the list developed in the preparedness phase and tailoring for the specific incident.
- As appropriate, notify appropriate points of contact at each respective business and organization to pre-position resources and response personnel as needed.
- Provide summary of significant preparedness actions being taken by the private sector to the SEOC Operations and Planning Sections.
- Provide summary of status of key commodities at stores (and in transit) in or near the potentially impacted area.
- Provide brief status reports to the SEOC during SEOC briefings.

Initial Response

- If not already done so, provide appropriate representative(s) to the SEOC to support ESF-5.
 - Maintain situational awareness regarding impacts, key events, status of response, etc. to the private sector. This may include but is not limited to status of businesses (open, closed, damaged, etc.) in or near impacted areas.
 - Status of key commodities at stores (and in transit) in or near impacted areas.
 - Trends related to needs of survivors and communities as reported by the private sector.

- Significant issues that businesses are facing (particularly those that the state can facilitate solutions to accelerate recovery/reopening), in particular those relating to critical infrastructure or disruption to commodity supply chains.
- Use situational awareness information provided by the Planning Section to plan response actions.
- Identify private sector resources (equipment, assets, etc.) potentially available and determine the applicability of such resources to support the incident.
- Provide SEOC staffing information to the Planning Section to inform the Incident Action Plan (IAP). Provide status information to the Planning Section to inform situational awareness messages as needed.
- Ensure appropriate staffing levels at the SEOC for ESF-5 for each operational period.
- Track all resource requests made to private sector, including status on outstanding, in-progress, and completed requests.

Continuing Response

- Coordinate with other ESFs that may have authorities, resources, capabilities, or expertise necessary to support ESF-5 missions.
- Continue to gather information on impacts, key events, status of response actions, and the like, in particular:
 - Status of businesses (open, closed, damaged, etc.) in and around impacted area.
 - Status of key commodities at stores (and in transit) in and around impacted area.
 - Status and needs of survivors and communities as reported by the private sector.
- Continue to identify any significant issues 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.
- Continue to provide information to the Planning section to inform situational awareness messages.
- Ensure staff briefings are conducted during shift changes and at designated times throughout the event.
- Track all resources requests made to ESF-5, including status on outstanding, in-progress, and completed requests.

c. Recovery Actions

- Provide summary information, where available, on damaged businesses. Participate in after action meetings and review after-action reports as appropriate.

- Coordinate activities and requests with other ESFs and Recovery Support Functions (RSFs), if applicable.
- Coordinate with Division of Insurance and other relevant bodies to identify and document insurance impacts and losses to determine whether requirements for federal recovery
- Distribute information regarding applicable federal recovery resources, including Small Business Administration (SBA) loan programs.
- Coordinate with business communities in need of assistance.
- Coordinate with business communities that can provide donations.
- Generate information for SEOC briefings, reports, and action plans to help facilitate recovery activities.

d. Mitigation Actions

- Promote business continuity planning for private sector businesses to increase resilience and lessen the impacts of future emergencies.
- Identify vulnerabilities in critical infrastructure and recommend appropriate mitigation strategies.

4.0. ROLES AND RESPONSIBILITIES

4.1. ESF-5 Primary Agency Responsibilities

a. InfraGard

- Regularly meet and coordinate with ESF-5 supporting agencies to:
 - Identify and contact industry groups and professional organizations who may be helpful in operations.
 - Identify and coordinate ESF-5 resources which could be utilized during an emergency
 - Report gaps in resources and capabilities to MEMA's Operations Department.
- Staff the ESF-5 workstation at the SEOC.
- Maintain situational awareness regarding ESF-5 activities, including monitoring of weather forecasts, and ensuring a state of readiness for the ESF.
- Identify and support partners who may be needed to support mission requests in accordance with the size, scope, and incident type.
- Assist SEOC Operations Section in identifying, prioritizing, and coordinating resource needs that could be supported by the private sector.

- Record incoming requests for assistance, including the private sector businesses assigned to support or fulfill the request.
- Identify and resolve conflicts of responsibility between various private sector owners/operators and organizations.
- Provide the SEOC Planning Section with an update on ESF-5 activities, as appropriate
- Serve as informational conduit to and from business partners.
- Ensure businesses/organizations cooperating with ESF-5 are responding to requests and assignments in a timely manner.

4.2. ESF-5 Supporting Agency Responsibilities

a. Massachusetts Food Association (MFA)

- Provide information and situational awareness on the status, location, needs, and available resources of food retailers, distribution centers, wholesalers, and distributors.
- Work with member organizations to identify critical commodities that can be pre-positioned in advance of an event.
- As needed, provide staff to support the ESF-5 activities.
- Act as a conduit for providing situational awareness and information on ongoing operations from the SEOC to member organizations.
- As requested, coordinate private sector resources to support SEOC operations.
- As needed, obtain information from member organizations to provide to the SEOC.

b. New England Convenience Store & Energy Marketers Association (NECSEMA)

- Provide information and situational awareness on the status, location, needs, and resources of member organizations.
- Act as a conduit for providing situational awareness and information on ongoing operations from the SEOC to member organizations.
- As requested, coordinate private sector resources to support SEOC operations.
- As needed, obtain information from member organizations to provide to the SEOC.
- As needed, provide staff to support ESF-5 activities.

c. Private Sector Companies

- As requested, execute existing State contracts.
- Act as a conduit between the SEOC and the business or industry to provide situational awareness and information concerning ongoing operations.

- Obtain resources as needed to support SEOC requests.
- Provide pertinent information on impacts and estimated recovery time to respective business and supply chains.
- As requested, coordinate private sector resources to support SEOC operations.

4.3. Other Agencies

Other businesses and organizations not explicitly covered in this annex may have authorities, resources, capabilities, or expertise required to support ESF-5 activities. These businesses/organizations may be requested to support ESF-5 activities as needed.

5.0. ADMINISTRATION AND LOGISTICS

5.1. Staffing

All ESF-5 responsible partners should designate at least two personnel to act as SEOC liaisons. These liaisons should be knowledgeable about the resources and capabilities of their respective business/organization and have access to the appropriate authorities for committing said resources and capabilities.

5.2. Mutual Aid

The process for requesting mutual aid from entities either within or outside Massachusetts is described in the "Mutual Aid" section of the State CEMP.

5.3. Annex Review and Maintenance

This Annex will be updated in accordance with MEMA's Emergency Management Administration Policy and will ensure that appropriate stakeholder input is incorporated into updates. Additionally, the Annex will be reviewed following any exercise or activation of the plan that identifies potential improvements. Revisions to this Annex will supersede all previous editions.

6.0. AUTHORITIES, RESOURCES, AND REFERENCES

6.1. Authorities

See Authorities Section of the State CEMP.

6.2. Resources

See Resources Section of the State CEMP.

6.3. References

- Massachusetts Comprehensive Emergency Management Plan (CEMP)
- SEOC ESF Team Guide
- Hazard Identification and Risk Assessment (HIRA)
- State Hazard Mitigation and Climate Adaptation Plan (SHMCAP)