

ANNEX 24

ESF-24 - BUSINESS AND INDUSTRY

PRIMARY: SC Department of Commerce

SUPPORT: SC Department of Parks, Recreation and Tourism; SC Department of Insurance; SC Insurance News Service; SC Chamber of Commerce; SC Department of Administration; SC Emergency Management Division; SC Department of Employment and Workforce; SC Retail Association

I. INTRODUCTION

- A. The physical safety and economic security of the citizens, business and industry of South Carolina 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 South Carolina's business and industry. These actions will minimize business interruption and ensure the State's economic engine remains strong.
- B. A significant portion of South Carolina's economic and physical infrastructure is situated in and managed by the private sector. This segment of the economy must be represented during South Carolina's disaster response to assist with risk communication, hazard/vulnerability assessments, loss prevention activities, lifeline protection, prioritization of lifeline and critical sector restoration, and business recovery.
- C. Correspondingly, it is imperative non-infrastructure based business and industrial enterprises be full partners in response natural and technological threats and impacts to their and the State's economic welfare. Such well-rounded government/private sector partnerships help to assure the survivability and continuity of a vibrant South Carolina economy.

II. PURPOSE

Assist South Carolina business and industry in disaster preparedness, response, mitigation, and recovery actions in response to natural, technological threats, and human caused/impacts.

III. CONCEPT OF OPERATIONS

- A. The SC Department of Commerce (SCDOC) is the Lead Agency for the coordination of all ESF-24 administrative, management, planning, training, preparedness, mitigation, response, and recovery activities to include developing, coordinating, and maintaining the ESF-24 SOP.
- B. When notified, SCDOC will coordinate the staffing and management of ESF-24 activities during SEOC activations, and other disaster oriented activities or training. The SCDOC will also ensure supporting agency representatives are

notified of such activities and as coordinated, provide representatives to staff ESF-24 or participate in other activities as appropriate.

- C. All ESF-24 supporting agencies will assist the SCDOC in the planning and execution of the above.
- D. ESF-24 personnel will be familiar with the National Response Framework and the National Disaster Recovery Framework. This familiarization will include but not be limited to the structure, organization, functions and responsibilities of the Incident Management Assist Teams (IMAT) and the Joint Field Office (JFO).
- E. As coordinated, supporting agencies and entities will:
- Assist with the update of this Annex and its supporting SOP
 - Provide representatives to ESF-24 to coordinate the response activities of those enterprises under their purview
 - Participate in other disaster related activities as appropriate.
- F. ESF-24 may be activated to different levels of staffing as directed by Chief of Operations and coordinated with the ESF-24 primary agency. As coordinated by the activated ESF-24 staff, additional on-call staff may be staged to monitor events via Palmetto (formerly WebEOC/EM-COP) or other means from their regular office locations.
- G. For disasters without warning, such as earthquakes, ESF-24 may be notified for immediate full activation.
- H. ESF-24 Activation Center
1. In addition to activating ESF-24 in the SEOC, an additional site for activation may be necessary, depending on the scope and scale of the potential or actual impact.
 2. The purpose of the additional sites is to provide locations for key private sector representatives to gather and work collaboratively to address state and private sector response issues, and source and provide commodity, service, or manpower assistance to resolve response and recovery needs.
 3. The Activation Center will not replace any emergency operations facilities operated by any business entity in support of their own operations, but will provide a location for representatives to coordinate activities with counterparts.
- I. ESF-24 will coordinate with ESF-15 (Public Information) in establishing contact with FEMA Region IV External Affairs which includes a private sector detachment.

IV. ESF ACTIONS**A. General ESF Activities**

1. Communicate risk and vulnerability to entities under their purview.
2. Encourage and assist (as appropriate) the development of business/industry response and recovery plans, to include hazard and risk assessment, loss prevention strategies, and industry incident specific action plans during disaster.
3. Assist SEOC planners with protection, response, restoration and recovery priorities, and plans for such private sector critical lifelines as:
 - Health and medical
 - Food processing, distribution, and sale
 - Electrical power generation and distribution
 - Communications
 - Banking
 - Insurance
 - Fuel
 - Building trades industry
 - Large building supply retailers
 - Hospitality and related service businesses
 - Light and heavy manufacturing and distribution.
4. Assist ESF-14 (Initial Recovery and Mitigation) in developing and executing business and industry recovery priorities, plans, and strategies.
5. Assist with, receive reports of, and analyze, private sector damage assessment information, e.g. from the insurance industry.
6. Coordinate with SC Department of Parks, Recreation, and Tourism who will monitor and communicate lodging vacancy rates by county as reported by the industry.
7. Coordinate with SC Department of Insurance who will monitor insurance companies, coordinate adjusters' entry into disaster areas for initial assessment, and expedite the claim handling process.
8. Monitor and report on business/industry specific response, recovery, and restoration teams.

B. Preparedness

1. Promote planning and protocols to address key issues for disasters such as business recovery, loss prevention, and response plans, and economic recovery.
2. Work with private-sector lifeline facilities, e.g. banking/finance, and assist as requested with the development of business recovery strategies for those facilities.
3. Encourage and assist (as appropriate) the development of business/industry response and recovery plans.
4. Coordinate with SC Department of Insurance who will maintain capability for monitoring the deployment of insurance claims adjusters.
5. Coordinate with SC Department of Insurance who will obtain and distribute identification badges to adjusters based on SC Department of Insurance current procedures.
6. 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.
7. Develop strategies in coordination with SCEMD to incorporate private sector/businesses into ESF-24.
8. Promote pre-identified loss prevention resources.
9. Participate at least annually in State exercises and/or conduct an exercise to validate this Annex and supporting SOPs.

C. Response

1. Communicate risk and vulnerability to business and industry partners and allies under their purview. Each agency, organization or association will communicate with its constituent groups and share information via Palmetto, and other pertinent means.
2. Assist SEOC planners with developing protection and response priorities and plans for private sector critical lifelines and other economic/business sectors.
3. Facilitate donations from businesses through referral to the ESF-18 (Donated Goods and Volunteer Services) Donations Coordination Team.
4. Provide situation reports and status to SEOC, as required.

5. Ensure procedures are in place to document costs for any potential reimbursement if a Presidential Disaster Declaration is received.
6. Coordinate with SC Department of Insurance who will assist with licensing of emergency adjusters according to its processes.
7. Facilitate information sharing between government entities and private sector partners.
8. Coordinate the staffing and operation of the ESF-24 Activation Centers.
9. Provide referrals to ESF-18 or local entities for offers of volunteers or need for volunteer assistance.
10. Provide ESF-24 representation on the Recovery Task Force.

D. Recovery

1. Provide information to SEOC Situation Unit as reports of private sector damage are received.
2. Coordinate with SC Department of Insurance who will monitor the deployment/activities of insurance claims adjusters.
3. Assist SEOC planners with restoration and recovery priorities and plans for private sector critical lifelines and other economic and business sectors.
4. Assist ESF-14 (Initial Recovery and Mitigation) in developing business and industry recovery priorities, plans, and strategies.
5. In coordination with State and federal government, SC Insurance News Service and the SC Department of Insurance, assist in identifying and documenting economic and insurance impacts and losses.
6. In case of a Small Business Administration (SBA) eligible disaster, assist in communicating eligibility criteria to affected businesses.
7. Provide information from businesses on facilities within impacted areas for restoration priorities.
8. Monitor and support restoration of facilities (especially private-sector, e.g. utilities) as reported.
9. Support recovery priorities as identified by the Recovery Task Force.
10. Coordinate with business community needing assistance, as well as the business community who can donate support.

11. As requested, and as information is available, provide reports on impacts to affected businesses.

E. Mitigation

1. As requested, provide assistance and referrals to businesses interested in developing business loss or disaster mitigation plans.
2. Support requests from the Governor concerning mitigation or re-development activities.
3. Document matters that may be needed for inclusion in agency, State, or federal briefings, situation reports and action plans.
4. Coordinate assessment and revision of existing mitigation plans, as necessary.

V. RESPONSIBILITIES

A. General

1. ESF-24 lead and support agencies will identify, train, and assign personnel to maintain contact with, prepare to execute missions in support of, and staff ESF-24 during periods of activation.
2. ESF-24 lead and support agencies will assist the Recovery Task Force with community recovery and mitigation activities.

B. SC Department of Commerce

1. Coordinate all ESF-24 administrative, management, planning, training, preparedness/mitigation, response, and recovery activities.
2. Provide technical assistance and coordinate preparedness, response, recovery and mitigation activities.
3. Notify all ESF-24 supporting agencies upon activation.
4. Coordinate with ESF-24 partners and allies to provide information on known available business and industry assets.
5. Provide input on operational needs for restoration of business and industry during the emergency.
6. Assist in the identification of businesses and industry needing immediate assistance.
7. Develop and maintain listings of commercial and industrial suppliers of services and products (as determined by ESF-24), to include Points Of

Contact and telephone numbers, associated with business and industry related functions.

C. SC Department of Administration

Provide technical assistance and coordinate preparedness, response, recovery, and mitigation activities - especially related to donated goods and services.

D. SC Department of Parks, Recreation, and Tourism

1. Provide tourist occupancy data and visitor volume estimates when requested.
2. Provide tourism business disruption estimates following a disaster.
3. 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 government as well as the private sector (hospitality industry).
4. As requested, monitor and communicate lodging vacancies as reported by the industry.
5. Provide technical assistance and coordinate preparedness, response, recovery, and mitigation activities.
6. Coordinate post-event marketing efforts.

E. SC Department of Insurance

1. Monitor insurance companies.
2. Coordinate insurance claims adjusters' entry into disaster areas for initial assessment.
3. Maintain capability for monitoring and coordinating the deployment and activities of insurance claims adjusters working within the area of operations.
4. Expedite the claim handling process.
5. Provide technical assistance and coordinate preparedness, response, recovery, and mitigation activities to include State and federal funded mitigation grants.
6. Share emergency management information as necessary and helpful to major carriers, and their adjuster staff.

7. Coordinate the licensing of emergency adjusters according to SC Department of Insurance current processes.
8. Obtain and distribute identification badges to adjusters based on SC Department of Insurance current procedures.
9. Assist in identifying and documenting economic and insurance impacts and losses.

F. SC Insurance News Service

1. Disseminate property and casualty insurance information to consumers through the media.
2. Share emergency management information as necessary and helpful to major carriers, and their adjuster staff.
3. Provide technical assistance and coordinate preparedness, response, recovery, and mitigation activities.
4. Provide insured damage amounts for residents and business.
5. Assist in identifying and documenting economic and insurance impacts and losses.

G. SC Chamber of Commerce

1. Provide technical assistance and coordinate preparedness, response, recovery, and mitigation activities.
2. Assist with the staffing and operation of the ESF-24 Activation Centers.

H. SC Emergency Management Division

1. Provide, coordinate, and assist in developing strategies to incorporate businesses with ESF-24.
2. Assist in sourcing manning requirements for activation centers.

I. SC Department of Employment and Workforce

1. Coordinate with the business community who are requesting volunteers to augment their work force.
2. Coordinate with the business community who are volunteering their workforce.

J. SC Retail Association

1. Provide technical assistance and coordinate preparedness, response, recovery, and mitigation activities by assisting support agencies in gathering damage assessments to private retail businesses.
2. Identify, train, and assign Retailers Association of the Carolinas, personnel to maintain contact with, prepare to execute missions in support of, and staff (as coordinated) ESF-24 during periods of activation.
3. Represent private businesses before government during emergencies and serve as conduit to state government.
4. Assist with the staffing and operation of the ESF-24 Activation Centers.

VI. FEDERAL ASSISTANCE

This Annex has no counterpart in the National Response Framework (NRF). However, DHS and the NRF primary and support agencies coordinate with the private sector to effectively share information, form courses of action, and incorporate available resources to prevent, prepare for, respond to, and recover from incidents of national significance.