



# Emergency Response Plan Template

Use this template to build a comprehensive plan to keep your employees safe.





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## Getting Started

Building an emergency response plan is critical to ensuring you can act quickly and effectively to mitigate harm and maintain or restart business operations. These templates provide a single place to document your plans for different emergencies your business may face.

### Before you begin

Before you get started, here are a few things you will want to have ready.

- **Perform a threat assessment** — Identify your business's most likely and impactful risks so you know how to prioritize response planning for different emergencies.
- **Gather stakeholders** — Getting relevant stakeholders to participate in this planning will ensure you have all the information you need to plan for a safe and effective response.
- **Analyze past emergency events** — Review past incidents for insights and context about what has worked, or not worked, in your past responses. The recovery phase following an incident is a good time to complete a dedicated after-action report when the experience is fresh.

**Pro Tip:** When you build out your emergency response plan, consider using the “[all-hazards approach](#)” so your plans are flexible and scalable to work for any threat.

### How to use this template

Here are some tips for how to get the most out of your emergency response planning.

- We've created templates that can fit common emergency response plans, such as evacuations, cybersecurity incidents, and natural disasters. But not every business faces the same risks, so we've also provided a completely customizable template you can adapt to fit your specific needs and procedures.
- The following page features a set of sample procedures to help you frame your responses. But remember that these are general guidelines. You should fill in as much detail as necessary to ensure a thorough response.
- When planning your recovery steps, think about what operations are the most important to get back online first, and plan to prioritize those actions.
- Emergencies rarely go according to plan, so be sure to fill out contingency plans for each response. These should take into account any complications that might arise.



***“The word ‘crisis’ is often misused. There are disasters, incidents, and emergencies, but if you’re prepared and handle them well, they don’t become crises.”***

Eric McNulty, Associate Director, National Preparedness Leadership Initiative at Harvard



## Sample Response Procedures

Refer to these as examples as you develop your response procedures on pages 6–14. However, be sure to tailor your plans to your people, facilities, and operations so your team will be prepared with the best possible instructions—and contingency plans—when an emergency strikes.

### Fire Evacuation

1. Pull the nearest fire alarm
2. Send out an evacuation alert to everyone in the facility
3. Proceed to the nearest evacuation route
4. Exit the building and go to the designated assembly location

### Inclement Weather

1. Alert all employees of the weather conditions, and ask for a status update on whether they are in a safe location
2. If they are at home and are able to work remotely, they should do so until notified that it is safe to travel
3. If they are at a job site, they should find a safe location to wait until it is safe to travel again
4. Locate any necessary emergency equipment or supplies if it is necessary to wait for an extended period of time

### Workplace Injury

1. Assess the injury, and call for immediate medical assistance
2. Determine the cause of the injury by talking to those who witnessed the incident
3. If necessary, inform OSHA about the accident
4. Make changes to the procedure, training, or facility to prevent another incident

### Shelter-in-Place

1. Send out a shelter-in-place alert to everyone in the facility
2. Find a safe internal location
3. Close and lock all doors and windows between you and the threat
4. Sit with your back to an internal wall, and wait until you have been given the all-clear

### Hurricane

1. Alert all employees of the approaching storm
2. Secure the facility (boarding up windows, removing outdoor furniture, etc.)
3. If necessary, stop all work and send employees home
4. Follow any and all local evacuation orders from authorities
5. When it is safe, return to the facility to assess the damage and coordinate recovery efforts

### Cyberattack

1. Identify the threatened systems and attacking agent
2. Notify all required parties and agencies, including law enforcement and affected individuals if necessary
3. Secure unaffected systems, as well as physical systems
4. Begin efforts to address system vulnerabilities



## Emergency Response Plan Overview

Company name: \_\_\_\_\_

Phone number: \_\_\_\_\_

Date: \_\_\_\_\_

### Emergency response team

Name: \_\_\_\_\_ Contact: \_\_\_\_\_

Role: \_\_\_\_\_

Name: \_\_\_\_\_ Contact: \_\_\_\_\_

Role: \_\_\_\_\_

Name: \_\_\_\_\_ Contact: \_\_\_\_\_

Role: \_\_\_\_\_

Name: \_\_\_\_\_ Contact: \_\_\_\_\_

Role: \_\_\_\_\_

Name: \_\_\_\_\_ Contact: \_\_\_\_\_

Role: \_\_\_\_\_

### Facility information

Address: \_\_\_\_\_

Other locations: \_\_\_\_\_

### External vendors

Name: \_\_\_\_\_ Contact: \_\_\_\_\_

Name: \_\_\_\_\_ Contact: \_\_\_\_\_

Name: \_\_\_\_\_ Contact: \_\_\_\_\_

Name: \_\_\_\_\_ Contact: \_\_\_\_\_

Name: \_\_\_\_\_ Contact: \_\_\_\_\_

### Emergency responders

Name: \_\_\_\_\_ Contact: \_\_\_\_\_

Name: \_\_\_\_\_ Contact: \_\_\_\_\_

Name: \_\_\_\_\_ Contact: \_\_\_\_\_

Name: \_\_\_\_\_ Contact: \_\_\_\_\_

Name: \_\_\_\_\_ Contact: \_\_\_\_\_

# Evacuation Response Plan

In case of an emergency that requires immediate evacuation, follow these guidelines.

## Use cases

- Fire
- Gas leak
- Structural emergency
- \_\_\_\_\_
- \_\_\_\_\_

## Evacuation procedure

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

## Evacuation routes

Route 1: \_\_\_\_\_

Route 2: \_\_\_\_\_

Route 3: \_\_\_\_\_

## Location of evacuation maps:

\_\_\_\_\_

## Assembly point location:

\_\_\_\_\_

## Communication plan

During the evacuation: \_\_\_\_\_

After the evacuation: \_\_\_\_\_

## Communication templates

Message 1: There is a [emergency type] in [location]. This is NOT a drill! Proceed to the nearest evacuation route and leave the building immediately!

Message 2: \_\_\_\_\_

Message 3: \_\_\_\_\_

## Contingency plans

Situation: \_\_\_\_\_

Procedure changes: \_\_\_\_\_

Situation: \_\_\_\_\_

Procedure changes: \_\_\_\_\_

Situation: \_\_\_\_\_

Procedure changes: \_\_\_\_\_

## Recovery steps

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

**Pro Tip:** Your assembly point should be far from the building (at least 500 feet) and not near any secondary fire risks such as gas lines or dumpsters.

## Shelter-in-Place Response Plan

In case of an emergency that requires employees to take shelter in the facility, follow these guidelines.

### Use cases

- Violence/threat of violence
- Active shooter situation
- Security breach
- Nearby civil disturbances
- \_\_\_\_\_
- \_\_\_\_\_

### Shelter-in-place procedure

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

### Safe internal locations

Rooms with no windows and a door that can be locked or barricaded where employees can take shelter.

Location 1: \_\_\_\_\_

Location 2: \_\_\_\_\_

Location 3: \_\_\_\_\_

### Communication plan

During the shelter-in-place: \_\_\_\_\_

After the shelter-in-place: \_\_\_\_\_

### Communication templates

**Message 1:** There is a [emergency type] at [location]. This is NOT a drill! Take shelter under your desk or in a safe location away from windows and doors immediately! We will notify you when it is safe to come out.

**Message 2:** \_\_\_\_\_

**Message 3:** \_\_\_\_\_

### Contingency plans

Situation: \_\_\_\_\_ Procedure changes: \_\_\_\_\_

Situation: \_\_\_\_\_ Procedure changes: \_\_\_\_\_

Situation: \_\_\_\_\_ Procedure changes: \_\_\_\_\_

### Recovery steps

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

***“What if there’s an incident that happens in the business across the hallway from you? And what happens if that active shooter leaves that business and comes to yours? It might not have anything to do with your business or workspace, but it might still affect your people.”*** Shawn Rafferty, Owner of SPR Group

## Inclement Weather Response Plan

In case of an emergency involving heavy weather that makes it unsafe to travel or work outdoors, follow these guidelines.

### Use cases

- Heavy storm/tornado
- Blizzard/winter storm
- Extreme heat
- Flash floods
- \_\_\_\_\_

### Inclement weather procedures

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

### Communication plan

Before the weather event: \_\_\_\_\_

During the weather event: \_\_\_\_\_

After the weather event: \_\_\_\_\_

### Communication templates

**Message 1:** There is a severe thunderstorm warning and a flash flood watch for [location]. Please follow inclement weather procedures and avoid all unnecessary travel. Reach out to your manager for team-specific information.

**Message 2:** \_\_\_\_\_

**Message 3:** \_\_\_\_\_

### Contingency plans

Situation: \_\_\_\_\_

Procedure changes: \_\_\_\_\_

Situation: \_\_\_\_\_

Procedure changes: \_\_\_\_\_

Situation: \_\_\_\_\_

Procedure changes: \_\_\_\_\_

### Recovery steps

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

**Pro Tip:** Unremarkable weather in one region can be considered inclement weather in another. Make sure to take into account local infrastructure and normal weather patterns when planning for inclement weather responses.



## Health and Safety Response Plan

In case of an emergency that involves the health and wellness of your employees, including injuries, illnesses, or public health, follow these guidelines.

### Use cases

- Workplace injury
- Medical incident
- Disease outbreak/pandemic
- Mental health concerns
- \_\_\_\_\_
- \_\_\_\_\_

### Health and safety procedures

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

### Communication plan

Before the event: \_\_\_\_\_

During the event: \_\_\_\_\_

### Communication templates

**Message 1:** There is currently an outbreak of [threat] at [location]. If you feel sick or have any of the following symptoms—[symptoms]—please stay at home.

**Message 2:** \_\_\_\_\_

**Message 3:** \_\_\_\_\_

### Contingency plans

Situation: \_\_\_\_\_

Procedure changes: \_\_\_\_\_

Situation: \_\_\_\_\_

Procedure changes: \_\_\_\_\_

Situation: \_\_\_\_\_

Procedure changes: \_\_\_\_\_

### Recovery steps

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

**Pro Tip:** Providing first aid training to employees can go a long way in helping respond to accidents and injuries in the workplace by ensuring someone on site knows how to help while you wait for first responders.

## Natural Disaster Response Plan

In case of an emergency that involves a major disaster affecting your business and the surrounding community, follow these guidelines.

### Use cases

- Earthquake
- Hurricane
- Wildfire
- \_\_\_\_\_
- \_\_\_\_\_

### Disaster response procedures

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

### Communication plan

Before the event: \_\_\_\_\_

During the event: \_\_\_\_\_

After the event: \_\_\_\_\_

### Communication templates

**Message 1:** The immediate threat of [disaster] affecting [location] has passed. Please respond to this message with your status and if you need any assistance at this time. Continue to monitor alerts.

**Message 2:** \_\_\_\_\_

**Message 3:** \_\_\_\_\_

### Contingency plans

Situation: \_\_\_\_\_

Procedure changes: \_\_\_\_\_

Situation: \_\_\_\_\_

Procedure changes: \_\_\_\_\_

Situation: \_\_\_\_\_

Procedure changes: \_\_\_\_\_

### Recovery steps

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

***“Invest in a plan now because there is no time to do that after ignition.”***

Alexander Maranghides, Fire Protection Engineer at NIST

# Cybersecurity Response Plan

In case of an emergency that involves a cyberthreat or cyberattack on your business, follow these guidelines.

## Use cases

- Malware attack
- Phishing
- Ransomware attack
- \_\_\_\_\_
- \_\_\_\_\_

## Cybersecurity response procedures

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

## Communication plan

During the cyberattack: \_\_\_\_\_

After the cyberattack: \_\_\_\_\_

## Communication templates

**Message 1:** There has been an increase in phishing attempts under the guise of [details]. Remember to never respond to these messages or click on suspicious links. If you see any suspicious activity or message, please contact the IT team at [contact info].

**Message 2:** \_\_\_\_\_

**Message 3:** \_\_\_\_\_

## Contingency plans

Situation: \_\_\_\_\_

Procedure changes: \_\_\_\_\_

Situation: \_\_\_\_\_

Procedure changes: \_\_\_\_\_

Situation: \_\_\_\_\_

Procedure changes: \_\_\_\_\_

## Recovery steps

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

***“Make sure you have multifactor authentication. Not just for your corporate environment, but for your bank, your Gmail, and everything you could possibly use, use multifactor authentication.”***

Corey White, Co-founder & CEO at Cyvatar

## Facility and Utility Emergency Response Plan

In case of an emergency involving a malfunction or emergency with your facility or utilities that prevents normal operations, follow these guidelines.

### Use cases

- Power outage
- Hazardous materials emergency
- Water boil notice
- \_\_\_\_\_
- \_\_\_\_\_

### Facility and utility response procedures

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

### Communication plan

During the emergency: \_\_\_\_\_

After the emergency: \_\_\_\_\_

### Communication templates

**Message 1:** There is currently an internet outage at [location]. If you are able to work remotely, please do so. Otherwise, we will keep you updated about when services will be restored.

**Message 2:** \_\_\_\_\_

**Message 3:** \_\_\_\_\_

### Contingency plans

Situation: \_\_\_\_\_ Procedure changes: \_\_\_\_\_

Situation: \_\_\_\_\_ Procedure changes: \_\_\_\_\_

Situation: \_\_\_\_\_ Procedure changes: \_\_\_\_\_

### Recovery steps

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

**Pro Tip:** Test backup generators or other emergency supplies for your facility regularly so you know they will work when your utilities fail.

# Offsite Emergency Response Plan

In case of an emergency offsite that might put remote, traveling, or lone workers in harm's way, follow these guidelines.

## Use cases

- Natural disasters near remote workers
- Foreign political disruptions
- Public active shooter scenarios
- \_\_\_\_\_
- \_\_\_\_\_

## Offsite emergency response procedures

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

## Communication plan

Before the emergency: \_\_\_\_\_

During the emergency: \_\_\_\_\_

After the emergency: \_\_\_\_\_

## Communication templates

**Message 1:** There is currently a hurricane approaching your recorded remote work location. Please follow all local emergency procedures, and respond if you need any assistance before, during, or after the storm.

**Message 2:** \_\_\_\_\_

**Message 3:** \_\_\_\_\_

## Contingency plans

Situation: \_\_\_\_\_

Procedure changes: \_\_\_\_\_

Situation: \_\_\_\_\_

Procedure changes: \_\_\_\_\_

Situation: \_\_\_\_\_

Procedure changes: \_\_\_\_\_

## Recovery steps

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

**Pro Tip:** Invest in a threat intelligence system with live threat monitoring so you can keep track of active threats in areas where you have traveling or remote workers without having to dig through crowded news feeds.



---

## Response Plan

### Incident

### Response procedures

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

### Communication plan

Before the emergency: \_\_\_\_\_

During the emergency: \_\_\_\_\_

After the emergency: \_\_\_\_\_

### Communication templates

Message 1: \_\_\_\_\_

Message 2: \_\_\_\_\_

Message 3: \_\_\_\_\_

### Contingency plans

Situation: \_\_\_\_\_ Procedure changes: \_\_\_\_\_

Situation: \_\_\_\_\_ Procedure changes: \_\_\_\_\_

Situation: \_\_\_\_\_ Procedure changes: \_\_\_\_\_

### Recovery steps

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

## Emergency Event Log

[illegible]

## Training and Drill Log

[illegible]

## Next Steps

Now that you have your emergency response plan in place, it's time to prepare your team to implement it.

### TRAIN YOUR TEAM

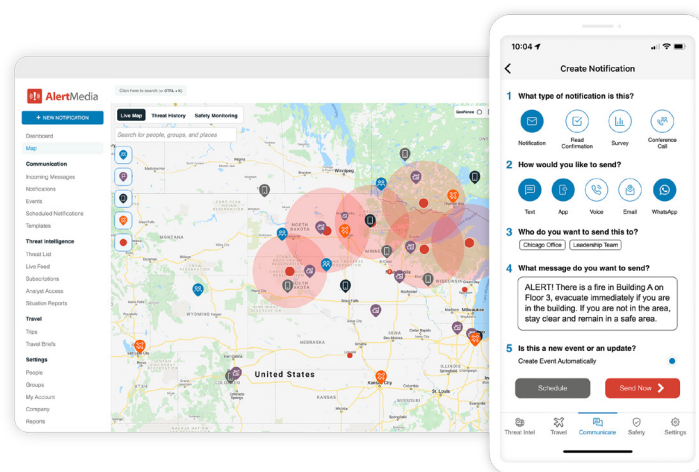
Your employees will be faster and more efficient in their actions during an emergency response if they have training and practice in executing that response. Run drills, and schedule regular safety training so your employees feel prepared to follow the plan.

### DOCUMENT AND ITERATE

Your plan should never be a static document. Keep track of the emergency events you encounter, and review how effective your responses are so you can expand or change your plan as your business needs change or as you gain experience with certain emergency situations.

## Communicate Better Around Emergencies With AlertMedia

AlertMedia makes it easier to respond to emergencies and keep your employees safe. With easy-to-use notification capabilities and built-in message templates, informing employees about emergencies is quick and simple. And the two-way communication functionality makes it possible to check on your employees no matter what channel they may be using. You can also use our integrated global threat intelligence solution for 24/7 updates on any new or ongoing hazards that impact your people and business. Learn more about how AlertMedia can help you plan for emergencies by [scheduling a demo](#).



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