

# THE FIRST 60 MINUTES AFTER AN EMERGENCY

## FACILITY EMERGENCY RESPONSE CHECKLIST

The first hour after an emergency is critical. Following these steps can help protect people, minimize damage, and speed recovery.



1

### **Protect People**

Ensure everyone is safe and accounted for. Evacuate if necessary. Call 911 if there is any immediate danger.

2

### **Make the Area Safe**

Shut off water, electricity, or gas if safe to do so. Restrict access to affected areas. Do not enter unsafe or structurally compromised spaces.

3

### **Notify Key Contacts**

Facility Manager, Building Owner / Property Management, Maintenance & Security, Executive Leadership (if applicable).

4

### **Contact Your Emergency Response Partner**

Report the incident immediately. Provide the building address, type of loss, affected areas, and a primary contact.

5

### **Notify Your Insurance Carrier**

Report the loss as soon as possible. Record the claim number and adjuster contact information.

6

### **Document the Damage**

Take photos and videos before cleanup begins. Record the time of the incident and actions taken. Keep notes of everyone involved.

7

### **Protect Critical Assets**

Move valuable equipment, records, and inventory if safe. Cover exposed areas and stop additional water intrusion when possible.

8

### **Prevent Further Damage**

Remove standing water if safe. Secure broken windows, doors, or roof openings. Leave fire or equipment failure areas undisturbed until authorized.

9

### **Keep an Incident Log**

Document: Who was notified, actions taken, contractors and emergency responders on site, expenses and emergency purchases.

10

### **Begin Recovery Planning**

Identify impacted operations. Communicate with employees, tenants, or occupants. Coordinate next steps with your emergency response contractor and insurance representative.

## REMEMBER THE PRIORITIES

**Protect People • Stabilize the Situation • Notify the Right People • Document Everything • Prevent Further Damage**

The actions taken during the first 60 minutes can significantly reduce damage, shorten recovery time, and help your organization return to normal operations faster.



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