

| Score | Zone of Disruption | Impact Rating |
|-------|--|---------------|
| 5 | Disruption effects the region | TERMINAL |
| 4 | Disruption effects the city | CRITICAL |
| 3 | Disruption effects the district/neighborhood | URGENT |
| 2 | Disruption effects the building | MANAGEABLE |
| 1 | Disruption effects only part of the building | IRRITATING |

| Emergency Incident | Zone of Disruption | Impact Rating | Business Operation Response Plan | Will Business Continue Based on Impact Rating | Estimated Recovery Time in Hours* |
|--|--------------------|---------------|---|---|-----------------------------------|
| Environmental Disasters | | | | | |
| Fire | 1-3 | 1-3 | Assess situation; contact local fire department; evaluate necessary resources; define response; communicate appropriately; monitor recovery | Yes | 0-24 |
| Flood | 1-4 | 1-3 | Assess situation; evaluate necessary resources; define response; communicate appropriately; monitor recovery | Yes | 0-48 |
| Earthquake | 1-4 | 1-4 | Assess situation**; contact local and federal authorities; evaluate necessary resources; define response; communicate appropriately; monitor recovery | 1-3 Yes 4 No | 0-72 |
| Organized or Deliberate Disruptions | | | | | |
| Terrorism | 1-5 | 1-5 | Assess situation; contact local and federal authorities; evaluate necessary resources; define response; communicate appropriately; monitor recovery | 1-3 Yes 4-5 No | 0-120 |

*Recovery-time objectives provide concrete goals to plan for and test against. They are not, however, hard and fast deadlines that must be met in every emergency situation, and various external factors surrounding a disruption, such as time of day, scope of disruption, and status of critical infrastructure—particularly network architecture and telecommunications—can affect actual recovery times.

** This evaluation is based on actual experience at this location during the 1994 Northridge earthquake.

Last Reviewed 2019.23

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|---|-----|-----|---|-----|------|
| Loss of Utilities & Services | | | | | |
| Electrical Power | 1-4 | 1-3 | Assess situation; contact local utility company; evaluate necessary resources; define response; communicate appropriately; monitor recovery | Yes | 0-24 |
| Communications | 1-4 | 1-3 | Assess situation; contact telecommunications providers; evaluate necessary resources; define response; communicate appropriately; monitor recovery | Yes | 0-36 |
| | | | | | |
| Other | | | | | |
| Epidemic | 1-5 | 1-3 | Assess situation; contact local and federal authorities; evaluate necessary resources; define response; communicate appropriately; monitor recovery | Yes | 0-48 |
| Neighborhood Hazard | 1-3 | 1-3 | Assess situation; contact local authorities; evaluate necessary resources; define response; communicate appropriately; monitor recovery | Yes | 0-48 |

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