EMERGENCY SUPPORT FUNCTION (ESF) #14 annex – cross-sector business and infrastructure

**[Insert County Name]**

Emergency Operations Plan (EOP)

ESF Annex

[Date]

TABLE OF CONTENTS

[PLANNING AGENCIES 2](#_Toc192059586)

[PRIMARY AGENCY 2](#_Toc192059587)

[SUPPORTING AGENCIES 2](#_Toc192059588)

[PURPOSE, SCOPE, SITUATION AND ASSUMPTIONS 3](#_Toc192059589)

[PURPOSE 3](#_Toc192059590)

[SCOPE 3](#_Toc192059591)

[SITUATION 3](#_Toc192059592)

[MISSION AREAS AND CORE CAPABILITIES 4](#_Toc192059593)

[PLANNING ASSUMPTIONS 6](#_Toc192059594)

[CONCEPT OF OPERATIONS 7](#_Toc192059595)

[GENERAL CONCEPT 7](#_Toc192059596)

[COUNTY EOC ACTIVATION 7](#_Toc192059597)

[DEMOBILIZATION OF THE COUNTY EOC 7](#_Toc192059598)

[OPERATIONAL COORDINATION 7](#_Toc192059599)

[INTENDED OUTCOMES 8](#_Toc192059600)

[ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES 9](#_Toc192059601)

[ORGANIZATION 9](#_Toc192059602)

[ASSIGNMENT OF RESPONSIBILITIES 9](#_Toc192059603)

[PRIMARY AGENCY RESPONSIBILITIES 9](#_Toc192059604)

[SUPPORTING AGENCY RESPONSIBILITIES 9](#_Toc192059605)

[EOC ESF-14 RESPONSIBILITIES 10](#_Toc192059606)

[PRIVATE SECTOR RESPONSIBILITIES 10](#_Toc192059607)

[EMERGENCY SUPPORT FUNCTION GENERAL TASKS 11](#_Toc192059608)

[COMMUNITY LIFELINES 16](#_Toc192059609)

[LIFELINE AND ESF OBJECTIVES AND TASKS TIMELINE 17](#_Toc192059611)

[INFORMATION COLLECTION, ANALYSIS AND DISSEMINATION 18](#_Toc192059612)

[APPENDIX A – REFERENCES, RELATED PLANS AND PROCEDURES 19](#_Toc192059613)

[APPENDIX B – ACRONYMS 20](#_Toc192059617)

# DISCLAIMER

This template was created by the Indiana Department of Homeland Security (IDHS) to assist Indiana county emergency management agencies (EMAs) and their stakeholders in the development of an Emergency Operations Plan (EOP).

This template provides ***SAMPLE*** language based off the State Emergency Operations Plan, but IDHS has tailored it for a more county-specific approach. Included are charts and diagrams to assist county emergency managers with identifying and documenting their specific needs. This template follows Federal Emergency Management Agency (FEMA) Comprehensive Preparedness Guide (CPG) 101 and National Incident Management System (NIMS) guidance.

This template can be scaled up or down and **modified to follow each county’s unique organizational structure, activation protocol, threat and hazard assessments and current capability and capacity gaps.** This template follows all federal, state and Emergency Management Accreditation Program (EMAP) guidance.

IDHS welcomes feedback on this template. The goal is to provide county stakeholders with best practices and the most comprehensive product for county EMAs and stakeholders in their planning initiatives.

***REMOVE THIS PAGE PRIOR TO PUBLISHING THE COUNTY DOCUMENT***

# PLANNING AGENCIES

Within each Emergency Support Function (ESF) annex, an agency or organization has been given the designation of primary, supporting, non-governmental or local agency based on their authorities, resources and capabilities. The primary agency identifies the appropriate support agencies that fall under this annex. The primary agency collaborates with each entity to determine whether they have the necessary resources, information and capabilities to perform the required tasks and activities within each phase of emergency management. This includes activations in the county Emergency Operations Center (EOC) and impacted areas. Though an agency may be listed as a primary agency, it does not control or manage those agencies identified as supporting agencies. The agencies listed below are members of the Whole Community Planning Team for this annex.

## PRIMARY AGENCY

**[Insert Name of Primary Agency]**

## SUPPORTING AGENCIES

With coordination from **[Insert County Name]**, supporting agencies will strive to build, maintain, and promote a process of effectively preparing for, protecting against, mitigating against, responding to and recovering from the challenges and demands of hazards which could affect our citizens and communities.

|  |  |
| --- | --- |
| **[Insert name of supporting agencies/ departments/ organizations]** |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  | Federal Emergency Management Agency (FEMA) |
| Indiana Department of Homeland Security (IDHS) | United States Small Business Administration (SBA) |

# PURPOSE, SCOPE, SITUATION AND ASSUMPTIONS

## PURPOSE

The purpose of Emergency Support Function #14 (ESF-14) – Cross-Sector Business and Infrastructure is to support the coordination of cross-sector operations, including stabilization of key supply chains and community lifelines, among infrastructure owners and operators, businesses and their government partners.

Businesses and infrastructure owners and operators have primary responsibility for managing their systems in emergencies and possess unequalled expertise to do so. ESF-14 supports growing efforts to enable collaboration among critical infrastructure sectors and helps coordinate and sequence such operations to mitigate cascading failures and risks. Critical infrastructure sectors currently aligned to another ESF will continue to use that ESF as their primary interface. ESF-14 is the primary interface for unaligned sectors and supports coordination among all sectors.

## SCOPE

**[Insert County Name]** and the county Emergency Operations Center (EOC) recognize fifteen (15) Emergency Support Functions (ESF). This annex focuses on ESF-14, Cross-Sector Business and Infrastructure. The ESF-14 Annex is intended to be utilized in conjunction with the **[Insert County Name]** Emergency Operations Plan (EOP).

ESF-14 is complementary to the Sector-Specific Agencies (SSA), integrating and coordinating SSA incident response operations with ESFs and other relevant private-public sector entities. SSAs have critical roles, responsibilities and authorities in partnering with infrastructure owners and operators in their respective sectors, and the federal government enables – where possible – those businesses and infrastructure owners that have the responsibilities, capabilities and resources to stabilize their systems.

## SITUATION

ESF-14 may be needed in any of the five (5) phases of emergency management (prevention, protection, mitigation, response and recovery). In the event the county Emergency Management Agency (EMA) Director determines the need for ESF-14 regarding any of the five (5) phases of emergency management, **[Insert Agency Name]** will act as the primary agency. ESF-14 will be responsible for implementing internal Standard Operating Procedures (SOPs) and/or Standard Operating Guides (SOGs) and protocols to ensure adequate staffing and administrative support for field operations, as appropriate, and the support of efforts in the EOC. ESF-14 personnel will coordinate the activation and deployment of assets to fulfill specific mission assignments that support essential activities in prevention, protection, mitigation, response and recovery efforts.

### Mission Areas and Core Capabilities

The National Preparedness Goal (NPG) identifies 32 core capabilities that are essential for the execution of the five (5) mission areas of prevention, protection, mitigation, response and recovery. ESF-14 supports the overarching core capabilities of Planning, Operational Coordination and Public Information and Warning which apply to all mission areas. ESF-14 also supports the following core capabilities:

* Infrastructure Systems
* Critical Transportation
* Environmental Response/Health and Safety
* Logistics and Supply Chain Management
* Operational Communications
* Public Health, Healthcare and Emergency Services
* Situational Assessment

Table 1 describes the core capability actions that ESF-14 most directly supports.

Table . ESF-14 CORE CAPABILITY ACTIONS

|  |  |
| --- | --- |
| **CORE CAPABILITY** | **ESF #14 – CROSS SECTOR BUS. & INFRASTRUCTURE** |
| **PLANNING** | Conduct a systematic process engaging the whole community, as appropriate, in the development of executable strategic, operational and/or community-based approaches to meet defined objectives. |
| **OPERATIONAL COORDINATION** | Establish and maintain a unified and coordinated operational structure and process that appropriately integrates all critical stakeholders and supports the execution of core capabilities. |
| **PUBLIC INFORMATION AND WARNING** | Deliver coordinated, prompt, reliable and actionable information to the whole community using clear, consistent, accessible and culturally and linguistically appropriate methods to effectively relay information regarding any threat or hazard and, as appropriate, the actions taken and the assistance being made available. |
| **INFRASTRUCTURE SYSTEMS** | * Use risk management principles to identify vulnerabilities in critical infrastructure, such as cross-sector interdependencies and recommends mitigation actions. * Serve as a county point of contact along with relevant SSAs and ESFs for critical infrastructure sectors and facilitates information sharing with private and public-sector owners and operators through sector-specific information sharing. * Facilitate coordination and collaboration with critical infrastructure sectors. * Track and coordinate requests for information and requests for assistance from critical infrastructure owners and operators. * Coordinate with critical infrastructure owners and operators to identify resource requirements for stabilization of community lifelines. * Consult with ESFs, SSAs and critical infrastructure owners and operators to identify and discuss priorities for infrastructure system restoration and assistance. * Identify cascading effects of damaged critical infrastructure and potential impacts to other sectors or community lifelines within an affected area or in other regions that rely on connected systems. |
| **CRITICAL TRANSPORTATION** | * Monitor and report the status of and damage to the transportation system and infrastructure. * Identify temporary alternative transportation solutions to be implemented when primary systems or routes are unavailable or overwhelmed. * Implement appropriate air traffic and airspace management measures. * Coordinate regulatory waivers and exemptions. * Provide longer-term coordination for restoring and recovering affected transportation systems and infrastructure if required. |
| **ENVIRONMENTAL RESPONSE/HEALTH AND SAFETY** | In coordination with ESF-8, Public Health and Medical Services; ESF-10, Oil and Hazardous Materials Response; and ESF-11, Agriculture and Natural Resources, assist in assessing and mitigating impacts of a hazardous material release or release of other contaminants to critical infrastructure, businesses, the public and first responders. |
| **LOGISTICS AND SUPPLY CHAIN MANAGEMENT** | * Analyze risks, hazards and vulnerabilities of cross-sector interdependencies that may disrupt local, regional or national supply chains. * Coordinate with business, industry and critical infrastructure owners and operators to determine resource requirements and how supply chain disruptions affect resource management efforts. * Identify business capabilities and resources that can be leveraged to supplement local, state, tribal, territorial, insular area and federal government resources in addressing supply chain gaps. * Support partner ESFs securing key supply chain nodes, methods of transport among nodes and materials in transit. * Partner with ESF-6, Mass Care, to assist with food, water and sheltering. * Partner with ESF-7, Logistics, to ensure whole community incident planning and support for timely and efficient delivery of supplies, equipment, services and facilities. |
| **OPERATIONAL COMMUNICATIONS** | * In support of ESF-2, Communications, assists in identifying cascading impacts to other critical infrastructure systems from disruptions to communications infrastructure and coordinates requests for and offers of assistance from sector owners and operators. * As needed, assist in coordinating with critical infrastructure, private sector and federal partners to ensure communication capabilities are maintained for the emergency services sector and efficiently stabilized for affected populations. * Support critical delivery of alerts and warnings from public safety officials and dissemination of emergency information to the public. |
| **PUBLIC HEALTH, HEALTHCARE AND EMERGENCY SERVICES** | * Coordinate with ESF-8 to identify interdependencies related to healthcare infrastructure concerns, impacts and stabilization requirements. * Support ESF-8, as necessary, with information sharing to healthcare and public health sector entities. * Identify factors that affect the emergency services sector and disrupt emergency services to impacted communities. |
| **SITUATIONAL ASSESSMENT** | * Facilitate a shared understanding of interdependencies, impacts and opportunities for incident stabilization. * Enable synchronization of Requests for Information (RFIs), Critical Information Requirements (CIRs) and data sharing. |

## PLANNING ASSUMPTIONS

For successful preparedness and response operations to take place, the following key assumptions are listed to gauge participation and support provided by **[Insert County Name]** stakeholders and those at the state and federal levels:

* Disruptions to critical infrastructure systems and supply chains will cause cascading impacts in a disaster or emergency.
* Private sector entities are responsible for repair, restoration and security of their property, and first seek reimbursement for disaster losses from insurance.
* Federal disaster assistance may be available, primarily in the form of low-interest disaster loans from the U.S. Small Business Administration.
* Some private sector entities may routinely conduct disaster preparedness activities and have disaster preparedness plans to: ensure the staff, customers/clients and guest safety; sustain business operations and provide continuity of services; and to augment state response operations with pre-identified resources and assets.
* Successful execution of cross-sector operations will depend on continued progress in developing survivable communications systems to facilitate private-public sector communications in catastrophic incidents, tools for shared situational awareness in severely disrupted environments and other initiatives being led by the private sector and their government partners.

# CONCEPT OF OPERATIONS

## GENERAL CONCEPT

The role of **[Insert County Name]** during emergency response is to supplement local efforts before, during and after a disaster or emergency. Emergency Support Function #14 (ESF-14) shall communicate with critical infrastructure owners and private sector entities to coordinate the deployment of resources to areas impacted by emergencies or disasters, prioritizing assets and functions to manage and support the immediate and long-term needs of the county and local jurisdictions.

ESF-14 shall ensure and promote a common operating picture (COP) through communicating with ESFs, the county Emergency Operations Center (EOC) Operations Section and private sector partners, as applicable.

## county eoc activation

During an EOC activation, ESFs may be activated depending on the incident and activation level. During a disaster response, each ESF representative in the county EOC will remain under the administrative control of their agency head; however, they will function under the supervision of the county Emergency Management Agency (EMA) Director. Notification of activation will be made via **[EDIT: phone, email and/or text message]**.

The EOC is always activated at a Level IV for Daily Operations; however, the activation level will be elevated for planned events, incidents, disasters or other response operations as needed. Activation level details are outlined in the county Emergency Operations Plan (EOP) Base Plan.

## demobilization of the county eoc

Emergency Support Functions will be demobilized from emergency response as objectives are accomplished and the need for their participation diminishes. During demobilization, it is the responsibility of the ESF primary agency to ensure all paperwork, such as equipment time records, personnel time records, accident reports and mechanical inspections have been completed, are accurate and are submitted to the appropriate EOC personnel.

**OPERATIONAL COORDINATION**

ESF-14 coordinates among ESFs, Recovery Support Functions (RSFs) and interagency partners to support private sector and infrastructure owner and operator needs and priorities, in compliance with existing regulatory and authoritative guidelines. The position also handles offers of material goods or technical assistance and capabilities from private sector organizations and recommends how the offers may be accepted and integrated to supplement other response efforts.

ESF-14 provides an avenue to the county for information sharing and coordination, including requests for assistance in situations in which private sector organizations do not have a designated ESF, sector partner or other mechanism for coordination. ESF-14 connects the private sector to operational programs and functions, as needed.

**INTENDED OUTCOMES**

ESF-14 provides unique services to enhance response operations. ESF-14 is a platform that engages the private sector, leverages existing resources and capabilities within the affected community and provides analytical capabilities focused on interdependencies. ESF-14 benefits both the private and public sectors during incident response in a variety of ways:

* Community lifelines are stabilized to maximize the number of survivors who have access to essential services and are enabled to do so by businesses that maintain continuity of operations and emergency services.
* Private and public sector operations to stabilize community lifelines and National Critical Functions are effectively synchronized to address interdependencies among lifeline and critical function systems.
* Infrastructure owners and operators, businesses and government agencies work in unison to prevent or mitigate cascading failures across multiple sectors.
* Supply chains and distribution networks both within the affected area and outside the affected area are stabilized to protect public health and safety, restore commercial functions and reduce economic impacts.
* Degradation of critical infrastructure and supply chains that impact the economy are identified, prioritized and addressed through coordination with all response partners.
* Agencies at all levels of government coordinate to eliminate redundant points of contact for businesses during cross-sector operations, minimize the risk of conflicting government guidance on response priorities and channel information through relevant ESFs and Sector-Specific Agencies (SSAs).
* Government and critical infrastructure owners and operators ensure rapid stabilization at national security installations, ensuring those locations have the lifeline services necessary to enable them to support national security interests and functions.

# organization and assignment of responsibilities

## organization

Emergency Support Function #14 (ESF-14) – Cross-Sector Business and Infrastructure works under the Operations Section of the county Emergency Operations Center (EOC). This position is staffed by **[Insert Agency Name]**.

Each primary and supporting agency shall maintain internal Standard Operating Procedures (SOPs) and/or Standard Operating Guides (SOGs) or other documents that detail the logistical and administrative priorities deemed necessary to assist in overall state prevention, protection, mitigation, response and recovery operations.

Specific roles and responsibilities of primary and supporting agencies during an incident or event are described below. Tasks include but are not limited to:

## ASSIGNMENT OF RESPONSIBILITIES

### Primary Agency Responsibilities

* Designate and train personnel to serve as the ESF-14 representative in the EOC.
* Identify appropriate staffing in the EOC and field settings.
* Assist in tracking the status of key private sector capacity and capabilities.
* Provide support for developing sector and/or asset restoration plans guidance, including those required to respond and recover from a catastrophic event.
* Promote resiliency, promote protective security and foster/maintain relationships between the state and the private sector.
* Work with critical infrastructure partners to identify information and analytical needs, including cross-jurisdictional and cross-sector issues and work with government partners to address those issues and needs.
* Plan for short and long-term incident management and recovery operations.
* Coordinate and implement emergency-related response and recovery functions, as required, under statutory authority.

### Supporting Agency Responsibilities

* Provide data and conduct outreach to the business community—including utilizing local stakeholder networks—to determine disaster damage and resource needs.
* Identify options to help businesses resume operations and to incentivize growth following disasters.
* Provide resource support for managing and procuring offers of material goods or technical assistance and capabilities from private sector organizations.
* Communicate and coordinate with resource partners that support businesses located in impacted areas to obtain first-hand information regarding impacts to the community and provide them with available resources to support recovery.
* Identify new equipment, technologies or capabilities required to prepare for or respond to new or emerging threats and hazards.
* Provide information or intelligence regarding trends and challenges to private sector response and recovery capabilities within **[Insert County Name]**.

### EOC ESF-14 Responsibilities

Please see primary agency responsibilities above and additional responsibilities below:

* Support local, state, tribal and federal governments in their response to incidents by connecting them with private sector partners and provide capacity building assistance to the county.
* Facilitate information sharing among key stakeholders, private sector partners, government agencies and ESFs on status of major businesses and industries within an incident area.
* Coordinate with other ESFs and supporting partners to address private sector needs and requirements and process offers of assistance during a disaster.
* Share information on the response and recovery process to assist industry partners who have been impacted or are functioning under business continuity plans.
* Provide situation reports through WebEOC to the SEOC.
* Participate in briefings, as needed.
* Manage the financial aspects of ESF-14

### Private Sector Responsibilities

The private sector owns or operates most of the county’s critical infrastructure. Private sector businesses and critical infrastructure owners and operators are responsible for restoring their systems and typically have the capabilities and resources to begin these response and recovery operations independently. Private sector mutual aid and assistance networks facilitate sharing resources to support these efforts.

# EMERGENCY SUPPORT FUNCTION GENERAL TASKS

The following tables are comprised of essential tasks that may need to be completed by Emergency Support Function #14 (ESF-14) in all phases of emergency management. These tasks have been created as a guide to follow for the primary and support agencies of ESF-14. They have been developed as a tool to address potential challenges and unique risks that may be faced during times of emergency and disaster in **[Insert County Name]**. It will be the responsibility of ESF-14 to ensure the tasks outlined here are accurate and reflect their overall ability to manage, support and deploy resources.

Table . ESF-14 PREVENTION TASKS

|  |  |
| --- | --- |
| **ESF #14 – PREVENTION TASKS** | |
| **TASK #** | **TASK SUMMARY** |
| **1** | Initiate a time-sensitive, flexible planning process that builds on existing plans and incorporates real-time ESF-14 intelligence. |
| **2** | Establish and maintain a unified and coordinated operational structure and process that appropriately integrates all critical stakeholders and supports executing core capabilities. |
| **3** | Anticipate and identify emerging and/or imminent ESF-14 threats through observation and situational awareness. |
| **4** | Continue to monitor changing trends in activity and aggressive behavior at the local, state and national level and adjust prevention tasking as it applies to ESF-14. |
| **5** | Establish and maintain partnership structures among protection elements to support networking, planning and coordinating. |
| **6** | Share relevant, timely and actionable information and analysis with local authorities through a pre-established reporting system. |
| **7** | Identify possible ESF-14 terrorism targets and vulnerabilities. Ensure the security of equipment, facilities and personnel through assessing capabilities and vulnerabilities. |
| **8** | Implement, exercise and maintain plans to ensure continuity of operations. |

Table . ESF-14 PROTECTION TASKS

|  |  |
| --- | --- |
| **ESF #14 – PROTECTION TASKS** | |
| **TASK #** | **TASK SUMMARY** |
| **1** | Develop, validate and maintain Standard Operating Procedures (SOPs) for both routine and emergency operations. Key concerns include but are not limited to:   * Identification and assessment of equipment, supplies, resources and critical infrastructure. * Alert and activation of personnel for work in the field or an EOC. * Emergency communications and reporting procedures. |
| **2** | Develop and conduct training and education programs for ESF-14 personnel. Key training program considerations include, but are not limited to:   * Assessing equipment, supplies and resources. * Assessing roadways, bridges and other pieces of critical infrastructure following emergencies or disasters. * Training in the field and EOC during emergency operations. * Training on the use of WebEOC and other applications. * Emergency communications and reporting procedures including the National Incident Management System (NIMS)/Incident Command System (ICS). * Continuity of Operations; Mapping, GIS and other applicable computer applications. * Emergency transportation and evacuation planning. |
| **3** | Develop and maintain a roster of essential primary and support agency contacts used in the event of emergency operations. Ensure critical information is captured. |
| **4** | Develop and maintain a database to collect information on essential resources and equipment. |
| **5** | Develop lists of resource needs and work toward eliminating these shortfalls by securing funding, partnerships or other activities. |
| **6** | Coordinate mutual aid agreements, memorandums of understanding or contracts with departments, organizations or private entities that may offer rapid deployment of resources or services as they relate to short and long-term emergency transportation needs. |
| **7** | Train ESF-14 personnel on standards and specifications for essential equipment related to emergency transportation needs. |
| **8** | Train ESF-14 personnel on routine and emergency safety standards for field operations and an EOC. |
| **9** | Train ESF-14 personnel on policies and administrative rules that relate directly to ESF-14 and its ability to provide emergency assistance. |

Table . ESF-14 MITIGATION TASKS

|  |  |
| --- | --- |
| **ESF #14 – MITIGATION TASKS** | |
| **TASK #** | **TASK SUMMARY** |
| **1** | Facilitate identification and access to sources of infrastructure financing that augment existing state and community resources to enhance mitigation efforts. |
| **2** | As requested, provide assistance and referrals to businesses interested in developing business loss or disaster mitigation plans. |
| **3** | Coordinate participation of local partners on Hazard Mitigation Assessment Teams. |
| **4** | Support requests from the Governor concerning mitigation or re-development activities. |
| **5** | Document matters that may be needed for inclusion in agency, state or federal briefings, situation reports and action plans. |
| **6** | Coordinate assessment and revision of existing mitigation plans, as necessary. |

Table . ESF-14 RESPONSE TASKS

|  |  |
| --- | --- |
| **ESF #14 – RESPONSE TASKS** | |
| **TASK #** | **TASK SUMMARY** |
| **1** | Track the business and economic preparation and recovery activities of local primary economic, tourism, workforce development organizations and other business support organizations before, during and after the disaster. |
| **2** | Communicate risk and vulnerability to business and industry partners. Each agency, organization or association will communicate with its constituent groups. |
| **3** | Maintain a roster of support agencies and organizations’ emergency coordinators. |
| **4** | Assist the EOC with developing protection and response priorities and plans for private sector critical lifelines and other economic/business sectors. |
| **5** | Facilitate donations from businesses through referral to ESF-6. |
| **6** | Provide situation reports and status to the EOC, as required. |
| **7** | Communicate with private sector organizations to determine need and/or capabilities to support lifesaving operations. |
| **8** | Determine and communicate to ESF-7 needs to help facilitate effective use of private sector resources. |
| **9** | Coordinate with local and tribal organizations on private sector damage assessments, including economic damage assessments. |
| **10** | Coordinate with private sector partners to determine infrastructure impacts and status of backup resources (generators, fuel). |
| **11** | Provide technical assistance, as requested. |
| **12** | Coordinate with businesses, industry partners and ESF-10 to identify hazardous material impacts and other damages. |
| **13** | Coordinate with ESF-3 and private sector resources and prioritize structural damage assessments for re-occupying buildings. |
| **14** | Identify a senior representative from the business community to support the EOC. |
| **15** | Locate and coordinate the use of available private sector space for mass care activities and/or warehousing activities. |
| **16** | Engage grocery chains and other retailers to expedite re-opening/re-supply of stores in impacted areas to support displaced populations. |
| **17** | Assist ESF-6 with identifying volunteers and donated resources available to meet local, tribal and state needs. |
| **18** | Coordinate with ESF-12 on fuel supply status for private sector needs. |
| **19** | Initiate protocols for sharing information about capacity and waivers. |
| **20** | Coordinate with private sector (retail, manufacturing) for prioritized emergency repairs. |
| **21** | Document incident-related private industry donations, loans, personnel time and related communications. |
| **22** | Coordinate response with private sector businesses, industry associations, economic development associations and other entities. |
| **23** | Gather and maintain situational awareness of critical local retailers open for business to support community re-entry. |
| **24** | Coordinate with private sector/vendors to support permanent restoration of county and local emergency communications capabilities. |
| **25** | Coordinate with ESF-6 to dispatch available, trained volunteers to disaster area to assist business owners, if requested by the EOC. |
| **26** | Track and analyze supply chain status (pharmaceuticals, food and water and chemicals). |

Table . ESF-14 RECOVERY TASKS

|  |  |
| --- | --- |
| **ESF #14 – RECOVERY TASKS** | |
| **TASK #** | **TASK SUMMARY** |
| **1** | Provide information to EOC as reports of private sector damage are received. |
| **2** | Coordinate assessments of general business impact (in terms of physical damage, employment, lost revenues, lost customers, etc.) working with locally based economic development, tourism, workforce development and other business support agencies and organizations. |
| **3** | Coordinate with state, regional and local agencies and organizations, to compile estimates of physical damage to local business communities necessary to determine the need to request activation of various economic recovery programs. |
| **4** | Assist EOC planners with restoration and recovery priorities and plans for private sector critical lifelines and other economic and business sectors. |
| **5** | Coordinate with private sector (retail, manufacturing) for prioritized emergency repairs. |
| **6** | Support and coordinate with local, tribal and private sector repair crews. |
| **7** | Coordinate private and government sector recovery efforts. |
| **8** | Coordinate economic recovery planning efforts with local, tribal, nonprofit, private sector and state and federal organizations. |
| **9** | Coordinate with private sector/vendors to support permanent restoration of local, tribal and state emergency communications capabilities. |
| **10** | Coordinate business recovery loan assistance information. |
| **11** | Request feedback from ESF partners and adapt procedures to streamline processes |
| **12** | Solicit feedback from private sector organizations and adapt procedures to streamline processes. |
| **13** | Coordinate long-term recovery efforts with private sector organizations |

# COMMUNITY LIFELINES [remove if county is not using lifelines]

**[Insert County Name]** has adopted the Federal Emergency Management Agency’s (FEMA) eight (8) community lifelines into our prevention, protection, mitigation, response and recovery activities. Lifelines are services that enable the continuous operation of critical government and business functions and are essential to human health and safety or economic security.

Table . COMMUNITY LIFELINES AND SUBCOMPONENTS

|  |  |  |  |
| --- | --- | --- | --- |
| **community Lifeline Components AND SUB-COMPONENTS** | | | |
| Multiple components establish the parameters of and key assessment elements for each of the lifelines; component-level analysis is required to determine if each lifeline is stable | | | |
| **SAFETY AND SECURITY** | **FOOD, HYDRATION, SHELTER** | | **HEALTH AND MEDICAL** |
| * + Law Enforcement / Security   + Fire Services   + Search and Rescue   + Government Service   + Community Safety | * + Food   + Drinking Water   + Shelter     - Agriculture | | * + Medical Care   + Public Health   + Patient Movement   + Fatality Management   + Medical Supply Chain |
| **ENERGY** | **COMMUNICATIONS** | | **TRANSPORTATION** |
| * + Power (Grid)   + Fuel   + Pipeline | * + Infrastructure     - Responder Communications   + Alerts, Warnings, Messages     - Financial Services     - 911 & Dispatch | | * + Highway / Motor Vehicle   + Mass Transit   + Railway   + Aviation   + Maritime |
| **HAZARDOUS MATERIAL** | | **WATER SYSTEMS** | |
| * + Facilities   + Hazardous Debris   + Pollutants   + Contaminants | | * + Potable Water Infrastructure   + Wastewater Management | |

# LIFELINE AND ESF OBJECTIVES AND TASKS TIMELINE

Table . ESF-14 GENERAL TASKS

|  |  |  |
| --- | --- | --- |
| **OBJECTIVE** | **SUPPORT NEEDED FROM** | **MISSION-ESSENTIAL TASKS** |
| **TIMELINE: 0 – 24 HOURS** | | |
| To activate plans and assess initial resources within 6 – 12 hours. | \_\_ \_\_ | Poll ESF staff to see who can report. |
| \_\_ \_\_ | Deploy ESF-14 representative to the EOC, if requested. |
| \_\_ \_\_ | Provide situational information to the EOC. |
| Private Sector | Communicate with private sector organizations to determine needs and/or capabilities to support lifesaving operations. |
| **TIMELINE: 24 – 72 HOURS** | | |
| To continue maintaining the COP and contributing to the IAP. | \_\_ \_\_ | Continue providing situational information to the EOC. |
| \_\_ \_\_ | Identify a means to gather essential elements of information from the affected areas. |
| Private Sector with County EMA | Communicate damage assessment findings to EOC for situational awareness and planning. |
| **TIMELINE: BEYOND 72 HOURS** | | |
| To continue maintaining the COP and contributing to the IAP. | \_\_ \_\_ | Continue providing situational information to the EOC. |
| Private Sector | Coordinate with private sector/vendors to support permanent restoration of county and local emergency communications capabilities |

# INFORMATION COLLECTION, ANALYSIS AND DISSEMINATION

Emergency Support Function #14 (ESF-14) – Cross-Sector Business and Infrastructure supports deliberate information gathering by identifying critical nodes among infrastructure sectors, assessing the National Critical Functions and supply chains and providing a sector-specific impact analysis. This is accomplished through analyzing community lifelines and identifying emerging critical nodes and options for emergency service restoration, in support of and in coordination with, ESFs and Sector-Specific Agencies (SSAs).

ESF-14 aggregates information from all private sector and critical infrastructure partners, assesses cross-sector challenges, identifies cross-sector interdependencies and relays information to the county Emergency Operations Center (EOC) to inform decisions about prioritizing response efforts and developing the Incident Action Plan (IAP).

In collaboration with other ESFs, ESF-14 engages the Recovery Support Functions (RSFs) and SSAs to enable information sharing between the public and private sectors and to help ensure partner organizations have the information required to make informed incident-related decisions to promote resilient recovery.

ESF-14 collaborates with ESF-15, External Affairs, to share vital information about the status of critical infrastructure and commerce, response activities and persistent vulnerabilities to foster shared situational awareness with internal and external partners, as well as the public.

# Appendix A – REFERENCES, RELATED PLANS AND PROCEDURES

## references

* [FEMA’s ESF #14 – Cross-Sector Business and Infrastructure Annex, 2019](https://www.fema.gov/sites/default/files/2020-07/fema_ESF_14_Business-Infrastructure.pdf)
* State of Indiana ESF #14 – Cross-Sector Business and Infrastructure Annex, 2025

## related plans

* **[Insert County Name]** Emergency Operations Plan (EOP), year
* **[List related plans]**

## STANDARD OPERATING PROCEDURES

* **[List related SOPs]**

# Appendix B – ACRONYMS [ADD TO AS NEEDED]

|  |  |
| --- | --- |
| **ACRONYM** | **FULL DESCRIPTION** |
| **CIR** | Critical Information Requirement |
| **COP** | Common Operating Picture |
| **EEI** | Essential Element of Information |
| **EMA** | Emergency Management Agency |
| **EOC** | Emergency Operations Center |
| **EOP** | Emergency Operations Plan |
| **ESF** | Emergency Support Function |
| **FEMA** | Federal Emergency Management Agency |
| **GIS** | Geographic Information System |
| **IAP** | Incident Action Plan |
| **ICS** | Incident Command System |
| **IDHS** | Indiana Department of Homeland Security |
| **NIMS** | National Incident Management System |
| **NPG** | National Preparedness Goal |
| **RFI** | Request for Information |
| **RSF** | Recovery Support Function |
| **SBA** | United States Small Business Administration |
| **SEOC** | State Emergency Operations Center |
| **SOG** | Standard Operating Guide |
| **SOP** | Standard Operating Procedure |
| **SSA** | Sector-Specific Agency |
| **WebEOC** | Web Emergency Operations Center |