

UF CEMP Support Group Annex: Business Group

Lead Representatives

Business Affairs
Business Services Division
Controller's Office

Supporting Departments

Procurement Services
Transportation and Parking Services

External Partners

Gator Dining Services / Aramark
Pepsi Bottling Group
Regional Transit System (RTS)

I. Introduction

A. Purpose

This Support Group Annex to the University of Florida (UF) Comprehensive Emergency Management Plan (CEMP) establishes actions UF departments must take in support of coordinating and executing emergency management activities that address business services required during or after an emergency. This includes maintaining normal/daily operational support services and providing any additional support services needed as a result of the emergency.

B. Scope

This Support Group Annex to the University's CEMP identifies actions for activation, initial response, ongoing response, and recovery operations for lead and supporting departments in the Business Group and external partners that may support the Business Group during an emergency. This Support Group Annex is an integral component of the CEMP, and as such, shall be implemented as a standard operating guide for UF departments supporting the emergency management activities from within the University EOC. This Support Group Annex supports activities described in the CEMP Base Plan but does not supersede the Base Plan. Actions described in this Support Annex can be applied to any emergency at UF; actions outlined in the Incident Action Plan (IAP), created during the emergency response, will describe additional details of the response depending on the specifics of the emergency.

In order to streamline coordination with external agencies, this Support Group Annex is intended to be consistent with the State of Florida CEMP, the Alachua County CEMP, and federal and higher education standards for emergency management.

This Support Group Annex applies to all UF departments assigned herein, with coordination from other departments at UF as well as external partners. This Support Group specifically describes activities that fall within the business operations of the University.

II. Organization

A. Emergency Management Structure

The Departments assigned as the lead representatives in this Support Group Annex will provide representatives to serve in the Emergency Operations Center (EOC). These representatives will coordinate tasks detailed in this Support Group Annex and contact additional resources to perform tasks as necessary. The Business Group representatives in the EOC will report on the status of the Business Group tasks to the Emergency Management Group on a regular basis and as required.

The Business Group reports directly to the Emergency Management Group under the EOC organizational chart. The Emergency Management Group will work with all Support Groups to ensure appropriate tasking and response actions take place. The Business Group will pursue response actions according to this Annex and as directed by the Emergency Management Group, which reports directly to the University Administrator, filled by the Assistant Vice President for Public and Environmental Safety or designee. The University Administrator will serve as a liaison between the EOC and the Policy Group, and will relay Policy Group decisions to the Support Groups represented in the EOC as necessary.

B. Coordination with other support groups

Through the Business Group representatives in the EOC, the Business Group will coordinate with all other Support Groups that have been activated to respond. The Emergency Management Group will serve as the coordination point for all Support Groups in the EOC. However, Support Groups may coordinate directly with other Support Groups as necessary, as long as they keep the Emergency Management Group informed on actions performed and the status of the response and related tasks for their respective group.

III. Concept of Operations

A. General

The Business Group is responsible for supporting and managing the University's business operations throughout an emergency. This Support Group applies to all UF offices and departments performing business functions, but may be scaled to account for specific business functions or offices/departments, depending on those that have been affected by the emergency. In general, all tasks associated with supporting business operations during and after an emergency will come through the Business Group. The Business Group will work with other Support Groups to perform actions and tasks associated with ensuring that essential business functions remain operational during an emergency or are resumed as soon as possible after an emergency. This may include continuing day-to-day support operations or enhancing services and/or operations as a result of the emergency.

This Support Group Annex describes the main tasks that the Business Group will perform during the response to and recovery from an emergency. The Primary Tasks, and Actions associated with completing those tasks, are detailed in the remainder of this Support Group Annex. This Support Group Annex is designed to serve as a guide for Business Group response and recovery tasks and should remain flexible and scalable depending on the emergency. Response and recovery tasks are not limited

to those described in this Support Group Annex, as additional Business Group tasks may arise as a result of the specifics of the emergency at hand.

B. Primary Tasks

The primary tasks coordinated by the Business Group in an emergency include:

1. Procure, secure, and distribute resources and supplies necessary to respond to or recover from the emergency.
2. Maintain vendor relationships and secure new vendors to assist in response and recovery as necessary.
3. Provide ongoing food service for residents, employees, and others who remain on campus during an emergency and/or food service in support of an emergency operation.
4. Maintain finance, accounting, and purchasing processes for the University and provide enhanced or specific services in this regard as related to the emergency.
5. Provide transportation and parking operational needs to support the emergency.
6. Interact with the Regional Transit System (RTS) to facilitate operation of the buses and adjustment of the routes/schedules if necessary.
7. Support the identification and procurement of alternative locations for essential housing, business, research and academic functions.
8. Prioritize and maintain essential business functions.

Each task, its associated actions, and departmental responsibilities are described in the next section.

IV. Actions and Responsibilities

The following tables detail steps that need to be taken to complete the major tasks associated with providing business services during and after an emergency. The tables assign these steps to lead and supporting departments assigned to the Business Group.

Task #1: Procure, secure, and distribute resources and supplies necessary to respond to or recover from the emergency.	
Initial Response Actions	
Actions	Responsible Department(s)
Determine needed resources for response and recovery efforts including requests from other Support Groups or UF units.	Business Affairs (in coordination with the Emergency Management Group)
Obtain resources and supplies, including services	Business Affairs

from outside vendors, needed during response and recovery operations.	Purchasing University Controller's Office
Raise spending limits on selected Purchasing cards if necessary.	Purchasing
Ongoing Response Actions	
Actions	Responsible Department(s)
Maintain purchasing and distribution support of emergency response and recovery efforts, including appropriate documentation.	Business Affairs (in coordination with Business Group)
Recovery Actions	
Actions	Responsible Department(s)
Document purchases for insurance and FEMA reimbursement, if applicable.	Business Services Purchasing

Task #2: Maintain vendor relationships and secure new vendors to assist in response and recovery as necessary.	
Initial Response Actions	
Actions	Responsible Department(s)
Contact emergency response and recovery vendors to check availability and activate contracts if necessary.	Business Affairs Purchasing (in coordination with the Emergency Management and Facilities Groups)
Ongoing Response Actions	
Actions	Responsible Department(s)
Communicate and coordinate with other Support Groups to determine needed resources. Activate and/or create new vendor agreements to obtain resources for response and recovery operations.	Business Affairs (in coordination with all Support Groups)
Communicate with vendors regarding disruptions in service from either the vendor or the University.	Business Services
Facilitate needed changes in existing vendor services or products.	Business Services Purchasing
Recovery Actions	
Actions	Responsible Department(s)
Contact vendors to close-out orders created as a result of the emergency.	Business Affairs

Document vendor contracts for insurance and FEMA reimbursement, if applicable.	Business Affairs Purchasing
Obtain vendors for long-term recovery efforts, if needed.	Business Services Purchasing

Task #3: Provide ongoing food service for residents, employees, and others who remain on campus during an emergency and/or food service in support of an emergency operation.

Initial Response Actions	
Actions	Responsible Department(s)
Coordinate with Gator Dining Services to determine food service venues that will remain open. Communicate schedule and services changes with the campus community.	Business Services (in coordination with Student and Public Information Groups) Gator Dining Services
Arrange with Gator Dining Services and Pepsi Bottling Group the distribution and/or pre-staging of food and water resources if needed.	Business Services Gator Dining Services
Determine Gator Dining Services operations in the Academic Health Center areas and communicate with Shands food service regarding schedules for both operations.	Business Services Gator Dining Services
Work with Gator Dining Services on support of emergency response and shelter feeding operations if needed.	Business Services Gator Dining Services
Ongoing Response Actions	
Actions	Responsible Department(s)
Facilitate the continued delivery of food service on campus with Gator Dining Services.	Business Services Gator Dining Services
Maintain feeding support of emergency response and shelter operations if needed.	Business Services Gator Dining Services
Communicate with the campus community information regarding available food service including locations, schedules, or alternate services.	Business Services Gator Dining Services (in coordination with the Public Information Group)
Recovery Actions	
Actions	Responsible Department(s)

Coordinate with Gator Dining Services on their reimbursement for service in support of emergency response and shelter operations.	Business Services
Return campus food service to normal operations.	Business Services Gator Dining Services
Document expenses for insurance and FEMA reimbursement, if applicable.	Business Services

Task #4: Maintain finance, accounting, and purchasing processes for the University and provide enhanced or specific services in this regard as related to the emergency.

Initial Response Actions	
Actions	Responsible Department(s)
Maintain finance, accounting, and purchasing processes during the emergency for securing resources for response and recovery operations.	Office of Controller Purchasing
Coordinate issues regarding purchase cards, manual checks, cash, emergency purchase orders and other business processes, including alternate arrangements.	Office of Controller Purchasing
Ongoing Response Actions	
Actions	Responsible Department(s)
Provide finance, accounting, and purchasing support for the emergency response and recovery effort as needed.	Office of Controller Purchasing
Communicate any changes in University business practices, such as alternate methods or reporting, resulting from the emergency.	Office of Controller
Recovery Actions	
Actions	Responsible Department(s)
Restore normal business practices and operations for the University.	Office of Controller

Task #5: Provide transportation and parking operational needs to support the emergency.

Initial Response Actions	
Actions	Responsible Department(s)
Determine and anticipate transportation and	Business Services

parking issues associated with the emergency. Respond to issues as necessary.	Transportation and Parking Services (in coordination with Public Safety Group)
Communication transportation and parking changes or disruptions with the campus community.	Business Services Transportation and Parking Services (in coordination with the Public Information Group)
Ongoing Response Actions	
Actions	Responsible Department(s)
Coordinate with the Public Safety Group on management of parking and transportation issues associated with the emergency.	Business Services (in coordination with Public Safety Group)
Provide parking locations and/or issue temporary parking permits to support emergency response and recovery efforts, including use of parking lots for activities such as staging areas and reception centers.	Business Services Transportation and Parking Services
Communicate with the campus community changes in parking and transportation services including parking lot closures.	Business Services Transportation and Parking Services (in coordination with Public Information Group)
Recovery Actions	
Actions	Responsible Department(s)
Coordinate with the Facilities Group on clearing of debris from parking lots and other transportation areas.	Business Services (in coordination with the Facilities Group)
Return transportation and parking services to normal operations and uses.	Business Services Transportation and Parking Services

Task #6: Interact with the Regional Transit System (RTS) to facilitate operation of buses and adjustment of routes/schedules if necessary.

Initial Response Actions	
Actions	Responsible Department(s)
Coordinate with RTS regarding changes in schedules and routes.	Business Services Regional Transit Services
Communicate with the campus community changes in bus services and routes.	Business Services Regional Transit Services (in coordination with Public Information Group)

Ongoing Response Actions	
Actions	Responsible Department(s)
Maintain communication with RTS regarding schedules and routes. Facilitate additional bus service in response to the emergency if needed.	Business Services Regional Transit System
Provide updated information to the campus community regarding bus services and routes.	Business Services Regional Transit Service (in coordination with Public Information Group)
Coordinate changes for Gator Lift shuttle service and other transportation providers resulting from the emergency.	Business Services Transportation and Parking Services
Recovery Actions	
Actions	Responsible Department(s)
Return bus services and routes to normal operation.	Business Services Regional Transit System

Task #7: Support the identification and procurement of alternative locations for essential housing, business, research and academic functions.

Initial Response Actions	
Actions	Responsible Department(s)
Determine alternate housing, business, research and academic space needs as a result of the emergency.	Business Affairs (in coordination with the Student and Facilities Support Groups)
Contact potential vendors or vendors already on contract with UF that can provide alternate locations or facilities for housing and academic functions.	Business Affairs Purchasing
Ongoing Response Actions	
Actions	Responsible Department(s)
Coordinate with the Student Group and Facilities Group to track ongoing needs for alternate locations to continue essential housing and academic functions.	Business Affairs (in coordination with the Student and Facilities Support Groups)
Develop a centralized process for identifying and obtaining alternate space and locations.	Business Affairs (in coordination with Facilities Group)

Recovery Actions	
Actions	Responsible Department(s)
Demobilize alternate locations once no longer needed.	Business Affairs
Document expenses for insurance and FEMA reimbursement, if applicable.	Business Affairs Purchasing

Task #8: Prioritize and maintain essential business functions.	
Initial Response Actions	
Actions	Responsible Department(s)
Prioritize functions that should remain operational following the emergency. (Consider Gator 1 Central, Mail and Document Services, UF Bookstore, Vending Services, and ID Card Services.)	Business Affairs Business Services (in coordination with Emergency Management Group)
If essential functions cannot continue as normal, determine alternate methods to provide those services (Example - alternate pick-up and drop-off points for Campus Mail services). Refer to department Continuity of Operations (COOP) Plans as necessary.	Business Affairs Business Services
Ongoing Response Actions	
Actions	Responsible Department(s)
Maintain essential functions and restore additional services disrupted as a result of the emergency.	Business Affairs Business Services
Communicate disruptions in business functions and alternate arrangements to the campus community.	Business Affairs Business Services (in coordination with Public Information Group)
Recovery Actions	
Actions	Responsible Department(s)
Return business functions to normal operations.	Business Affairs Business Services

V. References

- Florida Emergency Supplier Network (FESN), Florida Department of Management Services
- UF Purchasing Contracts