Module 4: Operations, Continuity, and Support



Let’s learn about the resources already available to Vermont businesses via organizations that are already doing this work!

What do we mean?

Fostering collaborative relationships helps to:

- ➔ Increase access to resources
- ➔ Maintain essential functions
- ➔ Reduce potential revenue losses
- ➔ Adapt for faster recovery
- ➔ Build stronger communities



Resources from the Vermont Small Business Development Center

ABOUT VtSBDC

Since 1992, giving clients the support, guidance, and tools they need to reach their business goals:

- **No-fee** business expertise
- **One-to-one confidential** advising
- **Education** and access to market research & resources
- **All stages:** *start-grow-thrive-transition*

Plus…**prepare for** and **recover from** disasters and other events/external threats that affect Vermont's small businesses

What else?

- ➔ VtSBDC is funded in part by federal and state grants, making advising available at no fee.
- ➔ There is an SBDC in each state and territory in the U.S.
- ➔ By becoming a client, your advisor can share reports due to access to market research and industry specific software to compare your business to others in your industry.
- ➔ In terms of resilience, we have learned a lot from working with small businesses during the pandemic, the recent floods, in addition to adapting to changes in market/economic conditions.

A team

Business Advisors are local, covering each county



Who are our clients?

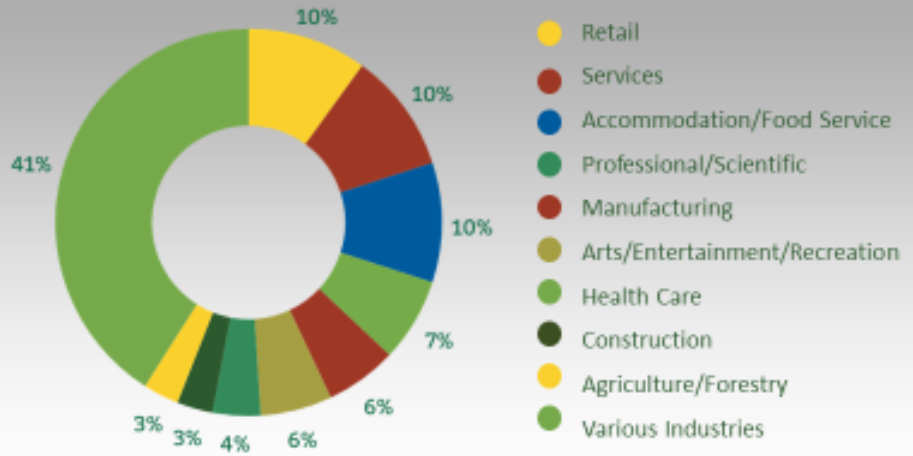
70% are in business

30% are starting a business

Statewide

VtSBDC
VERMONT SMALL BUSINESS DEVELOPMENT CENTER





What and How

VtSBDC
VERMONT SMALL BUSINESS DEVELOPMENT CENTER

What we do, and how we do it:

Start: Pre-revenue and commercialization guidance
Purchasing a business or starting a new division
Research, business modeling, business plans, cash flow, and financial projections



Grow: Using financial reports to make decisions
Evaluating the cost of goods sold, and pricing strategy
Developing a marketing plan, including social media
Clarifying mission/market or niche



Thrive: Improving operations - management processes and controls
Assessing and responding to challenges, evaluating opportunities
Strategic planning, protecting the business from scams & fraud and disaster preparedness

Transition: Build value prior to sale, preparing to sell to another owner(s); valuation exercise

Business Agility Guide

- WHY…….we created it
- WHAT…..it is (Roadmap, Assessments, Checklists and more)
- WHERE to find it….and HOW you can use it
  - **Online VtSBDC.org/business-agility-guide/**
  - **To request a hardcopy contact us at 802-728-9101**
- WHEN….to refer to our advising team to support it

Preparedness Checklist

Available here!

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Master Disaster Preparedness Checklist

Name _____

Date Taken _____

CLICK TABLE TO ADD INFO

DISASTER PREPARATIONS	BY WHOM	BY WHEN	DONE
Emergency Action Plan – what are you going to do? Make an outline of first steps and actions...you will be grateful to have thought these first actions through. Especially important are the employee emergency action steps, including an evacuation plan if needed. **NOTE:** This action plan is the immediate plan in the face of an emergency and what you should have prepared so that you can look at recovery. For what happens the day after the disaster see the Disaster Recovery Guide.			
Established Chain of Command.			
Emergency contact list of employees and key customers.			
Established employee contact protocol. Account for possible phone and internet service interruptions.			

Stay Connected

Website: VtSBDC.org

Phone: Main # (800) 464-SBDC or (802) 728-9101

Keep updated on social (Facebook, Instagram, LinkedIn)

@VtSBDC

QUESTIONS?

Resources from Efficiency Vermont

Who we are

- Statewide energy efficiency utility
- Reduce the cost of energy for all Vermonters
- Help families, businesses, and institutions understand and make better use of energy and reduce greenhouse gases









Efficiency Vermont

What we do

- Direct support through incentives, training, and technical advice
- Market transformation through supply chain engagement
- Partnership with energy service providers









Efficiency Vermont

Collectively, this work has a big impact.

Over $3 billion
Lifetime savings from 2000-2021

Over 13 million metric tons of CO_2e
Lifetime avoided from 2000-2021

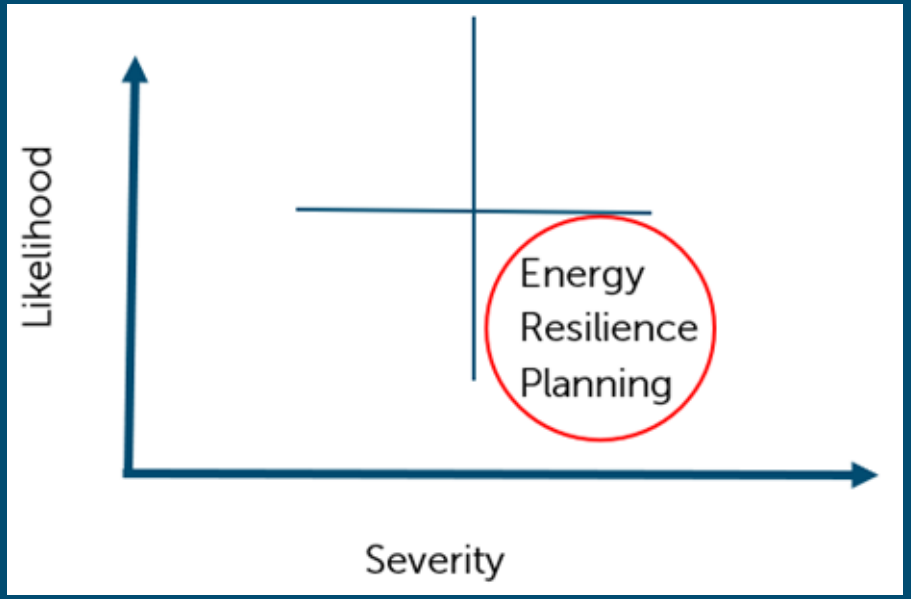
2.8 million cars
Equivalent impact of GHG emissions avoided

38% lower
Vermont's average energy bills, below the national average

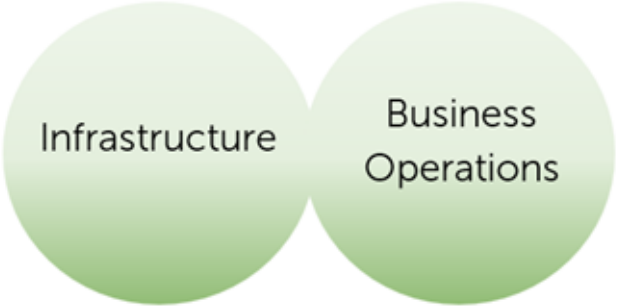
9,832 jobs
Vermont's energy efficiency jobs – 58% of the clean energy workforce

482 businesses
Efficiency Excellence Network members

Energy Resilience – Protect from loss of life-safety and catastrophic economic loss



Business Areas



Risk Vectors

Natural
Technological
Human-caused



Even if you work remotely, the building is still what is protecting you from harm and disruption from natural and other disasters.

For many of you, the building and its energy systems are a key element in allowing your business to get back on its feet sooner than later in a disaster situation.

3 Stages of Losses



Loss Typologies

Tangible	Intangible
Property Features	Income
Building Shell	Labor
Building systems	Personal Time
Equipment and Appliances	
Other Goods and Materials	

Time Spent on Recovery Results in Labor Losses

$$L = W\ x\ h$$

L = individual hourly employee's total labor cost
W = wage inclusive of fringe benefits and compensated time off
h = hours spent on recovery efforts

$$S = (Y \div H) \times h$$

S = individual salaried employee's total labor cost
Y = yearly salary inclusive of fringe benefits and compensated time off
H = hours expected to work annually
h = hours spend on recovery efforts

$$C = \Sigma L + \Sigma S$$

C = total labor losses
L = individual hourly employee's total labor cost
S = individual salaried employee's total labor cost

Benefits of efficiency-focused investments in your building and energy systems:

- Decreased carbon emissions
- More control over equipment
- Retaining conditioned temperature for longer
- If have a backup source – efficient equipment will allow backup to last longer
- Weatherization – temperature stabilization
- Humidification and cooling as added benefits.
- Cost Savings
  - Ex: operation costs from weatherization
  - Less costs when rebuilding (less to replace)
  - Less closed-door time losing income



Is being energy efficient, **by default**, being resilient?



During Recovery

Things to consider If replacing equipment:

- Equipment placement
- Equipment efficiency
- Fuel or power source

Explore all resources:

- Tax credits – federal
- Grants - state and federal
- Incentives – from utilities



Energy Resilience Planning with Efficiency Vermont includes:

Technical Assistance with Energy Consultants

Detailed analysis at each step of framework
- Overall site analysis
- Electric & fuel energy sources analysis
- Critical load analysis

Results delivered with each step

Final Emergency Response Plan, including recommended strategies to achieve your goals:
- Identify no cost/low-cost capital projects
- Reduce critical loads through efficiency
- Partner connections - i.e. storage options with customer DU
- Contractor connections

Annual evaluation of plan

The Framework

Learn more here!

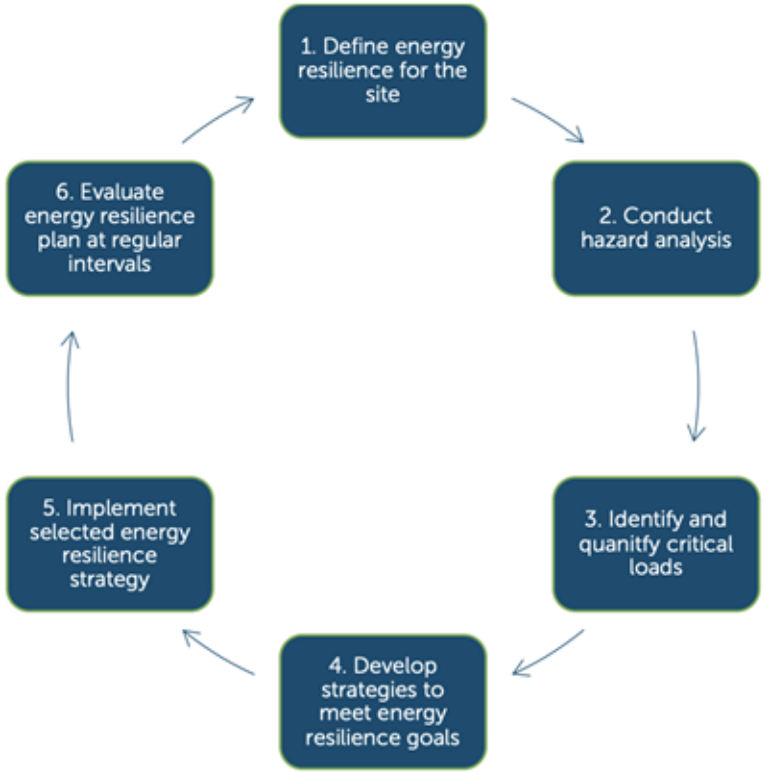


Figure 1. Efficiency Vermont's Energy Resilience Planning Framework

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