Business Continuity Planning

“Emergency Management & Recovery”

A good emergency management plan protects your livelihood by preparing you for unexpected disruptions to your business. The business emergency management & recovery plan template walks you through the process of creating a solid, well-structured plan tailored to your business.

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**[Your Logo Here]**

**[Business Name]**

Business Continuity

“Emergency Management & Recovery Plan”

**Prepared: [Date]**

**Revision History**

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| --- | --- | --- | --- |
| **Version Number** | **Changes Made** | **Person Responsible** | **Data Updated** |
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**Communication Strategy**

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| --- | --- | --- | --- |
| **Manager/Staff** | **Type of Communication** | **Person Responsible** | **Frequency** |
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**The Continuity Plan**

* **Risk Management Assessment** - List the potential risks to your business (in order of likelihood) and any mitigation/contingency strategies
	+ Impact – High, Medium or Low
	+ Likelihood – Highly Likely, Likely or Highly Likely
	+ Mitigation Strategy – What actions will you take to minimize the potential risk to your business?
	+ Contingency Plan – What is your contingency plan in the event that this risk happens?

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| **Business Risk** | **Impact** | **Likelihood** | **Mitigation Strategy** | **Contingency Plan** |
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**The Continuity Plan**

* **Critical Business Area Analysis** - Identify the critical areas of your business and any protection strategies
	+ Rank – Highest to Lowest
	+ Critical Business Areas – Describe what you cannot do without – e.g. people, suppliers, documents, systems, equipment
	+ Impact if Failed – Describe the potential impact on your business if this critical area fails
	+ Current Protection Strategies – What strategies do you have that minimize the impact to your business – e.g. training employees in multiple areas of the business will reduce key person risk

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| **Rank** | **Critical Business Areas** | **Impact if Failed** | **Current Protection Strategies** |
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**Scenario Planning**

* Once you have completed your critical business areas table and ranked them, you should complete a more detailed scenario based on each of your top two critical business areas

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| **Scenario #1:** |
| **Question** | **Details** |
| **Critical Failure**(Provide a short description of a critical area that could be interrupted.) |     |
| **Background**(Provide any relevant background information that is essential to restoring the critical area.) |     |
| **Impact to Business**(Provide an estimate of the impact to your business. This can be in terms of percentage of sales or a dollar figure.) |     |
| **Immediate Actions**(List what needs to be completed immediately to ensure loss is kept to a minimum.) |    |
| **Secondary Actions**(Once immediate actions have been completed, what secondary actions can be completed until your business has recovered completely?) |     |
| **Responsibilities**(List the people who are responsible and for what during this critical business scenario.) |  |
| **Resources Needed**(What resources will you need to ensure you recover well in this sort of scenario? i.e. cash flow, staff, service provider, temporary product provider, etc.) |  |

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| **Scenario #2:** |
| **Question** | **Details** |
| **Critical Failure**(Provide a short description of a critical area that could be interrupted) |     |
| **Background**(Provide any relevant background information that is essential to restoring the critical area.) |     |
| **Impact to Business**(Provide an estimate of the impact to your business. This can be in terms of percentage of sales or a dollar figure.) |     |
| **Immediate Actions**(List what needs to be completed immediately to ensure loss is kept to a minimum.) |    |
| **Secondary Actions**(Once immediate actions have been completed, what secondary actions can be completed until your business has recovered completely?) |     |
| **Responsibilities**(List the people who are responsible and for what during this critical business scenario.) |  |
| **Resources Needed**(What resources will you need to ensure you recover well in this sort of scenario? i.e. cash flow, staff, service provider, temporary product provider, etc.) |  |

**Insurance**

* What insurance policies do you currently hold to cover your business risks?

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| --- | --- | --- | --- | --- | --- |
| **Insurance Type** | **Policy Coverage** | **Policy Exclusions** | **Contact Information** | **Last Review Date of Policies** | **Payment Due** |
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**Property & Infrastructure**

* What have you done to make your property and infrastructure less vulnerable to damage?
* Is your property secured with alarms, security personnel or video surveillance?
* Do you have fire retardant or flood resistant building materials?

**Business as Usual Planning**

* **Temporary Office Location** - identify temporary office accommodation you can quickly access in an emergency situation. We recommend you attach a map of your accommodation to the back of your plan

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| **Rank** | **Type****(Private Residence, Hotel, Business Location or Virtual Office Service)** | **Address** | **Equipment****(List all the equipment currently available at the site.)** | **Resources Needed****(List all the resources you will need in order to use this site.)** |
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**Key Personnel Training**

* **Cross Training** – identify current staff and any cross training required in case of an emergency

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| --- | --- | --- | --- |
| **Job Title** | **Name** | **Skills /Strengths** | **Cross Training Requirements** |
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**Data Security & Backup Strategy**

* How have you protected your data and your network/cloud (e.g. virus protections, secure networks & firewalls, secure passwords and data backup procedures)?

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| **Data for Backup****(All Essential Data)** | **Type of Data****(e.g. email, payroll, website)** | **Frequency of Backup****(e.g. daily, weekly, monthly)** | **Person(s) Responsible** | **Backup Procedure Steps****(Steps required to perform backup and test backup)** |
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**The Emergency Action Plan**

**Emergency Contacts**

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| --- | --- | --- | --- |
| **Organization Name** | **Contact** | **Phone Number** | **Person(s) Responsible** |
| Police |  |  |  |
| Fire Department |  |  |  |
| Ambulance |  |  |  |
| Provincial/State Emergency Services |  |  |  |
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**Emergency/Evacuation Procedures**

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| --- | --- | --- | --- |
| **Procedures** | **Brief Outline of Procedures** | **Evacuation Point/Address** | **Supporting Documentation** |
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**Evacuation Drill Schedule**

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| --- | --- | --- | --- |
| **Evacuation Procedure Type** | **Drill Frequency** | **Position/Person Responsible** | **Next Drill Dates** |
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**The Emergency Action Plan**

**Emergency Kit**

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| **Contents** | **Checked/Reviewed Date** | **Person Responsible** |
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**Emergency Team Roles & Responsibilities**

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| --- | --- | --- | --- | --- |
| **Role** | **Details of Responsibilities** | **Person Responsible** | **Email** | **Phone/Cell Number** |
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**The Recovery Plan**

**Assessment & Action Plan**

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| --- | --- | --- | --- | --- | --- | --- |
| **Damage** | **Severity****(High, Medium & Low)** | **Action****(Repair, Replace or Rebuild)** | **Recovery Steps** | **Resources Needed** | **Date of Action** | **Person Responsible** |
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**The Recovery Plan**

**Recovery Contacts**

|  |  |  |  |
| --- | --- | --- | --- |
| **Type** | **Organization Name** | **Contact** | **Phone Number/Email** |
| Insurance |  |  |  |
| Telephone/Internet Provider |  |  |  |
| Bank |  |  |  |
| Supplier |  |  |  |
| Accountant |  |  |  |
| Lawyer |  |  |  |
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**Customer Communication**

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| --- | --- | --- | --- |
| **Type of Clients****(VIP Clients, Regular Clients, Online Clients, etc.)** | **Strategy****(Phone, Email, Letter, Social Media, etc.)** | **Date of Action****(Date of Completion)** | **Person Responsible** |
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