

# *Business Continuity Plan Template*



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# Introduction

The purpose of developing a Business Continuity Plan is to ensure the continuation of your business during and following any critical incident that results in disruption to your normal operational capability.

This guide will assist you to undertake a Risk Management Plan and Business Impact Analysis, and create Incident Response and Recovery Plans for your business.

## Developing a Business Continuity Plan

This template incorporates the Prevention, Preparedness, Response and Recovery (PPRR) framework. Each of the four key elements is represented by a part in the Business Continuity Planning Process.



- Prevention - Risk Management planning
  - Incorporates the Prevention element that identifies and manages the likelihood and/or effects of risk associated with an incident.
- Preparedness - Business Impact Analysis
  - Incorporates the Preparedness element that identifies and prioritises the key activities of a business that may be adversely affected by any disruptions.
- Response – Incident Response planning

- Incorporates the Response element and outlines immediate actions taken to respond to an incident in terms of containment, control and minimising impacts.
- Recovery - Recovery planning
  - Incorporates the Recovery element that outlines actions taken to recover from an incident in order to minimise disruption and recovery times.

We have also included a section titled Rehearse, Maintain and Review which encourages you to test, regularly review and update your Business Continuity Plan to ensure that your staff are familiar with it, and that it reflects your changing business needs.

Visit the Department's Building Business Resilience web pages found on [www.business.qld.gov.au](http://www.business.qld.gov.au) for further information on Prevention, Preparedness, Response and Recovery (PPRR) to help you complete your Business Continuity Plan.

Business operators should use the following template as a guide to developing a Business Continuity Plan. Customise it to suit your business needs. Make sure you delete the *blue sample text* after completing the template. Remember to save your document.

**Insert Your  
Business Name**

**Business Continuity Plan**



Date: \_\_\_\_\_

## Distribution List

*To assist in updating and revising the plan, an up-to-date list of all plan locations and persons supplied with a copy of the plan should be included.*

Copy Number	Name	Location
001		
002		
003		
004		
005		
006		

## References and related documents

*Include all documents that have a bearing on your Business Continuity Plan.*

Document Title

## Table of Contents

*A table of contents should be included at the beginning of the plan.*

## Executive Summary (optional)

*An executive summary is the plan in miniature (usually one page or shorter). It should contain enough information for a reader to get acquainted with the plan without reading the full document.*

*Depending on the size of your business and the length of your document, you may choose not to include an executive summary.*

## Objectives

*Objectives serve as a means of clarifying the purpose of your plan and should describe the intended result. An example of plan objectives are listed below:*

*The objectives of this plan are to:*

- undertake risk management assessment*
- define and prioritise your critical business functions*
- detail your immediate response to a critical incident*
- detail strategies and actions to be taken to enable you to stay in business*
- review and update this plan on a regular basis.*

## Glossary

*This table provides a consistent and commonly agreed set of definitions for terms used in the plan. You should customise this list to suit your business.*

Business Continuity Planning	<ul style="list-style-type: none"><li>• a process that helps develop a plan document to manage the risks to a business, ensuring that it can operate to the extent required in the event of a crisis/disaster.</li></ul>
Business Continuity Plan	<ul style="list-style-type: none"><li>• a document containing all of the information required to ensure that your business is able to resume critical business activities should a crisis/disaster occur.</li></ul>
Business Impact Analysis	<ul style="list-style-type: none"><li>• the process of gathering information to determine basic recovery requirements for your key business activities in the event of a crisis/disaster.</li></ul>
Key business activities	<ul style="list-style-type: none"><li>• those activities essential to deliver outputs and achievement of business objectives.</li></ul>
Recovery Time	<ul style="list-style-type: none"><li>• the time from which you declare a crisis/disaster to the time</li></ul>



Prepared by:.....Date: .....

Reviewed by: ..... Date: .....

Key:

**VH = Very High**

**H = High**

**M = Medium**

**L = Low**

Risk Description:	Likelihood	Impact	Priority	Preventative Action	Contingency Plans
<i>Interruption to production processes</i> <i>-breakdown of key plant and equipment</i> <i>-damage to plant and equipment (e.g. fire)</i>	L	VH	H	<ul style="list-style-type: none"> <li>• <i>ensure adequate insurance cover in place including business interruption and general property</i></li> <li>• <i>set up agreement with suitable supplier for 24 hour repairs and replacement for key plant and equipment</i></li> <li>• <i>source alternative production site (if location and equipment have been damaged)</i></li> </ul>	<ul style="list-style-type: none"> <li>• <i>immediate access to personal resources whilst waiting for insurance payments.</i></li> </ul>
				•	
				•	
				•	

## **Business Impact Analysis**

*As part of the Business Continuity Plan business owners should undertake a Business Impact Analysis which will use the information in your Risk Management Plan to assess the identified risks and impacts in relation to critical activities of your business and determine basic recovery requirements.*

*Critical activities may be defined as primary business functions that must continue in order to support your business.*

*You need to identify:*

- *your critical business activities*
- *what the impact to your business would be in the event of a disruption*
- *how long could your business survive without performing this activity.*

*As part of your Business Impact Analysis you should assign Recovery Time Objectives (RTO) to each function. The RTO is the time from which you declare a crisis/disaster to the time that the critical business function must be fully operational in order to avoid serious financial loss.*

*The following questions may assist you to determine your critical activities.*

1. In the following table, list the business activities that must be performed to ensure your business continues to operate effectively. If you have a number of business units/departments, complete one table for each.

1	<i>Production services</i>
2	
3	
4	

2. For each business activity listed above, complete the following:

Business Activity Name: *Production Services*

Business Activity Description: *Production of customised widgets for individual customer orders.*

- a) What are the losses if this business activity could not be provided?

Loss of Revenue: *\$7,500 per week*

Increased Costs: *\$N/A*

Staffing: *Production staff numbers will need to be reduced.*

Product/service: *Number of widgets available for sale will be reduced until production resumes.*

Fines or penalties due to missed deadlines: *N/A*

Legal liability, personal damage, public harm: *N/A*

Loss of good will, public image: *Will occur if unable to meet current client orders.*

Comments:

*Current stocks will meet demands for up to 2 weeks.*

- b) For what maximum amount of time could this business activity be unavailable (either 100% or partial) before the losses would occur?

\_\_\_\_\_ hrs

\_\_\_\_\_ days

*2* weeks

\_\_\_\_\_ months

Comments:

*If stock is not produced for more than 2 weeks the business will lose sales and customers will source alternative widget manufacturer.*

c) Does this activity depend on any outside services or products for its successful completion?

• NO  YES – If yes, check one of the following:

Sole Supplier • Major Supplier • Many Alternate Suppliers

Comments:

*If production is lost, standing order with the supplier will need to be adjusted to prevent build-up of excess widget material.*

d) On a scale of 1 to 5 (1 being the Most Important, 5 being the Least Important), where would this business activity fall in terms of being important to the operation of your department or business?

- 1 • - 2 • - 3 • - 4 • - 5

Comments:

*Widgets production is the primary activity of the business.*

Completed By: \_\_\_\_\_ Date: \_\_\_\_\_

## Business Impact Analysis

Critical Business Activity	Description	Priority	Impact of Loss <i>(describe losses in terms of financial, staffing, loss of reputation etc)</i>	RTO <i>(critical period before business losses occur)</i>
<i>Production services</i>	<i>Production of customised widgets for individual customer orders.</i>	<i>High</i>	<ul style="list-style-type: none"> <li>• <i>reduced \$7,500 revenue per week</i></li> <li>• <i>build up of stock and inventory related to slow down in orders for design and production services</i></li> <li>• <i>customers will source alternate suppliers</i></li> <li>• <i>unable to meet business overheads eg rent, staff wages</i></li> <li>• <i>potential job losses (after 2 weeks).</i></li> </ul>	<i>2 weeks</i>



## Incident Response Plan

*This is to prepare you for a timely response to critical incidents and reduce the impact of those incidents on your business operations as identified in your risk assessment. It also prepares key personnel to provide and coordinate an effective response to ensure minimal disruption to business operations in the event of emergency.*

*The following provides an example of the type of information, including checklists, you might include when planning your response to a critical incident. These together would form your Incident Response Plan.*

### Immediate Response Checklist

INCIDENT RESPONSE	✓	ACTIONS TAKEN
Have you:	<input type="checkbox"/>	
• assessed the severity of the incident?	<input type="checkbox"/>	
• evacuated the site if necessary?	<input type="checkbox"/>	
• accounted for everyone?	<input type="checkbox"/>	
• identified any injuries to persons?	<input type="checkbox"/>	
• contacted Emergency Services?	<input type="checkbox"/>	
• implemented your Incident Response Plan?	<input type="checkbox"/>	
• started an Event Log?	<input type="checkbox"/>	
• activated staff members and resources?	<input type="checkbox"/>	
• appointed a spokesperson?	<input type="checkbox"/>	
• gained more information as a priority?	<input type="checkbox"/>	
• briefed team members on incident?	<input type="checkbox"/>	
• allocated specific roles and responsibilities?	<input type="checkbox"/>	
• identified any damage?	<input type="checkbox"/>	
• identified critical business activities that have been disrupted?	<input type="checkbox"/>	
• kept staff informed?	<input type="checkbox"/>	
• contacted key stakeholders?	<input type="checkbox"/>	
• understood and complied with any regulatory/compliance requirements?	<input type="checkbox"/>	
• initiated media/public relations response?	<input type="checkbox"/>	

## Evacuation Procedures

*You need to have appropriate evacuation procedures that cater for both staff and visitors. These procedures should be stored in a place accessible to all staff.*

*The objective of an evacuation plan is to provide a set of procedures to be used by site occupants in the event of a critical incident. You should:*

- *start with a floor plan of the site*
- *clearly identify the location of emergency exits*
- *develop strategies for providing assistance to persons with disabilities*
- *make sure that everyone knows what to do if evacuation is necessary*
- *select and indicate a meeting place away from the site*
- *test the plan on a regular basis.*

## GO Pack

*If there is damage to the building or if it must be evacuated and operations need to be moved to an alternative location, the “GO Pack” emergency kit can be picked-up and quickly and easily carried off-site or alternatively stored safely and securely off-site. Document within your plan what is contained within your “GO Pack” and when it was last checked.*

*Items that you may wish to include are:*

### **Documents:**

- Business Continuity Plan – your plan to recover your business or organisation in the event of a critical incident.
- List of employees with contact details – include home and mobile numbers, and even e-mail addresses. You may also wish to include next-of-kin contact details.
- Lists of customer and supplier details.
- Contact details for emergency services.
- Contact details for utility companies.
- Building site plan (this could help in a salvage effort), including location of gas, electricity and water shut off points.
- Evacuation plan.
- Latest stock and equipment inventory.
- Insurance company details.
- Financial and banking information.

- Engineering plans and drawings.
- Product lists and specifications.
- Formulas and trade secrets.
- Local authority contact details.
- Headed stationery and company seals and documents.

**Equipment:**

- Computer back-up tapes/disks/USB memory sticks or flash drives.
- Spare keys/security codes.
- Torch and spare batteries.
- Hazard and cordon tape.
- Message pads and flip chart.
- Marker pens (for temporary signs).
- General stationery (pens, paper, etc).
- Mobile telephone with credit available, plus charger.
- Dust and toxic fume masks.
- Disposable camera (useful for recording evidence in an insurance claim).

*Notes:*

- *Make sure this pack is stored safely and securely **on-site** or **off-site** (in another location).*
- *Ensure items in the pack are checked regularly, are kept up-to-date, and are working.*
- *Remember that cash/credit cards may be needed for emergency expenditure.*

*This list is not exhaustive, and you should customise it to suit your business.*

## Roles and Responsibilities

*This table allows you to assign responsibility for completion of each task to one of your designated roles. You will then assign each role, or multiple roles, to one or more staff members and assign back-up staff as appropriate.*

*The staff members involved should then be given this table in order to understand their roles and as a task assignment list for completion of pre-emergency planning and emergency tasks. You should customise this table to suit your business's needs and structure.*

<b>Role</b>	<b>Designated Employee(s)</b>	<b>Alternate</b>
<i>Team Leader</i>	Name: <i>Bill Smith</i> Contact Information: <i>0400 000 000</i>	Name: <i>John Jones</i> Contact Information: <i>0400 001 001</i>
<p><i>Emergency Responsibilities:</i></p> <ul style="list-style-type: none"> <li>• <i>ensure the Business Continuity Plan has been activated</i></li> <li>• <i>oversee smooth implementation of the response and recovery section of the plan</i></li> <li>• <i>determine the need for and activate the use of an alternate operation site and other continuity tasks</i></li> <li>• <i>communicate with key stakeholders as needed</i></li> <li>• <i>provide important information to the Communication Officer for distribution</i></li> <li>• <i>keep key staff apprised of any changes to situation.</i></li> </ul>		

<b>Role</b>	<b>Designated Employee(s)</b>	<b>Alternate</b>
Title	Name: Contact Information:	Name: Contact Information:

<b>Role</b>	<b>Designated Employee(s)</b>	<b>Alternate</b>
Title	Name: Contact Information:	Name: Contact Information:

## Key Contact Sheet

### **Contact List – Internal**

*Use this table to document your staff emergency contact details. Each business will have different positions identified in its contact list.*

<b>Person</b>	<b>Contact number/s</b>	<b>Email</b>	<b>Responsibilities</b>
- <i>Bill Smith</i>	<i>0400 000 000</i>	<i>Bill.Smith@widgets.net.au</i>	<i>BC Team Leader</i>
- <i>John Jones</i>	<i>0400 001 001</i>	<i>John.Jones@widgets.net.au</i>	<i>Alternate BC Team Leader</i>

### **Contact List – External**

*Use this table to document external services (including Emergency Services) contact details. Each business will have different external suppliers and stakeholders.*

<b>Key contacts</b>	<b>Contact number/s</b>
Police	
Emergency Services	
Ambulance	
Medical	
Security	
Insurance company	
Suppliers	
Water and Sewerage	
Gas	
Electricity	
Telephone	



## Recovery

*Recovery is the return to your pre-emergency condition. Performing your critical activities as soon as possible after a critical incident is your primary focus.*

*You should complete this table with the intention of supporting recovery in 'worst case' scenarios. It can then be modified according to the degree of loss to your business. The recovery process includes:*

- developing strategies to recover your business activities in the quickest possible time*
- identifying resources required to recover your operations*
- documenting your previously identified RTO's*
- listing the person/s who have responsibility for each task and the expected completion date.*

*An example is provided for you in the table following.*

## Recovery Plan

Critical Business Activities	Preventative/Recovery Actions	Resource Requirements/ Outcomes	Recovery Time Objective	Responsibility	Completed
<i>Production Services - halted</i>	<ul style="list-style-type: none"> <li>• <i>re-assess financial position of business including cash flows due to loss of revenue to meet minimal overheads</i></li> <li>• <i>minimise overheads – review expenses and develop plan of action to reduce fixed and variable overheads include reduction of casual and permanent staff hours</i></li> <li>• <i>negotiate with suppliers to prevent build-up of materials and reduce costs</i></li> <li>• <i>source alternative production site</i></li> <li>• <i>diversify product range and services offered e.g. repairs and restoration.</i></li> </ul>	<ul style="list-style-type: none"> <li>• <i>put aside cash reserves to cover costs</i></li> <li>• <i>reduce costs where able</i></li> <li>• <i>research new products and services</i></li> <li>• <i>identify alternative production site.</i></li> </ul>	<i>2 weeks</i>	<i>Business owner/ operator</i>	<i>0/0/0</i>



## Incident Recovery Checklist

*You will need to customise this list to include information specific to your business.*

INCIDENT RESPONSE	✓	ACTIONS
Now that the crisis is over have you: <ul style="list-style-type: none"> <li>• refocused efforts towards recovery?</li> </ul>	<input type="checkbox"/>	
<ul style="list-style-type: none"> <li>• deactivated staff members and resources as necessary?</li> </ul>	<input type="checkbox"/>	
<ul style="list-style-type: none"> <li>• continued to gather information about the situation as if effects you?</li> </ul>	<input type="checkbox"/>	
<ul style="list-style-type: none"> <li>• assessed your current financial position?</li> </ul>	<input type="checkbox"/>	
<ul style="list-style-type: none"> <li>• reviewed cash requirements to restore operations?</li> </ul>	<input type="checkbox"/>	
<ul style="list-style-type: none"> <li>• contacted your insurance broker/company?</li> </ul>	<input type="checkbox"/>	
<ul style="list-style-type: none"> <li>• developed financial goals and timeframes for recovery?</li> </ul>	<input type="checkbox"/>	
<ul style="list-style-type: none"> <li>• kept staff informed?</li> </ul>	<input type="checkbox"/>	
<ul style="list-style-type: none"> <li>• kept key stakeholders informed?</li> </ul>	<input type="checkbox"/>	
<ul style="list-style-type: none"> <li>• identified information requirements and sourced the information?</li> </ul>	<input type="checkbox"/>	
<ul style="list-style-type: none"> <li>• set priorities and recovery options?</li> </ul>	<input type="checkbox"/>	
<ul style="list-style-type: none"> <li>• updated the Recovery Plan?</li> </ul>	<input type="checkbox"/>	
<ul style="list-style-type: none"> <li>• captured lessons learnt from your individual, team and business recovery?</li> </ul>	<input type="checkbox"/>	

## Rehearse, Maintain and Review

*It is critical that you rehearse your plan to ensure that it remains relevant and useful. This may be done as part of a training exercise and is a key factor in the successful implementation of the plan during an emergency.*

*You must also ensure that you regularly review and update your plan to maintain accuracy and reflect any changes inside or outside the business.*

*The following points may help:*

- A training schedule must be prepared for all people who may be involved in an emergency at the site.*
- Pay attention to staff changes.*
- It is best to use staff titles rather than names.*
- If you change your organisational structure or suppliers/contractors this must be amended in your plan.*
- After an event it is important to review the performance of the plan, highlighting what was handled well and what could be improved upon next time.*

*Record details of your plan reviews in the table below:*

<b>Review Date</b>	<b>Reason for Review</b>	<b>Changes Made</b>