

BUSINESS CONTINUITY PLAN TEMPLATE

<i>Name of Business</i>	
Prepared by:	<i>Insert</i>
Date:	June 2011

INCIDENT RESPONSE

Document Details	
Version number	
Authorisation date	
Authorised by	
Expiry date	
To be revised on	

CRISIS RESPONSE

1

Assess the Situation

- ✓ KNOW THE TRIGGERS FOR A CRISIS RESPONSE
- ✓ MONITOR THE SITUATION AND COMMUNICATE

2

Emergency Response

- ✓ PROVIDE FIRST AID OR GET SOMEONE WHO CAN
- ✓ SHUT DOWN, EVACUATE AND TAKE THE GO-PACK
- ✓ CALL 000

3

Communicate

- COMMUNICATE & ENSURE YOU ARE IN CONTROL
- CALL *(INSERT NAME AND NUMBER)* OR
- CALL *(ALTERNATIVE NAME AND NUMBER)*

4

Evaluate

- ✓ COMPLETE THE EMERGENCY CHECKLIST
- ✓ MONITOR THE SITUATION AND COMMUNICATE

5

Re-Assess

- ✓ PROVIDE REGULAR FEEDBACK
- ✓ GAIN FEEDBACK FROM YOUR CONTACT TREE AND EXTERNAL AGENCIES

CRISIS RESPONSE CHECKLIST

Incident Response Checklist	✓ or ✗	Actions taken
Have you: <ul style="list-style-type: none"> Assessed the severity of the incident? 		
<ul style="list-style-type: none"> Evacuated the site if necessary? 		
<ul style="list-style-type: none"> Accounted for everyone? 		
<ul style="list-style-type: none"> Identified any injuries to persons? 		
<ul style="list-style-type: none"> Contacted Emergency Services? 		
<ul style="list-style-type: none"> Implemented your Incident Response Plan? 		
<ul style="list-style-type: none"> Started an Event Log? 		
<ul style="list-style-type: none"> Activated staff members and resources? 		
<ul style="list-style-type: none"> Appointed a spokesperson? 		
<ul style="list-style-type: none"> Gained more information as a priority? 		
<ul style="list-style-type: none"> Briefed team members on incident? 		
<ul style="list-style-type: none"> Allocated specific roles and responsibilities? 		
<ul style="list-style-type: none"> Identified any damage? 		
<ul style="list-style-type: none"> Identified critical business activities that have been disrupted? 		
<ul style="list-style-type: none"> Kept staff informed? 		
<ul style="list-style-type: none"> Contacted key stakeholders? 		
<ul style="list-style-type: none"> Understood and complied with any regulatory/compliance requirements? 		
<ul style="list-style-type: none"> Initiated media/public relations response? 		
<ul style="list-style-type: none"> 		
<ul style="list-style-type: none"> 		

1.0 Purpose

The purpose of this Incident Response Plan is to enable *(insert business)* to be able to respond and recover quickly from a crisis. Preparation of this plan will help to minimise the harm caused to the business from a crisis so we can continue to employ staff and welcome visitors.

2.0 Evacuation Plan

Insert a copy of your evacuation plan here

3.0 Triggers and Implications

Event	Trigger	Implication
Incident	<i>Not part of a standard operating business e.g. Loss of power</i>	
Emergency	<i>Poses an immediate threat to human life or serious damage to property or environment e.g. Hail storm</i>	
Crisis	<i>Significant business disruption and/or potential to impact the overall reputation, viability or profitability of the organisation e.g. Cyclone (category 1-2)</i>	
Disaster	<i>Sudden, unplanned calamitous event causing great damage or loss e.g. Cyclone Category 3+, flood, bush fire, storm surge</i>	

4.0 Contact Hierarchy

Draw your contact hierarchy here



5.0 Go-Pack Contents List

	Item	Last Updated
1.	<i>Evacuation Plan</i>	<i>January 2009</i>
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		
11.		
12.		
13.		
14.		
15.		

Contact List – External

	Key contacts	Contact number	Contact name
Emergency	Emergency Services (Police/Fire/Ambulance)	000	
	SES (Southport office)	(07) 5591 1177	
	State Emergency Services – flood and storm hotline	132 500	
	Emergency Management Qld	(07) 3884 8085	
	Hospital	(07) 5519 8211	
Regional Offices (non-emergency)	Police		
	Ambulance		
	Fire		
Government	Council Administration	1300 694 222 or 1800 637 000 (after hours)	
	Queensland Government (DEEDI)	13 25 23	
Information and Reporting	Bureau of Meteorology		
	Crime Stoppers	1800 333 000	
	Latest Fire Threat Information	1300 369 003	
	Fire Bans & Permits	1800 020 440	
	National Security Hotline	1800 123 400	
	Poisons Information Centre	131 126	
Business Contacts	Insurance company		
	Lawyer / solicitor		
	Phone Company		
	Suppliers		
Utilities	Water and Sewerage		
	Gas		
	Electricity		
Employment	Fair Work Australia	1300 799 675	
	Wageline	1300 369 945	
Other	Lifeline	131 114	
	Tourism Queensland	07 3535 5356 0424 151 683	Shelley Winkel
	QTIC	07 3236 1445	Daniel Gschwind

7.0 Roles and Responsibilities

Role	Designated Employee(s)	Alternate
	Name: Contact Information:	Name: Contact Information:
Emergency Responsibilities:		

Role	Designated Employee(s)	Alternate
	Name: Contact Information:	Name: Contact Information:

Role	Designated Employee(s)	Alternate
	Name: Contact Information:	Name: Contact Information:

Here are some **emergency contact cards** for you to distribute to your staff. Simply fill in the phone numbers, allocate responsibilities and then hand them out. These should be laminated, or placed in a plastic pocket, and kept on staff at all times.

Emergency Contacts

Emergency.....000
 24 Hour Medical Centre.....
 SES (Storm & Flood).....132 500
 Crime Stoppers.....1800 333 000
 Insurance.....
 Lawyer / Solicitor.....
 Owner.....
 Manager.....
 Media Spokesperson.....

REMEMBER!

<ol style="list-style-type: none"> 1. ASSESS 2. RESPOND 3. COMMUNICATE 4. EVALUATE 5. RE-ASSESS 	My responsibilities:
--	----------------------

Emergency Contacts

Emergency.....000
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--	----------------------

8.0 Media Communication

Staff Briefing Notice: Dealing with the Media in the Event of a Crisis

In the event of a crisis, managing the media attention can be tricky. As an employee, please remember these three things:

- Our media spokesperson is _____. In the event of a crisis, contact them on _____
- Do not respond to the media with 'no comment'. Kindly refer all media enquiries to the spokesperson
- Do not lie to the media – they will find out!

Message Map

Media spokesperson: (insert name)

Contact phone number: (insert phone number)

Scenario: *Leak at impoundment*

Stakeholder: *Members of the local community*

Concern: *Safety of drinking water*

KEY MESSAGE 1	KEY MESSAGE 2	KEY MESSAGE 3
<i>Safe drinking water being provided to the community.</i>	<i>We apologize for any concern on inconvenience caused by the situation</i>	<i>Working to control a possible leak.</i>
↓	↓	↓
Support Point 1.1	Support Point 2.1	Support Point 3.1
<i>Arranged for potable water supplies.</i>	<i>We immediately notified authorities.</i>	<i>Using information from monitoring wells.</i>
Support Point 1.2	Support Point 2.2	Support Point 3.2
<i>Worked with the local water authorities to provide drinking water</i>	<i>We'll continue to provide information</i>	<i>Working with local authorities.</i>
Support Point 1.3	Support Point 2.3	Support Point 3.3
<i>Will continue to provide drinking water until extent of leak determined</i>	<i>Additional information available from the town</i>	<i>We immediately examined the surrounding area.</i>

8.1 Press Release Template

FOR IMMEDIATE RELEASE

Contact Name: _____

Contact Phone Number: _____

Contact Email Address: _____

Headline

One sentence, 7-10 words, that describes the major point of the release:

City _____, (Date)

Message of Empathy/Caring (if appropriate):

Main Paragraph

Quickly answers the Who, What, Where, When and Why of the story:

Who is affected:

What is going on:

Where is this taking place:

When did this occur:

Why is this important:

Quote (key points can be made within quotes)

From a pre-determined spokesperson. Quote should say what actions [insert company] is taking, telling people what actions they should be taking, or voicing compassion and concern.

Name of Spokesperson:

Spokesperson's title:

Quote:

Key Message 1:

Supporting Point 1.1:

Supporting Point 1.2:

Supporting Point 1.3: _____

Key Message 2:

Supporting Point 2.1:

Supporting Point 2.2:

Supporting Point 2.3:

Key Message 3:

Supporting Point 3.1:

Supporting Point 3.2:

Supporting Point 3.3: _____

More Information

For more information, contact: ***[Insert name and contact number]***

[Insert Business Name]

[Insert Phone Number]

[Insert Website]

8.2 Frequently Asked Media Questions

1. What has happened?

2. When did this happen?

3. Were you at all prepared to deal with this incident? If yes, how?

4. How many people were on the property at the time of the incident?

5. How many casualties/injuries were there? What are their names?

6. How many escaped and where are they?

7. Is anyone trapped? If yes, how many, how will you rescue them, how long do you expect this will take and who is in charge of the rescue effort?

8. Has the business been shut down? For how long?

9. Who is scoping the damage to your property?

10. What state and local authorities have been notified and when?

11. Has anything like this happened to your business before?

12. What is happening to other staff while the business is shut down?

13. What have your staff been trained to do in a situation like this?

14. How much is the rescue effort costing? Who is paying for it?

In the event of death and injuries, there are numerous other questions the media will ask. These include:

1. Where were the injured/dead taken?

2. Who discovered them and when?

3. What is being done to rescue remaining dead and injured?

4. Who is assisting the families/ what have the families been told?

5. When was the last fatality/serious injury in the business?

10.0 Communication

1. Who is your communicator?

2. What is the crisis?

3. What is the level of situation? (Incident? Emergency? Crisis? Disaster?)

4. When did it happen?

5. Who is the 'go to' person?

Checklist:

- ✓ Staff informed
- ✓ Stakeholders informed
- ✓ Press release prepared
- ✓ Message map/speaking notes prepared
- ✓ Management meeting carried out
- ✓ Communication plan executed (including web)

RECOVERY

Document Details	
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1.0 Recovery Plan (*Business Issues*)

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

1.1 Recovery Plan (*Regional Issues*)

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

2.0 Incident Recovery Checklist

Incident Response	✓	Actions
Now that the crisis is over have you:	<input type="checkbox"/>	
• Refocused efforts towards recovery?	<input type="checkbox"/>	
• Deactivated staff members and resources as necessary?	<input type="checkbox"/>	
• Continued to gather information about the situation as if affects you?	<input type="checkbox"/>	
• Assessed your current financial position?	<input type="checkbox"/>	
• Reviewed cash requirements to restore operations?	<input type="checkbox"/>	
• Taken photos of and documented all damage?	<input type="checkbox"/>	
• Contacted your insurance broker/company?	<input type="checkbox"/>	
• Identified any government assistance you are entitled to?	<input type="checkbox"/>	
• Developed financial goals and timeframes for recovery?	<input type="checkbox"/>	
• Kept staff informed?	<input type="checkbox"/>	
• Kept key stakeholders informed?	<input type="checkbox"/>	
• Identified information requirements and sourced the information?	<input type="checkbox"/>	
• Set priorities, timelines and recovery options?	<input type="checkbox"/>	
• Updated the Recovery Plan?	<input type="checkbox"/>	
• Ensured key customers and media are witness to the recovery process?	<input type="checkbox"/>	
• Cooperated with government and emergency services?	<input type="checkbox"/>	
• Considered opportunity to reimage business?	<input type="checkbox"/>	
• Considered marketing and promotional plans?	<input type="checkbox"/>	
• Involved local community in a recovery alliance?	<input type="checkbox"/>	
• Targeted travel intermediaries in main markets?	<input type="checkbox"/>	

Date Updated: _____

Signature: _____

<ul style="list-style-type: none"> Used this opportunity to start relationships in new markets? 		
<ul style="list-style-type: none"> Organised seminars and training on recovery activities for all staff? 		
<ul style="list-style-type: none"> Prepared a new media and community relations plan? 	<input type="checkbox"/>	
<ul style="list-style-type: none"> Used recovery period for intensive skill training of staff? 	<input type="checkbox"/>	
<ul style="list-style-type: none"> Recognised and thanked those that have helped, both internally and externally? 	<input type="checkbox"/>	
<ul style="list-style-type: none"> Captured lessons learnt from your individual, team and business recovery? 	<input type="checkbox"/>	
<ul style="list-style-type: none"> Documented the response and recovery processes? 	<input type="checkbox"/>	

Date Updated: _____

Signature: _____

3.0 Rehearsal, Maintenance & Review Table

Review Date	Reason for Review	Changes Made

Date Updated: _____

Signature: _____

Date Updated: _____

Signature: _____