Business Continuity plan template

*(Shorten version)*

Business continuity planning involves developing a practical plan for how your business can prepare for and continue to operate during and after an incident or crisis.

A business continuity plan will help you to:

* identify and prevent risks where possible
* prepare for risks that you can't control
* respond and recover if an incident or crisis occurs;

and involves:

* identifying core people and skills
* considering the effects of supply shortages on your business unit
* planning for staff absences
* understanding the financial implications
* communicating your plan
* testing your plan and understanding when to use it.

Advice

If you need further information, assistance or referral about a business issue, please contact one of our City of Adelaide business advisors:

|  |  |
| --- | --- |
| **Brian Jackway** (08) 8203 7365 [b.jackway@cityofadelaide.com.au](mailto:b.jackway@cityofadelaide.com.au) | **Sergio Mattiazzo** (08) 8203 7816                                               [s.mattiazzo@cityofadelaide.com.au](mailto:s.mattiazzo@cityofadelaide.com.au) |

Resources

|  |  |
| --- | --- |
| **Australian Government** [**business.gov.au**](http://business.gov.au)Business Resources for Planning, Risk, Finance, and other related topics. | **Consumer and Business Services** [**cbs.sa.gov.au**](http://cbs.sa.gov.au/)Phone: 131 882 General business support. |
| **Heads Up** [**headsup.org.au**](https://www.headsup.org.au/home)Mental Health for Business | **Small Business Commissioner South Australia** [**sasbc.sa.gov.au**](https://www.sasbc.sa.gov.au/)Phone: 1800 072 722 or (08) 8303 2026 Information and Dispute Resolution |
| [**StaySmart Online**](https://www.staysmartonline.gov.au/)  **[staysmartonline.gov.au](http://www.staysmartonline.gov.au/)**  Easy to understand advice on how to protect yourself online |  |

Contents

[Business Details 1](#_Toc4655871)

[Business Risks 4](#_Toc4655872)

[Business Impact Analysis 5](#_Toc4655873)

[Data security and backup strategy 6](#_Toc4655874)

[How is your data and network protected? 6](#_Toc4655875)

[Insurance 7](#_Toc4655876)

[Key Stakeholders 7](#_Toc4655877)

[Emergency Management Plan 9](#_Toc4655878)

[Emergency Kit 9](#_Toc4655879)

[Evacuation Plan 10](#_Toc4655880)

[Evacuation Location 10](#_Toc4655881)

[Key Contacts 10](#_Toc4655882)

[Incident Response Plan 11](#_Toc4655883)

[Incident Log 12](#_Toc4655884)

[Recovery Plan 13](#_Toc4655885)

[Incident Recovery Plan 14](#_Toc4655886)

**How to use this template**

Before you complete the business continuity plan template and start using it, consider the following:

1. **Use the [*italicised text*].** The italicised text is there to help guide you by providing some more detailed questions you may like to answer when preparing your response. ***Please note:*** If a question does not apply to your circumstances it can be ignored.
2. **Download the business continuity plan template guide.** This guide, available from [cityofadelaide.com.au/assets/documents/Preparing\_for\_local\_construction\_works.pdf](http://www.cityofadelaide.com.au/assets/documents/Preparing_for_local_construction_works.pdf), contains general advice on planning with examples of completed recovery plans.
3. **Get some help.** If you aren’t confident in completing the plan yourself, you can access free help from an Enterprise Adelaide business advisor to look through your plan and provide you with advice.
4. **Review. Review. Review.** Ask a number of impartial people to proofread your final plan.
5. **Print.** Before you print a copy of your completed business continuity plan and store it in a safe

## Business Details

General business information

|  |  |
| --- | --- |
| Company |  |
| Address/Location |  |
| ABN |  |

|  |  |
| --- | --- |
| Prepared by |  |
| Reviewed by |  |

|  |  |
| --- | --- |
| Plan storage (electronic) |  |
| Plan storage (hard copy) |  |

Emergency response team

*[Who will manage the key activities in response to the emergency]*

| Person responsible | Role and details of responsibilities | Contact details |
| --- | --- | --- |
| *[e.g. M. Smith]* | *[e.g. First Aid Officer*   * *Attend regular first aid training courses.* * *Administer first aid support in an emergency situation.* * *Contact ambulance services when necessary*.] | *[(Area code) Number]*  *[Mobile number]*  *[e.g. ms@example.com]* |
| *[e.g. S. Jones]* | *[e.g. Chief Fire Warden*   * *Attend relevant training courses.* * *Communicate procedures to all staff.* * *Supervise and action emergency evacuation procedures (including contacting emergency services, accounting for staff).* * *Conduct regular drills.* * *Update procedures regularly.]* | *[e.g. sj@example.com]* |
| *[e.g. J. Silos]* | *[e.g. Fire Warden*   * *Attend relevant training courses.* * *Assist in evacuating staff according to evacuation procedures (including collecting emergency kit and resilience and recovery documentation).* * *Assist with regular drills.* * *Assume Chief Fire Warden duties when required.]* | *[e.g. js@example.com]* |

## Business Risks

*[Identify the possible risks to your business and develop your risk management plan.]*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Risk | Likelihood | Impact | Mitigation/preventative action | Contingency plan |
| *[Premises are damaged during a storm, damaging stock and equipment]* | *[Possible]* | *[High]* | *[Adequate insurance is in place to cover flooding, stock, business interruption and relocation.*  *Set up agreement with 24-hour repair company.]* | *[What will you do if this risk happens?]* |
| *[Description of the risk and potential impact to your business]* | *[Unlikely;*  *Possible;*  *Likely]* | *[High;*  *Medium;*  *Low]* | *[What actions can minimise/mitigate the risk to your business?]* | *[What will you do if this risk happens?]* |
|  |  |  |  |  |

## Business Impact Analysis

*[Identify the essential functions of your business and what must be done to restore these functions after disruption to minimise impacts. Consider services, products, customer service, staff and suppliers. These activities will be fed into your* ***Recovery Plan*** *(as they apply to each emergency).]*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Critical business activity  (detail each process) | Description | Priority | Impact of loss (financial, staffing, reputation) | Recovery time (critical period before loss incurred) |
| *[Provision of booked event hire equipment to booked events]* | *[Damage to hire stock]* | *[High]* | *[Reduction of revenue, stock loss, delay to replace stock, cost of hiring replacement stock to honor bookings, loss of customers to other suppliers]* | *[Approx. between 5 – 30 days]* |
| *[Production, sales, services etc.]* | *[Damage to stock]* | *[High; Medium; Low]* | *[Reduction of revenue, stock loss, delay to replace stock, loss of customers to other suppliers.]* | *[Days, weeks, months]* |
|  |  |  |  |  |
|  |  |  |  |  |

## Data security and backup strategy

### How is your data and network protected?

*[How have you protected your data and your network (e.g. virus protection, secure networks and firewalls, secure passwords and data backup procedures)? Detail your backup procedures in the table below.]*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Data issue | Type of measure in place | Frequency or update details | Person responsible | Action required |
| *[Database, security]* | *[e.g. Backup, firewalls, virus protection]* |  |  | *[Procedure and date]* |
|  |  |  |  |  |
|  |  |  |  |  |

Sensitive Information Register

|  |  |
| --- | --- |
| **Software in use** | *[List applications and access instructions]* |
| **Databases in use** | *[List databases and access instructions]* |
| **Accounts held** | *[Relevant details]* |

### Insurance

*[What insurance policies do you currently have in place?]*

|  |  |  |  |
| --- | --- | --- | --- |
| **Insurance type** | **Policy coverage** | **Insurance provider** | **Policy details and date of review** |
| *[Building, contents, car, business interruption]* | *[Damage from fire, flood, theft]* | *[Company and contact details]* | *[Policy and date]* |
|  |  |  |  |
|  |  |  |  |

### Key Stakeholders

#### **Suppliers**

|  |  |  |  |
| --- | --- | --- | --- |
| Organisation/Person | Interest | Email | Emergency Contact |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

#### **Customers**

|  |  |  |  |
| --- | --- | --- | --- |
| Organisation/Person | Interest | Email | Emergency Contact |
|  |  |  |  |
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## Emergency Management Plan

### Emergency Kit

#### **Contents**

|  |  |
| --- | --- |
|  | *Business continuity plan* |
|  | *Spare set of master keys* |
|  | *Hardcopy list of important information, contacts, account numbers and policies* |
|  | *Important documents – business bank, insurance paperwork* |
|  | *Computer backup data* |
|  | *First aid kit* |
|  | *Chargers for mobile phones and equipment* |
|  | *Portable radio and torch with spare batteries* |
|  | *Bottled water, non-perishable food, blankets* |
|  |  |
|  |  |

#### **Location of emergency kit**

*[Where is your emergency kit located/stored?]*

## Evacuation Plan

*This plan should include a floor plan of the site with exits identified, and key utility shot off points marked (if applicable).*

### Evacuation Location

The designated assembly point identified away from the site is: *[Nominate assembly point]*

### Key Contacts

#### **Internal Contacts**

|  |  |  |  |
| --- | --- | --- | --- |
| **Person** | **Contact number** | **Email** | **Skills/responsibilities** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

#### **External Contacts**

|  |  |
| --- | --- |
| **Organisation** | **Contact number** |
| *Life threatening emergency* | *000* |
| *State Emergency Service (SES)* | *132 500* |
| *SA Police* | *131 444* |
| *Property Manager* |  |
| *Security* |  |
| *Insurance* |  |
| *Council* |  |
| *Gas* |  |
| *Water* |  |
| *Poisons Information* |  |
|  |  |
|  |  |

## Incident Response Plan

*Customise this list to include information specific to your business.*

|  |  |  |
| --- | --- | --- |
| Response Actions | Checkmark | Actions Taken |
| Assess incident severity |  |  |
| Evacuate site |  |  |
| Account for everyone |  |  |
| Identify injuries to staff, customers |  |  |
| Contact emergency services |  |  |
| Start an Incident Log |  |  |
| Appoint spokesperson |  |  |
| Brief team members on incident |  |  |
| Allocate specific roles and responsibilities |  |  |
| Identify damage |  |  |
| Identify disrupted critical activities |  |  |
| Contact key stakeholders |  |  |
|  |  |  |
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|  |  |  |

### Incident Log

*Record details and actions as they happen so you can refer to them later and check back on what has been done.*

|  |  |  |
| --- | --- | --- |
| Date | Time | Action |
| *[2320 hrs]* | *[5/6/2018]* | *[e.g. Responded to activated business alarm, discovered water damage from storm.]* |
|  |  |  |
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## Recovery Plan

*Performing critical activities promptly after a critical incident is your primary focus – these activities will be drawn from your* ***Business Impact Analysis*** *(if they apply to the current emergency).*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Critical Business Activities** | **Preparedness/ Recovery Actions** | **Resource Requirements** | **Responsibility** | **Completed** |
| *[Description of what you cannot do without: people, suppliers, systems, procedures or documents]* | *[Assess financial position, minimise overheads, conduct negotiations with suppliers, multi-skill staff]* |  | *[Assign person or role to undertake activity]* | *[Date of completion]* |
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### Incident Recovery Plan

Customise this list to include information specific to your business.

|  |  |  |
| --- | --- | --- |
| Recovery Actions | Checkmark | Actions Taken |
| Reassess incident impacts |  |  |
| Contact insurance company |  |  |
| Brief team members with updates |  |  |
| Allocate specific roles and responsibilities |  |  |
| Implement solutions to disrupted critical activities |  |  |
| Contact key stakeholders |  |  |
| Capture lessons learned from incident for future improvement |  |  |
|  |  |  |
|  |  |  |
|  |  |  |