

# 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: • Assessed the severity of the incident?		
• Evacuated the site if necessary?		
• Accounted for everyone?		
• Identified any injuries to persons?		
• Contacted Emergency Services?		
• Implemented your Incident Response Plan?		
• Started an Event Log?		
• Activated staff members and resources?		
• Appointed a spokesperson?		
• Gained more information as a priority?		
• Briefed team members on incident?		
• Allocated specific roles and responsibilities?		
• Identified any damage?		
• Identified critical business activities that have been disrupted?		
• Kept staff informed?		
• Contacted key stakeholders?		
• Understood and complied with any regulatory/compliance requirements?		
• Initiated media/public relations response?		
•		
•		



## 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

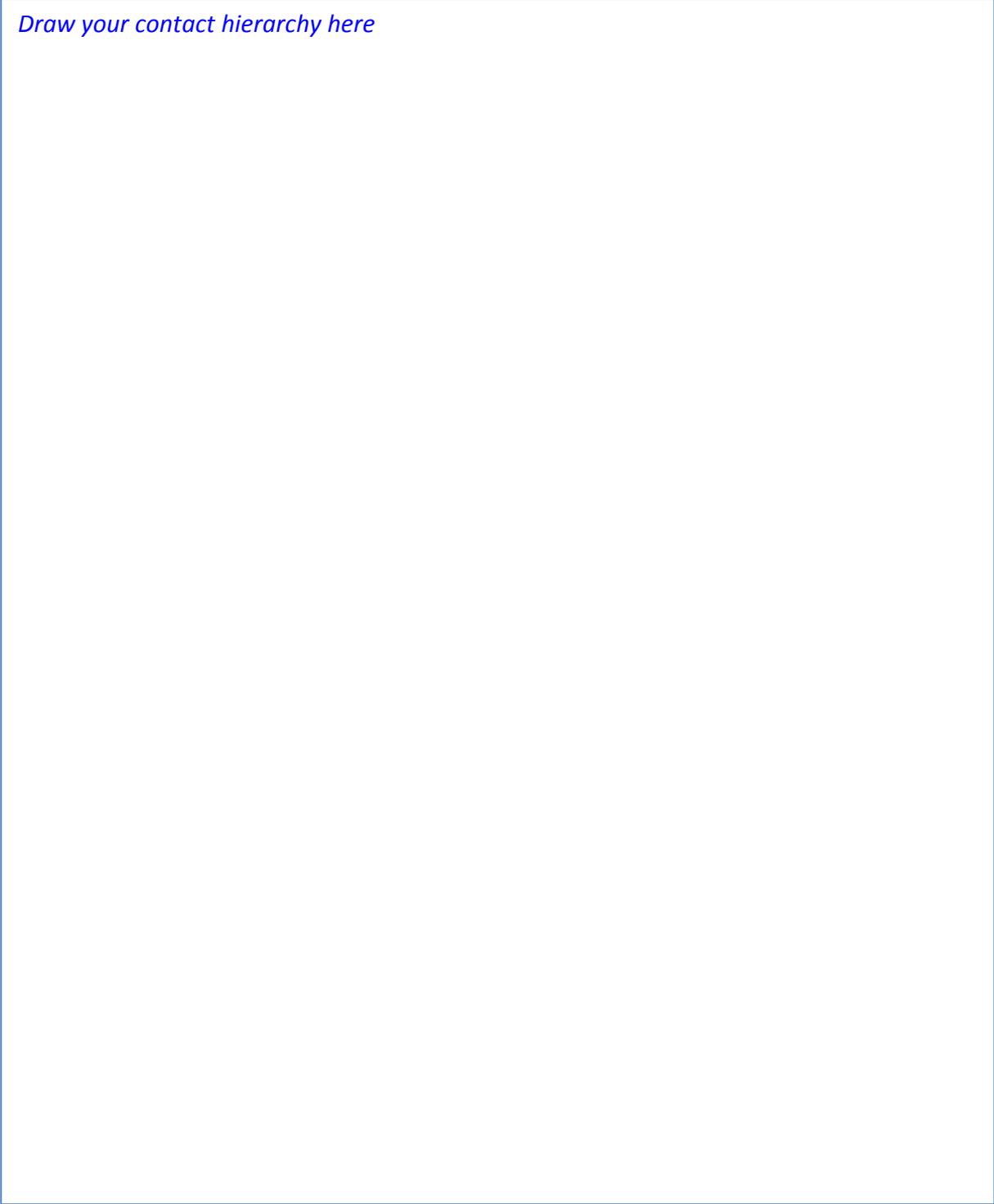
*Insert a copy of your evacuation plan here*

## 3.0 Triggers and Implications

Event	Trigger	Implication
<b>Incident</b>	<i>Not part of a standard operating business e.g. Loss of power</i>	
<b>Emergency</b>	<i>Poses an immediate threat to human life or serious damage to property or environment e.g. Hail storm</i>	
<b>Crisis</b>	<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>	
<b>Disaster</b>	<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
<b>Emergency</b>	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	
<b>Regional Offices (non-emergency)</b>	Police		
	Ambulance		
	Fire		
<b>Government</b>	Council Administration	1300 694 222 or 1800 637 000 (after hours)	
	Queensland Government (DEEDI)	13 25 23	
<b>Information and Reporting</b>	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	
<b>Business Contacts</b>	Insurance company		
	Lawyer / solicitor		
	Phone Company		
	Suppliers		
<b>Utilities</b>	Water and Sewerage		
	Gas		
	Electricity		
<b>Employment</b>	Fair Work Australia	1300 799 675	
	Wageline	1300 369 945	
<b>Other</b>	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"> <li>1. ASSESS</li> <li>2. RESPOND</li> <li>3. COMMUNICATE</li> <li>4. EVALUATE</li> <li>5. RE-ASSESS</li> </ol>	My responsibilities:
--	----------------------

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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: \_\_\_\_\_

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**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?

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2. When did this happen?

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

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

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

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6. How many escaped and where are they?

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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?

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

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9. Who is scoping the damage to your property?

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

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

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

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

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

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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?

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2. Who discovered them and when?

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

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

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

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## 10.0 Communication

1. Who is your communicator?

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2. What is the crisis?

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

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4. When did it happen?

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5. Who is the 'go to' person?

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### 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	
Version number	
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To be revised on	

## 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"> <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>


## 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"> <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>


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