

BUSINESS CONTINUITY PLAN

Business Name:

Prepared by:

Last Updated:

This guide has been designed as an initial tool to help guide you through a disaster or crisis. This document should be saved in multiple locations, including in your cloud and printed copy. Be sure that when updates are made to replace all copies, You can also make this resource available to key staff before a crisis as it can be used to guide discussions during team meetings and exercises on disaster preparedness and recovery.

Operational Readiness

Provide your input to the following prompts:

- Do you already have phone numbers, addresses, emergency contacts and emails for all your staff in one place, or do you need to gather this information from multiple places?

- Do you have an existing process for updating your staff contact information every 3-4 months?

The first priority after a crisis is to consider the physical and emotional wellbeing of both yourself and your staff. To do this you need to be able to contact them.

- Our contact information for staff is accessible in the following ways:

- Do you have an up-to-date contact list for key suppliers, customers, and other key contacts, along with a process to ensure it is current?

Suppliers, customers and other stakeholders may be able to help you. At the very least, they need accurate information about what is happening to your organization to maintain their confidence in your operations.

- Our contact information for key suppliers and customers is accessible in the following ways:

Sending the right messages at the right time could mean the differences between staff rallying behind you, or leaving you.

- We will contact staff on an ongoing basis with updates on the status of our business by:

- The person responsible for contacting staff is:

- Our general rules for whether staff should come to work or not are:

Operational Readiness

- Staff should stay away until notified via:

- Our plan for contacting key suppliers and customers is:

- The person/people responsible for contacting key suppliers and customers is:

- Key stakeholders we need to contact are:

- Our plan for contacting key stakeholders is:

- Media enquiries will be handled by:

- The person responsible for contacting staff is:

- What items will you include in your communication to your suppliers and customers?

Leadership and Culture

- Here is a list of key decisions, which may need to be made and who may be able to make them:

People at Work

Staff are your biggest asset during a crisis so look after them! Working with employees as they adjust their lives following a disaster will increase their commitment. This will in turn help the organization's performance.

- The main staff challenges we need to be mindful of are:
 - a _____
 - a _____
 - a _____

Networks and Relationships

Connecting with other people is also a key way to gather information about the situation. This information can help you to swiftly make good business decisions that are future focused. Your broader contacts and networks can be a source of creative ideas or solutions to the problems you may face in a disaster.

- It might be helpful to get in touch with the following people:

- Strengths (your collective business resources and skills):

- Weaknesses (things your business could improve):

