# Severe Weather Business Continuity Plan

Company Name

Address

ABN

Prepared by Date

Reviewed by Date

## Objectives of this plan

Objectives clarify the purpose of your plan and should describe the intended result.

Why are you completing this plan?

Undertake risk management assessment

Define and prioritise your critical business functions

Detail your immediate response to a critical incident

## Business risks

Identify the possible risks to your business (these may include flooding, severe storms, bushfire, and/or other hazards relating to civil/political/economic unrest) and complete this table to create a risk management plan.

It is also recommended that you familiarise yourself with Brisbane City Council’s *Local Disaster Management Plan.* You can use Council’s Flood Awareness Maps and FloodWise Property Report to see whether your business is at risk of flooding.

Key for business risks table**:**

VH= Very High

H=High

M=Medium

L=Low

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| --- | --- | --- | --- | --- | --- |
| **Risk description** | **Likelihood** | **Impact** | **Priority** | **Preventative action** | **Contingency plans** |
| Interruption to production processes:  • breakdown of key plant and equipment  • damage to plant and equipment (e.g. fire) | L | V | H | • Ensure adequate insurance cover in place including business interruption and general property  • Set up agreement with suitable supplier for 24-hour repairs and replacement for key plant and equipment  • Source alternative production site (if location and equipment have been damaged) | • Immediate access to personal resources while waiting for insurance payments |
| Interruption to daily business communication:  • interruption of internet service or phone lines due to natural disaster |  |  |  | • Ensure service provider details and your account details are stored in an easy-to-find location  • Process is in place for staff to follow so calls and emails are forwarded to a suitable staff member or email address and phone number | • Ensure a charger and mobile phone are  available for phone calls  • Ensure laptop and personal Wi-Fi are available for internet access |
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## Business impact analysis

Identify the possible impacts to your key business functions including:

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

Be sure to consider all aspects of your business including services and products, customer service, staff and suppliers.

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| --- | --- | --- | --- | --- |
| **Critical business activity** | **Description** | **Priority** | **Impact of loss (describe losses in terms of financial, staffing, loss of reputation etc.)** | **Recovery time objectives**  **(critical period before business losses occur)** |
| Production services | Production of customised widgets for individual customer orders | H | Revenue reduced by $7500 per week  • Build-up of stock and inventory related to reduction in orders for design and production services  • Customers will source alternate suppliers  • Unable to meet business overheads e.g. rent, staff wages  • Potential job losses (after 2 weeks) | 2 weeks |
| Sales and customer services | Generating sales and potential leads; advising existing customers as to product details and delivery times | H | • Reduced revenue  • Build-up of stock and inventory related to reduction in orders for design and production services  • Customers will source alternate suppliers  • Unable to meet business overheads e.g. rent, staff wages, potential job losses (after 2 weeks) | 2 weeks |
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## Emergency kit checklist

It is important to prepare your business and employees by having an emergency kit and plan. Store this kit in a waterproof container on site and also in a secure off-site location. Do you have:

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| --- | --- |
| **Tick** | **Emergency item** |
|  | a hardcopy list of important numbers including insurance policy numbers and emergency phone numbers (Council and SES) – refer to the emergency contact details |
|  | important documents e.g. business bank account information, credit cards, insurance paperwork |
|  | valuables and computer backup data |
|  | portable radio and torch with spare batteries |
|  | first aid kit |
|  | list of staff’s special needs and physical aids |
|  | additional blankets, food, bottled water and first aid (for staff that might be stranded) |
|  | spare set of master keys |
|  | chargers for mobile phones and equipment |

Location of emergency kit:

## Evacuation plan

Ensure you have an evacuation plan in an easily accessible position.

The evacuation plan should include:

* a floor plan of the site (with emergency exits clearly identified as well as electricity, water and gas mains)
* strategies for providing assistance to persons with disabilities
* an evacuation point (meeting place) away from the site.

Evacuation location(s):

## Insurance

Ensure you have adequate insurance to cover your business for different types of disaster, e.g. premises, equipment, loss of revenue for storm, bushfire and flooding.

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| --- | --- | --- | --- |
| **Insurance type** | **Policy coverage** | **Policy exclusions** | **Insurance company** |
| **Business interruption** | Business interruption due to:  • fire  • flood  • theft | • terrorism  • tsunami  • landslide | XYZ Insurance  A Person  Ph: 07 0000 0000 |
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## Data security and backup strategy

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 for backup** | **Frequency of backup** | **Backup media/service** | **Person responsible** | **Backup procedure steps** |
| Customer database | Weekly | External hard drive | A person | • Remove external drive from fire safe  • Copy data from customer database  • Return external drive to fire safe |
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## Incident response plan

Immediate response checklist.

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| **Incident response**  **Have you:** | **Tick** | **Actions taken** |
| Assessed the severity of the incident? |  |  |
| Evacuated the site if necessary? |  |  |
| 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 activities that have been disrupted? |  |  |
| Kept staff informed? |  |  |
| Contacted key stakeholders? |  |  |
| Understood and complied with any regulatory/compliance requirements? |  |  |
| Initiated media/public relations response? |  |  |
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## Event response log

Use the event log to record information, decisions and actions in the period immediately following the critical event or incident.

|  |  |  |  |
| --- | --- | --- | --- |
| **Date** | **Time** | **Information/decisions/actions** | **Initials** |
| 0/0/0 | 0900hrs | Activate business continuity plan | TL |
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## 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.

## Recovery plan

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| --- | --- | --- | --- | --- | --- |
| **Critical business activities** | **Preventative/ recovery actions** | **Resource requirements/ outcomes** | **Recovery time objective** | **Responsibility** | **Completed** |
| Production services – halted | • re-assess financial position of business including cash flows due to loss of revenue to meet minimal overheads  • minimise overheads – review expenses and develop plan of action to reduce fixed and variable overheads including reduction of casual and permanent staff hours  • negotiate with suppliers to prevent build-up of materials and reduce costs  • source alternative production site | • put aside cash reserves to cover costs  • reduce costs where able  • research new products and services  • identify alternative production site | 2 weeks | Business owner/ operator | 0/0/0 |
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## Incident recovery checklist

Customise this list to include information specific to your business.

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| --- | --- | --- |
| **Incident Response Now that the crisis is over, have you:** | **Tick** | **Actions** |
| Refocused efforts towards recovery? |  |  |
| Deactivated staff members and resources as necessary? |  |  |
| Continued to gather information about the situation if it affects you? |  |  |
| Assessed your current financial position? |  |  |
| Reviewed cash requirements to restore operations? |  |  |
| Contacted your insurance broker/company? |  |  |
| Developed financial goals and time frames for recovery? |  |  |
| Kept staff informed? |  |  |
| Kept key stakeholders informed? |  |  |
| Identified information requirements and sourced the information? |  |  |
| Set priorities and recovery options? |  |  |
| Captured lessons learnt from your individual, team and business recovery? |  |  |

## Key contact list

Ensure you have a current list of emergency contacts for all key employees as well as contacts for emergency services, insurance, bank and suppliers.

## Internal contact list

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Person** | **Contact Number** | **Email** | **Responsibilities** | **Emergency contact** | **Phone** |
| John Doe | 0400 000 000 | [example@email.com](mailto:example@email.com) | Manager | Susan Doe (wife) | 0400 000 000 |
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## External contact list

|  |  |
| --- | --- |
| **Key contact** | **Contact number/s** |
| Police/fire/ambulance | 000 |
| State Emergency Services | 132 500 |
| Security |  |
| Insurance company |  |
| Brisbane City Council | (07) 3403 8888 |
| Gas |  |
| Energex |  |
| Water and Sewage |  |
| Suppliers |  |
| Real estate/building supplier |  |
| Queensland Poisons Information Centre | 13 11 26 |
| 13 HEALTH | 13 43 25 84 |
| Medical providers (doctor or hospital, health fund) |  |
| Financial providers |  |
| Telephone and internet provider |  |