How to use this business continuity plan template

This document has been designed to help small business owners create a simple business continuity plan to:

* identify risks to your business
* plan how to manage different risks and the resources you will need
* work out ways to keep operating even when you face disruption.

It is to be used in conjunction with [*A guide to using the business continuity plan template*](https://www.smallbusiness.wa.gov.au/sites/default/files/Guide-using-the-business-continuity-plan-template.pdf)*.*

Steps

1. First, refer to the accompanying guide for instructions and examples on preparing your business continuity plan.
2. Use the business continuity checklist located at Appendix A to take stock of your business and its risks.
3. Then, complete each section in the template, consulting relevant team members to explore ideas.
4. Store your completed business continuity plan where it can be retrieved if your business location is unavailable (for example, in the cloud, or at your home)
5. Review your plan regularly to ensure it remains up to date.

Once you have completed the plan template, delete this page and save the document for your records.

*[Business name]*

Business Continuity Plan

*[**Your business name]*

*[Main business address]*

*[Website]*

*[Email]*

*[Telephone]*

*[ABN/ACN]*

**Prepared by:** *[Your name]*, *[date]*

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| --- | --- | --- |
| **Version number** | **Date reviewed** | **Responsible person and position** |
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Business Continuity Plan

1. Identify your risks

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Description of risk**  | **Impact** | **Likelihood** | **Risk reduction actions** | **Contingency plan** |
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1. List your business activities

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| --- | --- | --- | --- |
| **Priority** | **Activity** | **Description** | **Resources required** |
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1. Staff contacts and role

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| --- | --- | --- | --- |
| **Staff name** | **Mobile phone** | **Personal email** | **Role in an emergency** |
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1. Key stakeholder contact list

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| --- | --- | --- | --- |
| **Stakeholder name** | **Relationship to your business** | **Contact phone** | **Email** |
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1. Alternative business locations

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| --- | --- | --- | --- | --- |
| **Name** | **Address** | **Contact phone** | **Equipment available**  | **Resources required** |
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1. Insurance coverage

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| **Insurance coverage**  | **Policy number**  | **Claim limits** | **Insurer name**  | **Claims contact details**  |
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1. Communication plan

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| **Potential risk**  | **Key staff and stakeholders**  | **Key messaging** | **Spokesperson**  | **Communication channels**  |
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1. Emergency preparedness checklist

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| **Things to do locally** | **By date or review on** | **✓** |
| Local government  | Consult local government to determine region/area specific hazards and risks. |  |  |
| Local emergency management plan | Locate and view the local emergency management plan and be aware of evacuation arrangements. |  |  |
| Contact details for emergency services | Check the contact details of local emergency services and agencies and put them in places that will be easy to find in an emergency. Schedule routine checks of the contact list to keep it up to date. |  |  |
| **Stock and equipment** | **By date or review on** | **✓** |
| First aid kit | Check first aid kit supplies and ‘use by’ dates, add/replace items as required. Find out more at [WorkSafe](http://www.commerce.wa.gov.au/publications/code-practice-first-aid-facilities-and-services-workplace-amenities-and-facilities). Or buy a ready-made kit from a reputable organisation like [St John’s](http://www.stjohnambulance.com.au/st-john/first-aid-kits-and-supplies) or the [Red Cross](http://www.redcross.org.au/first-aid-kits.aspx).  |  |  |
| Emergency kit | Have an emergency kit packed and ready to go in the event of evacuating your workplace. Include copies of:* critical documents
* action plan
* contacts
 |  |  |
| Supplies | Develop a contingency plan to source goods and services from other suppliers (if necessary). |  |  |
| Storage | Identify possible alternative storage arrangements for stock, plant and equipment. |  |  |
| Protect stock and equipment | Prepare a strategy to protect stock and equipment if it can’t be moved. |  |  |
| Hazardous materials | Prepare and display a hazardous materials storage diagram at the front of the building (if appropriate). |  |  |
| **Insurance / commercial property** | Consult with the landlord and/or insurance company to check the level of cover provided in the event of loss from a natural disaster or other unexpected events. |  |  |
| **Insurance expiry / auto payments** | Use a diary or PC-calendar/mobile reminder to track insurance expiry dates. Arrange for the premiums to be paid automatically to ensure there is no gap in cover. |  |  |
| **Utilities and phones** | **By date or review on** | **✓** |
| **Turning off services** | Take note of where to turn off electricity, gas and water. |  |  |
| **Alternative power** | Identify alternative sources of emergency power. |  |  |
| **Phone/internet** | Research options for internet and mobile phone access in emergency situations. |  |  |
| **Call diversion** | Learn how to quickly divert telephone calls and document for others to find. |  |  |
| **Business location** | **By date or review on** | **✓** |
| **Contract** | Check contractual arrangements with the landlord or building owner if you can’t operate your business |  |  |
| **Disaster procedures** | Develop standard procedures and practices to regularly check the buildings and surroundings for safety in preparation for a disaster. |  |  |
| **Fire protection** | Install and regularly test fire protection equipment such as alarms, sprinkler systems and extinguishers. |  |  |
| **Records management** | **By date or review on** | **✓** |
| Back-up | Regularly back-up all computer records using an automatic process and ensure a copy of the backup is kept offsite |  |  |
| Copies | Make electronic copies of vital records and store them securely in the cloud. |  |  |
| Critical documents | Store critical documents in a fire/water-proof container, a safe deposit box and/or in the cloud. |  |  |
| **Communication** | **By date or review on** | **✓** |
| **Call diversion** | Contact telephone/internet service provider to put in place a plan to divert phones. |  |  |
| **Email** | Ensure remote access to emails is always available  |  |  |
| **Digital** | Update current situation on your digital platforms including website and social media |  |  |
| **Staff and stakeholders** | Plan alternative ways to continue communicating with key stakeholders and staff.  |  |  |
| **Customers** | Communicate with customers what has happened and what will happen next |  |  |
| **Spokesperson**  | Decide who will be a nominated spokesperson for the business. |  |  |
| **Financial** | **By date or review on** | **✓** |
| **Payments** | Determine how rent, wages, insurances, loans and other financial commitments will continue to be paid, and for how long. |  |  |
| **Records** | Make copies of critical financial records at regular intervals and store them securely in an offsite location. |  |  |
| **Cash Flow** | Identify ways to access cash reserves or lines of credit to maintain your business. |  |  |
| **Staff welfare and preparation for emergencies** | **By date or review on** | **✓** |
| **Key staff and business continuity** | Identify key staff and tasks to support business continuity. Make sure staff are familiar with these tasks. |  |  |
| **OHS and risks** | Ensure occupational health and safety procedures cover specific risks associated with different types of incidents and disasters. Refer to the Department of Commerce [WorkSafe tool box](http://www.commerce.wa.gov.au/worksafe/toolbox-and-essential-information-small-business) for help and resources. |  |  |
| **Training to use equipment** | Train all staff how to use safety and fire prevention/protection equipment. |  |  |
| **Fire warden** | Nominate a fire warden. |  |  |
| **First aid** | Nominate a staff member to undertake and maintain their first aid qualification. |  |  |
| **Evacuation routes** | Identify evacuation routes for staff if roads are blocked. |  |  |
| **Evacuation plan** | Make sure staff are familiar with the evacuation plan. |  |  |
| **Practice evacuating** | Schedule a few practice evacuations each year. |  |  |
| **Disaster monitoring** | Train staff to monitor media alerts and ensure one key staff member is responsible for monitoring disaster events. |  |  |
| **Maintaining contact** | Make arrangements to maintain contact with staff during a prolonged closure. |  |  |
| **Insurance (also refer to stock and equipment)** | **By date or review on** | **✓** |
| Disaster cover | Identify which disasters are, and are not, covered by current insurance policies. |  |  |
| General cover | Check insurance cover for staff, building and contents, personal accident and sickness. |  |  |
| Key person insurance | Consider taking out ‘key person’ insurance in the event they are lost to the business.  |  |  |
| **Resources** | **By date or review on** | **✓** |
| Distribution and transport | Identify alternative transport/distribution routes and make arrangements with suppliers and couriers/freight handlers. |  |  |
| IT | Considered how to strengthen IT infrastructure to incorporate remote customer and staff access. |  |  |
| Marketing | Develop strategies for keeping and winning back customers.  |  |  |