**GUIDANCE ON HOW TO USE THE TEMPLATE**

This simplified guidance has been produced to help you complete the business continuity template. Application of the plan is appropriate to businesses of any size without creating additional paperwork. This is designed to support your business with mitigation efforts should an incident interrupt operations.

**Company Details**

Complete the company information to reflect your identifiable risks.

**SCOPE**

* This scope confirms core business functions and processes needed to implement and execute in the event of an emergency.
* Use the checklist and confirm the core emergencies which could impact your operation. If they occur refer to your plan to minimise the impact.
* Check the relevant options of incidents that can negatively impact your business in the table below.
* Assess the potential likelihood of this type of incident occurring and assess what type of risk this would have on business operations and prevent the business from operating normally
* If there are potential incidents that may be location specific, insert into the plan
* Scoping should be completed by a team of trusted advisors

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| --- | --- | --- | --- | --- | --- |
| Fire - Premises |  | Natural hazard (Hurricane/Tornado/Flood) |  | Serious /Contagious illness within the workforce |  |
| Fire – Close proximity/Wildfires |  | Human interaction (Act of violence) |  | IT related (Cyber-attack / Internet goes down) |  |
| Flood - premises |  | Terrorism |  | Power failure |  |
| Telephone goes down |  | Serious accident-personal injury |  | Employee theft |  |
| A key supplier stops trading |  | Main subcontractor stops trading |  | Click or tap here to enter text. |  |
| Click or tap here to enter text. |  | Click or tap here to enter text. |  | Click or tap here to enter text. |  |

* Consider this plan in stages. First, confirm which issues would impact your business. Ask questions to determine the potential effect. For example, if the computer system could not be used what impact would that have on the business being able to provide its services to the client? How long would the business be immobilised? Would you lose your current contracts to other companies?
* Looking at it this way confirms just how important it is to develop a business continuity plan. It could be as simple as purchasing additional cell phones or renting a temporary office space for a few months. Irrelevant of the solution, the quicker the business can adapt the better the chances of a full recovery.

**RELOCATION STRATEGY**

In the event primary office locations are rendered inoperable to deliver core business functions, document how and where these will be delivered.

**USING A DIFFERENT BUSINESS LOCATION**

In the event the main business location must relocate either on a ***short or long-term basis*** to a different place of business, the principles documented in the relocation strategy should be applied. Circumstances may vary based upon the amount of time that you will be based at the alternative site.

**RELOCATION RATIONALE**

This is the methodology when you have to move workers to a different location. The issue of relocation is not only moving operations but also addressing what you have to do with workers. Do you ask them to attend the office or do you ask them to work remotely?

For example:

A contagious illness is affecting worker numbers. To minimise the impact on worker illness and service deliverability, you should have a relocation strategy developed for this scenario that you can implement quickly.

**WHO KNOWS ABOUT THE PLAN?**

It is critical the right people know about the plan and where it is located. They should receive training in how to properly implement it and where it is stored

**KEY CONTACTS & RESPONSIBILITIES**

* This refers to key individuals who will be responsible for delivering assigned tasks during an event. Each part of the business should be listed, and it is **ESSENTIAL** this list is kept up to date. If an individual changes phone providers and phone number this should be inserted into the plan as soon as possible. Ensure the verification of details is undertaken periodically.
* Specific areas of the business should be allocated to those individuals who have detailed knowledge of it . Be prepared to provide alternates as the nominated person may not actually be available, may have been injured, are away on holiday or are too busy working on another part of the emergency.
* It is important to assign a substitute who can also assist in a worst-case scenario.

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Title** | **Contact Info** | **Responsibilities *(These may differ based upon the type of incident)*** |
| Primary - Fred Jackson  Substitute– Beth Smith | Security Manager  Asst Manager | 876-822-3875  XXX-XXX-XXXX | * Update all emergency site numbers * Identify key holders * Contact emergency services with overview of incident * Check all staff have been evacuated from location |
|  |  |  |  |
|  |  |  |  |

**CONFIRMING THE RISK OF A SPECIFIC INCIDENT/EVENT TO YOUR BUSINESS**

It is essential to accurately identify the potential risks to your business and correctly categorise the level of impact.

For example:

1. Your business may conduct a large amount of hot works and store flammable materials on site, what is the likelihood this could cause a fire? If it did in the location where the hot works takes place, what is the risk to the business?
2. You only employ two teams of electricians and you are currently working on two projects for two separate clients. One of the teams go out with food poisoning, what is the risk you could lose that client or even both if you split the other team?

When you assess the potential risk to your business consider **‘*How vulnerable is the business if this happens?****’* How can we mitigate this and get back to normal business?

**CONFIRMING THE RISK FACTORS THAT CAN IMPACT UPON THE BUSINESS**

Using the items that have been identified within the scope, which should be completed and confirmed with competent team members, address the potential factors that could affect the business.

Consult the risk record and ensure all personnel are advised which risk is present and what actions need to be taken.

What areas of the business are at risk? This should be outlined in the risk assessment along with the level of risk based upon the incident. How this is calculated should be based upon the following criteria:

* Impact on workers
* Impact on the company and its ability to meet contractual requirements
* Impact to the client and meeting their expectations
* Impact on other 3rd parties not employed but affected by the company actions
* Ability of the business to recommence trading again based on previous performance
* Confirm the key workers and ensure they have the correct level of understanding to minimise the impact

**Operational Impacts**

In the risk assessment the incident must be given a detailed description, e.g. Installation of air conditioning units and customer support telephone service

An example is listed below:

***Activity:*** *Customer Support service and installation/servicing of air conditioning units*

***Activity Description:*** *Customer support team looking after 24-hour global operations of live chat and customer calls for US, EMEA and APAC regions who have responsibility for dealing with customers and members of engineering teams. All units are subject to programmed service timetables.*

***Business Impact:*** *High risk*

***Impact description:*** *100% of live chats go through the customer support team in London, Berlin and New York. All live calls are routed via a server based in North America and Germany. A disruption to the server locations would mean no more live chat support and customers experiencing significant wait times on engineering calls Project timeline and team schedules. This means a high probability of customers going to a competitor and potential danger to engineers working in the affected zone based upon meteorological advice.*

***Recovery Strategy:***

*The plan should highlight the requirements to maintain the business and safety and wellbeing of the workers and maintain where necessary the fiscal integrity of the company.*

*Key personnel will provide detail on what they will need to do and what relevant procedures they need to follow to restore business operations after an incident or crisis. A good recovery strategy includes a realistic recovery timeline and essential emergency resources.*

**MAINTAINING THE PLAN**

* The plan is an important document. It acts as your playbook during a crisis event.
* You should consider keeping a copy of the plan in different formats. For example, having only in a paper format and the premises are flooded immediately renders the content unusable. Consider using hard drives and cloud drives so the information can be accessed quickly.(If you use password controls , make sure key personnel know the password so they can access the content).
* Make sure all your key staff know where to locate the most current version of the plan.

It is important the contents of the plan are kept up to date. Business circumstances can change since the plan was initially developed. You may have recruited more workers, taken on temporary staff, changed office location or utility provider or even expanded your scope of services.

The plan should be reviewed annually and revised when changes are needed. Those updates must be COMMUNINCATED to all relevant workers and managers.

For example, consider COVID-19.) Have you taken into consideration how this disease could impact the deliverability of your services if some of your workers are affected?

**MAKING SURE THE PLAN IS EFFECTIVE**

* Having the plan is an initial and critical step for ensuring the business can continue to operate in the event of a serious incident. The only way you will understand the effectiveness is by testing the actions you have documented.
* To test the plan, you may simply do a simulation or test sitting around the desk, or you may actually try a mock simulation by trying out a new supplier on a job just to see how quickly they can respond.
* You must decide on how you will test the plan and how often.

**IDENTIFYING THE PRIORITIES TO RECOVER THE BUSINESS**

For example:

You have to move to a temporary site location because your main office has lost power and you cannot access the internet or provide heating or lighting.

It is essential to have access to power. Issues that can be overlooked can also include basic facilities such as toilets, access to clean water and light and heat. It is possible you may also start to consider remote staffing and adequate supplies and equipment.

**Assessing what is needed to get the business up and running**

* Irrelevant of the size of the business the process to be used should be undertaken in stages
* Identify the key activities that are needed for the business to maintain a minimum viable service
* Put them in priority order based upon your experience and team input

**Stage 1-Incident occurs**

1. An incident has occurred, this will be one of the issues that has been identified by you and your team

**Stage 2 – Confirm if the plan should be used**

1. Is the incident sufficient enough to activate the instructions in the plan? If so, advise all relevant individuals the plan is to be activated and the classification of the incident. e.g. Large number of workers are sick with a contagious illness

**Stage 3 – Is alternative location/site needed?**

1. Yes / No – if yes start to implement the requirements to relocate
2. Transition to temporary site/location

**Stage 4 – Records**

1. Make sure all records of historical work and current jobs are looked after
2. Ensure current work will not be impacted due to inability to access plans or site documentation, this can also include issues such as training records, site access information. It is unhelpful if you have the site information but cannot access the client’s site

**Stage 5 - Planning the restoration**

1. Ensure that back up facilities for critical records are made available at the new location
2. Ensure personnel identified as being responsible for IT security and record keeping are storing records in a cloud and/or other secure location

**Stage 6 – Recovery**

1. Ensure all nominated personnel follow the instructions documented in the plan
2. Ensure there is a central point of communication for individuals leading efforts to have full awareness of the recovery status
3. Ensure any client disruption is documented and where possible communicated as this may impact delivery
4. Confirm specific activities or work needed to recover normal and critical business operations is undertaken. Where aspects of the plan do NOT work, make a note. Where possible include updates to the plan based on lessons learned to decrease repeat mistakes. There are a series of appendices that can be used to make the business continuity exercise easier. These are attached for your assistance.