

In the event of an unforeseen incident or disaster, it is important to have a strategy to address the unexpected scenario and to reduce the likelihood of extended business interruption. A business continuity plan identifies potential threats and vulnerabilities, incorporating specific protocols that target critical operations to ensure businesses can respond to and recover from an interruption. This toolkit is meant to be a guide to help your organization update or create its business continuity plan, and each of the following documents should be customized based on your organization's needs.

While the components of business continuity plans may differ between organizations, it is common for business continuity plans to utilize the following tools:

## Distribution List Template

A distribution list is the first element of a plan. It identifies individuals who have been provided with a copy of the business continuity plan and the business function they represent.

| Distribution List |      |          |           |               |
|-------------------|------|----------|-----------|---------------|
| Copy no.          | Name | Position | Phone no. | Email Address |
|                   |      |          |           |               |
|                   |      |          |           |               |
|                   |      |          |           |               |
|                   |      |          |           |               |
|                   |      |          |           |               |

## Risk Management Plan Template

A risk management plan aims to evaluate and quantify the impact of potential risks and threats and determine which areas should be prioritized from a time and resource perspective.

| Risk Management Plan |            |        |            |                    |
|----------------------|------------|--------|------------|--------------------|
| Risk description     | Likelihood | Impact | Risk level | Preventive actions |
|                      |            |        |            |                    |
|                      |            |        |            |                    |
|                      |            |        |            |                    |
|                      |            |        |            |                    |
|                      |            |        |            |                    |

## Summary of Insurance Coverage Template

A summary of current insurance coverage(s) section outlines an organization's policy details and helps expose any gaps in coverage. An organization should work with their insurance Broker to ensure all aspects of their business are protected.

| Summary of Insurance Coverage |          |                   |            |               |
|-------------------------------|----------|-------------------|------------|---------------|
| Insurance type                | Coverage | Insurance company | Policy no. | Policy period |
|                               |          |                   |            |               |
|                               |          |                   |            |               |
|                               |          |                   |            |               |
|                               |          |                   |            |               |
|                               |          |                   |            |               |

## Data Backup Protocols Template

It is imperative to back up business data at regular intervals, including using off-site storage locations. A data backup protocol record captures measures taken to prevent the loss of critical electronic data during an IT-related incident.

| Data Backup Protocols |                  |                  |                    |                   |
|-----------------------|------------------|------------------|--------------------|-------------------|
| Data to be backed up  | Backup frequency | Backup mechanism | Person responsible | Backup procedures |
|                       |                  |                  |                    |                   |
|                       |                  |                  |                    |                   |
|                       |                  |                  |                    |                   |
|                       |                  |                  |                    |                   |
|                       |                  |                  |                    |                   |

## Business Activity Questionnaire Template

A business activity questionnaire captures the impact of interruptions to functions, products, and services that are most important to a business's financial success and longevity as part of a business impact analysis (BIA).

| Business Activity Questionnaire                                                                                                                                      |  |                             |  |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|-----------------------------|--|
| Function/department name                                                                                                                                             |  |                             |  |
| Description of activities                                                                                                                                            |  |                             |  |
| Provide details on the internal dependencies of function                                                                                                             |  |                             |  |
| Staffing                                                                                                                                                             |  | IT applications             |  |
| Machinery/equipment                                                                                                                                                  |  | Support services            |  |
| Facilities                                                                                                                                                           |  | Other internal dependencies |  |
| Provide details on the external dependencies of function                                                                                                             |  |                             |  |
| Suppliers (i.e., raw materials, etc.)                                                                                                                                |  |                             |  |
| Third-party subcontractors                                                                                                                                           |  |                             |  |
| Clients (particularly if operations are contingent on relatively few clients)                                                                                        |  |                             |  |
| Other external dependencies                                                                                                                                          |  |                             |  |
| Describe the financial ramifications if this function could not be performed for a prolonged period (e.g., loss of revenue, increased costs, fines/penalties, etc.). |  |                             |  |
|                                                                                                                                                                      |  |                             |  |
| Describe the non-financial ramifications if this function could not be performed for a prolonged period (e.g., staff resignations, damage to reputation, etc.).      |  |                             |  |
|                                                                                                                                                                      |  |                             |  |
| For what maximum amount of time could this business activity be unavailable before the losses would occur?                                                           |  |                             |  |
|                                                                                                                                                                      |  |                             |  |
| Are there seasonal impacts or other factors that might affect operations at different points during the year?                                                        |  |                             |  |
|                                                                                                                                                                      |  |                             |  |
| What expenses (beyond normal budgets) might need to be incurred by continuing operations during and after a disruption?                                              |  |                             |  |
|                                                                                                                                                                      |  |                             |  |
| Additional comments:                                                                                                                                                 |  |                             |  |
|                                                                                                                                                                      |  |                             |  |

## Business Impact Analysis Template

A business impact analysis summarizes the criticality of key business functions. It establishes a recovery time priority for each, which is the time frame within which the function must be recovered before serious harm is done to a business.

| Business Impact Analysis   |             |          |                |                         |
|----------------------------|-------------|----------|----------------|-------------------------|
| Critical business activity | Description | Priority | Impact of loss | Recovery time objective |
|                            |             |          |                |                         |
|                            |             |          |                |                         |
|                            |             |          |                |                         |
|                            |             |          |                |                         |
|                            |             |          |                |                         |

## Immediate Response Checklist Template

An immediate response checklist outlines initial actions to be taken following an incident. It ensures that a business is well-prepared to respond promptly and efficiently to mitigate any potential disruptions to business operations.

| Immediate Response Checklist |                                                               |         |
|------------------------------|---------------------------------------------------------------|---------|
|                              | Actions taken                                                 | Details |
|                              | Business continuity plan activated                            |         |
|                              | Assessed severity of incident                                 |         |
|                              | Premises evacuated (if necessary)                             |         |
|                              | Staff located and accounted for                               |         |
|                              | Personnel briefed on incident                                 |         |
|                              | Contacted emergency services                                  |         |
|                              | Initiated event log                                           |         |
|                              | Activated incident response team, roles, and responsibilities |         |
|                              | Assessed damage                                               |         |
|                              | Identified critical activities that have been disrupted       |         |
|                              | Contacted key internal and external stakeholders              |         |
|                              | Appointed organization spokesperson                           |         |
|                              | Initiated media/public relations response                     |         |

## Roles and Responsibilities Template

A roles and responsibilities list summarizes the names and respective responsibilities of each incident response team member. The list includes a team leader and support staff who are qualified to fulfil their roles during an incident.

| Roles and Responsibilities |                       |  |                    |  |
|----------------------------|-----------------------|--|--------------------|--|
| Role                       | Designated individual |  | Alternate / backup |  |
|                            | Name                  |  | Name               |  |
|                            | Phone no.             |  | Phone no.          |  |
| Responsibilities:          |                       |  |                    |  |
|                            |                       |  |                    |  |
| Role                       | Designated individual |  | Alternate / backup |  |
|                            | Name                  |  | Name               |  |
|                            | Phone no.             |  | Phone no.          |  |
| Responsibilities:          |                       |  |                    |  |
|                            |                       |  |                    |  |
| Role                       | Designated individual |  | Alternate / backup |  |
|                            | Name                  |  | Name               |  |
|                            | Phone no.             |  | Phone no.          |  |
| Responsibilities:          |                       |  |                    |  |
|                            |                       |  |                    |  |
| Role                       | Designated individual |  | Alternate / backup |  |
|                            | Name                  |  | Name               |  |
|                            | Phone no.             |  | Phone no.          |  |
| Responsibilities:          |                       |  |                    |  |
|                            |                       |  |                    |  |

### Staff Contact List Template

A list of staff contact information should be posted in an accessible area in case of an emergency.

| Staff Contact List |          |           |          |               |          |
|--------------------|----------|-----------|----------|---------------|----------|
| Name               | Position | Phone no. |          | Email address |          |
|                    |          | Business  | Personal | Business      | Personal |
|                    |          |           |          |               |          |
|                    |          |           |          |               |          |
|                    |          |           |          |               |          |
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### External Contact List Template

Key external contacts, such as emergency services, should be documented and posted in an area accessible to an organization's employees.

| External Contact List       |           |
|-----------------------------|-----------|
| Contact Type                | Phone no. |
| Police department           |           |
| Fire department             |           |
| Emergency medical services  |           |
| Hospital                    |           |
| Security monitoring company |           |
| Insurance company           |           |
| Electricity provider        |           |
| Natural gas provider        |           |
| Water supply provider       |           |
| Sewer company               |           |
| Telecommunications provider |           |

## Business Recovery Plan Tools

Business recovery is the return to operations following an incident or disaster. The following templates are used to establish a recovery framework, with an aim to reduce recovery time and minimize losses.

| Recovery Checklist         |                                                                                                                            |
|----------------------------|----------------------------------------------------------------------------------------------------------------------------|
| Incident details           |                                                                                                                            |
|                            | Record details of any injured people, including staff, customers, and other members of the public                          |
|                            | Photograph or record damage to buildings, equipment, company vehicles, and stock                                           |
|                            | Record impact on your business functions                                                                                   |
|                            | Record any anticipated damage to your business's reputation                                                                |
| Communication to staff     |                                                                                                                            |
|                            | Conduct a critical incident debrief within 24 hours following an incident                                                  |
|                            | Hold a meeting with your staff to ask them about their reactions to the crisis                                             |
|                            | Inform staff about the recovery process and schedule regular updates                                                       |
|                            | Keep staff informed about what is expected of them                                                                         |
|                            | Advise staff whether they should return to work the next day                                                               |
| Contact insurer            |                                                                                                                            |
|                            | Contact your insurance company to initiate the claim filing process, if necessary                                          |
|                            | Photograph or record damage to your premises, fixtures, vehicles, stock, customer records, and equipment to support claims |
| Review of recovery process |                                                                                                                            |
|                            | Record what you have learned from this crisis, including what went well and what did not                                   |
|                            | Consider and record key lessons learned                                                                                    |
|                            | Review and update your recovery plan                                                                                       |

| Recovery Plan              |                  |                       |                         |                       |                |
|----------------------------|------------------|-----------------------|-------------------------|-----------------------|----------------|
| Critical business activity | Recovery actions | Resource requirements | Recovery time objective | Responsible personnel | Date completed |
|                            |                  |                       |                         |                       |                |
|                            |                  |                       |                         |                       |                |
|                            |                  |                       |                         |                       |                |
|                            |                  |                       |                         |                       |                |
|                            |                  |                       |                         |                       |                |
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|                            |                  |                       |                         |                       |                |

| Supplier Information |         |        |         |           |               |              |
|----------------------|---------|--------|---------|-----------|---------------|--------------|
| Name                 | Status  |        | Address | Phone no. | Email address | Main contact |
|                      | Current | Backup |         |           |               |              |
|                      |         |        |         |           |               |              |
|                      |         |        |         |           |               |              |
|                      |         |        |         |           |               |              |
|                      |         |        |         |           |               |              |
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|                      |         |        |         |           |               |              |
|                      |         |        |         |           |               |              |

| Customer Information |         |           |               |              |
|----------------------|---------|-----------|---------------|--------------|
| Name                 | Address | Phone no. | Email address | Main contact |
|                      |         |           |               |              |
|                      |         |           |               |              |
|                      |         |           |               |              |
|                      |         |           |               |              |
|                      |         |           |               |              |
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| Critical Equipment and Machinery |       |          |                  |                    |                            |
|----------------------------------|-------|----------|------------------|--------------------|----------------------------|
| Make                             | Model | Function | Primary supplier | Alternate supplier | Order time for replacement |
|                                  |       |          |                  |                    |                            |
|                                  |       |          |                  |                    |                            |
|                                  |       |          |                  |                    |                            |
|                                  |       |          |                  |                    |                            |
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|                                  |       |          |                  |                    |                            |

Review Schedule Template

Business continuity plans should be reviewed every six to twelve months. In the event of significant business changes, more frequent reviews may be necessary. Reviews should be documented accordingly in a review schedule, including the review date, why the review took place, and a description of any changes made to the plan.

| Review Schedule |                   |                    |
|-----------------|-------------------|--------------------|
| Review date     | Reason for review | Modifications made |
|                 |                   |                    |
|                 |                   |                    |
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