



YOUR DISASTER PREPAREDNESS STRATEGY

# Business Continuity Plan

## Statement of Confidentiality

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# Overview

This document has been formulated to communicate the procedures to be carried out in the event of a disaster or accident stalling any operation of business.

This Business Continuity Plan has been developed by COMPANYNAME to assist a business with disaster preparation, and should be regularly tested and updated to ensure the continuity of your business operations in the event of a threatening incident.

Company Name	
Primary Contact	
Primary Address	
Primary Telephone	
Emergency Telephone	
Last Revision Date	

# Distribution List

Listed below are the copies of this document, and who manages them.

Copy No.	Name	Location
1		
2		
3		
4		
5		

# Emergency Location

In the event of an incident, business operation with resume at this location.

Location	Contact Numbers

# Supervisory Staff

The following individuals and their roles are crucial to the success of this plan. If a event occurs, this list should be contacted immediately.

Name	Role/Responsibilities	Contact Information

# Staff Directory/Phone Tree

Keeping a complete, up-to-date record of your company’s employees is important. It will ensure that you’re able to contact them in the event of a disaster.

Name	Phone 1	Phone 2

# Key Vendors, Suppliers, and Contractors Contact Information

Keeping a list in the event of an emergency, you should have a list of vendors and suppliers that you’ll want to notify to make arrangements and ensure that your business will not be wasting money on deliveries that are unnecessary, as well as, being ready to resume business with those vendors/suppliers as soon as you’re ready to resume production. In addition, keeping the name of trusted contractors may help you outsource some production that you can’t afford not to complete.

Company	Primary Phone	Account Number	Email Address

# Recovery Timeline

By creating this timeline, you can make sure that you’re taking the right steps at the best time to get your business back up and running as soon as possible.

Time	Instruction	Detail
Within 1 Hour		
Within 24 Hours		
Within 48 Hours		
Within 1 Week		
Within 2 Weeks		
Within 1 Month		
Long Term Recovery		

# Insurance Information

These insurance providers need to be contacted in the case of an incident.

Company	Type	Policy #	Phone

# Client Contact List

If your business experiences an interruption of service, you should contact clients as soon as possible to apprise them of the situation. This will help you maintain their clientele in the wake of a disaster.

Name	Company	Contact	Phone

# Backup Information

This information and equipment needs to be retrieved immediately in the event of an incident.

	Location	Contact	Phone
Data			
Paper Records			
Emergency Pack (see page 9)			
Storage			

# Key Equipment

This equipment is crucial to our success, and needs to be transported to the emergency location.

Equipment	Location	Function

# Other Useful Contacts

(Utility company, Internet provider, etc.)

Name	Company	Account Number	Contact	Tel. Number

# Business Continuity Planning Administration

## Declaring an Emergency

It must be clear who in your company has the authority to activate this plan and declare an emergency. These individuals should be aware of what constitutes a disaster/emergency.

## Plan Distribution & Access

The Plan will be distributed to members of the business continuity team and management. A master copy of the document should be maintained by the business continuity team leader.

Provide print copies of this plan within the room designated as the emergency operations center (EOC). Multiple copies should be stored within the EOC to ensure that team members can quickly review roles, responsibilities, tasks, and reference information when the team is activated.

An electronic copy of this plan should be stored on a secure and accessible via the internet/backup allowing team member access if company servers are down. Electronic copies should also be stored on a secure USB flash drive for printing on demand.

## Training, Testing & Exercising

Part of preparation is testing/practicing it's execution. Consider implementing:

- Training curriculum for business continuity team members
- Testing schedule, procedures, and forms for business recovery strategies and information technology recovery strategies
- Orientation, tabletop, and full-scale exercises

## Above and Beyond Preparedness

### Critical Employees

A critical employee is an individual, designated by supervision, who performs essential functions during a disaster or emergency situation and after the event.

### Employee Profile

Consider creating an employee profile that includes things like contact information, special software/hardware they require to perform their job functions, desktop backup locations. This will help you get workstations back up and running as quickly as possible.

### Pre-built Email Notifications

Emails and mailing lists can be prepared ahead of time to make sure you are able to notify the right contacts, via email. This will help make sure you're relaying the correct information during the possible chaos of a disaster.

### Paper Documentation

There are a few vital documents that some businesses will probably still have in paper form stored on location. records, record of incorporation, MSDS Sheets, will need to be replaced in the wake of a disaster. Salvage procedures for documents like this can be found on <http://www.archives.gov/preservation/disaster-response/salvage-procedures.html>

**Note:** If possible, it's a good idea to keep a few of your business' blank checks offsite. These may take some time to replace—but you'll need to use them immediately following a disaster.



## Critical Business Functions

It is important to identify critical business functions in order to help you determine which departments/functions you need to get back up and running first. Typically, these functions are the ones that will have the biggest impact on your business and are the most susceptible to downtime. Once you have decided the functions that are most critical to your business' continuity, you'll be able to plan accordingly.

Here are few criteria you may want to consider when determining critical business functions and their priority to your business continuity:

- What business objective/goal does this function support?
- How often does this function occur?
- How many business units (departments) perform this function?
- Does the successful completion of this function depend on any other functions?
- Are other functions dependent on this function for its successful completion?
- Is there a potential for revenue loss if this function is not completed?
- Is there a potential for fines, litigation, or other punishment for noncompliance due to a required regulatory requirement?
- Is noncompliance tied to a specific downtime for this function?
- Does this function directly impact the business' image or market share?
- What priority ranking would you give this function as compared to other functions?

## Emergency Pack/Disaster Recovery Kit

An emergency pack is a group of things you'll need to sustain yourselves in the event that you are confined to one place for several hour, or even overnight.

Here is a list of items you may want to consider for your kit::

- |  |                             |
|--|-----------------------------|
| • Flashlights w/ Extra Batteries             | • Paper Plates/Cups         |
| • Battery Powered or Handcrank Radio         | • Plastics Utensils         |
| • Food (preferably requiring no preparation) | • Personal Hygiene Items    |
| • Water                                      | • Toothbrush                |
| • Medication                                 | • Toothpaste                |
| • First Aid Supply Kits                      | • Soap                      |
| • Emergency "Space" Blanket                  | • Feminine Supplies         |
| • Non-electric Hand Can Opener               | • Plastic Garbage Bags/Ties |
| • Paper Plates/Cups                          |                             |

To help your business prepare, we have provided a **Sample Disaster Recovery Kit Checklist**, located at the back of this packet.

## Additional Resources for Business Preparedness

There is a variety of assistance available to SMBs that have encountered a disaster.

### PrepareMyBusiness.org

This website was specially created for businesses to be able to prepare and survive a disaster. There are some amazing planning resources here and even offer disaster specific information for businesses who are at risk of some disasters more than other. (i.e. Midwest would be more likely to encounter a tornado rather than a hurricane.)

### FEMA Disaster Recovery Centers

Register by calling **800-621-3362** or TTY **800-462-7585**. If you use **711** or **Video Relay Service (VRS)**, call 800-621-3362. Operators are multi-lingual and calls are answered seven days a week from 7 a.m. to 10 p.m. CDT. You also can register online at [www.DisasterAssistance.gov](http://www.DisasterAssistance.gov) or by **smart phone** or **tablet** at [m.fema.gov](http://m.fema.gov).

### Business Physical Disaster Loans

You can apply online for an SBA disaster assistance loan. SBA will send an inspector to estimate the cost of your damage once you have completed and returned your loan application. For additional information, please contact the SBA disaster assistance customer service center. Call **1-800-659-2955** (TTY: 1-800-877-8339) or e-mail [disastercustomerservice@sba.gov](mailto:disastercustomerservice@sba.gov)

### IRS Tax Relief

This resource guide provides information to individuals and businesses affected by a federally declared disaster and the assistance available to disaster victims. This Disaster Relief Resource Guide can help you claim unreimbursed casualty losses on property that was damaged or destroyed. You may call the Disaster Assistance Hotline at 1-866-562-5227, between 7:00 am and 7:00 pm, local time. Please have your own interpreter, if needed, when calling the Hotline.

### Ready.gov

This website has a variety of resources and ideas that can help you get back on your feet after a disaster.

# Disaster Recovery Kit—Checklist (Example Only)

This is an example of the type of list that a business may want to considering building out and using in the event of a disaster or emergency. It should include only the items you may NEED.

Description	Included		Quantity	Task Assigned To	Location	Comments
	Yes	No				
Important Documents, Records and Information						
Insurance Policies						
Contracts/Agreements						
Employee Records						
Blank Checks						
Office Supplies (Necessities Only)						
Stamps						
Letterhead						
Envelope						
Writing Utensils						
Stapler & Staples						
Tape						
Printer Paper						
Tools						
Duct Tape						
Pocket Knife/Utility Tool						
Wrench						
Pliers						
Screw Drivers (Assorted)						
Lighter/Matches (Sealed)						

(Continued on Next Page)

# Disaster Recovery Kit (Example) - Continued

Description	Included		Quantity	Task Assigned To	Location	Comments
	Yes	No				
Emergency Pack Items and Sanitary Necessities						
Cash						
Flashlights						
Battery Powered Radio						
Extra Batteries (All Sizes)						
Food						
Water						
Medication						
First Aid Supply Kits						
Emergency “Space” Blanket						
Non-electric Hand Can Opener						
Paper Plates/Cups						
Plastics Utensils						
Personal Hygiene Items						
Toothbrush						
Toothpaste						
Soap						
Feminine Supplies						
Plastic Garbage Bags/Ties						
Additional Items						

**Additional Notes:**

# **Focus on your Business Not your Technology**

**Reach out to us  
today to discuss your  
Disaster Resistance  
Planning!**

Eliminate downtime, lower and budget your IT expenses, and improve productivity with Managed IT Services. Learn more today by calling Directive at 607-433-2200 or visiting us on the web at:

**[www.directive.com](http://www.directive.com)**