Disaster resilience Business Continuity Plan Part 2 – Get ready

Use this Get ready template to help you identify disaster risks to your business

This plan may be completed as a stand-alone document or, as one of four documents that combine to form a Business Continuity Plan. Fact sheets on assessing disaster risks and insurance are also available from [www.business.tas.gov.au](http://www.business.tas.gov.au) and may be helpful when completing this template.

If you require further assistance on a business issues please contact Business Tasmania on 1800 440 026 or email ask@business.tas.gov.au

*Instructions are provided in italics. Where instructions are contained in [square brackets] please delete these and enter your relevant information.*

Plan information

|  |
| --- |
| Business Details  |
| **Business name**  | *[Your business name]*  |
| **Business owner** | *[Your name and title]*  |
| **Address and contact(s)**  | *[Business address and contact details]*  |
| **ABN/ACN** | *[Your Australian Business Number, if you are registered and/or your Australian Company Number if you are a company]*  |
| **Last updated**  |   |
| **Communication strategy** |
| **Communication type**  | **Person responsible**  | **Frequency**  |
| *[For example email]* | *[Person responsible for communicating ]* | *[For example, monthly]* |

To help you keep track of your progress, tick off each section as you complete it.

|  |
| --- |
| Contents  |
| **Get ready**  |
|  | 2.1 Temporary office accommodation  |  | 2.4 Emergency drills  |
|  | 2.2 Data security and backup  |  | 2.5 Crisis essentials checklist  |
|  | 2.3 Key staff training and cross training |  |  |

2.1 Temporary office accommodation

|  |
| --- |
| Temporary office accommodation  |
| **Type**  | *[What kind of building is it – for example, hotel, warehouse, private residence]*  |
| **Address** | *[Address of the site]* |
| **Equipment available**  | *[What you have at the site already]* |
| **Resources needed for operation** | *[What you will need to bring in order to use this site as a base for your business operations]*  |

2.2 Data security and backup

|  |
| --- |
| Data security and backup  |
| **Data to be backed up**  | *[For example, order forms, client contacts, emails, contracts]* |
| **Storage location** | *[For example, cloud, hard drive, flash drive, offsite computer]* |
| **Steps to complete backup and frequency**  | *[Outline what is required to complete the backup and how often it is to be done]*  |
| **Person responsible**  | *[Who is responsible for ensuring data is backed up?]* |
| **Data to be backed up**  |  |
| **Storage location** |  |
| **Steps to complete backup and frequency**  |  |
| **Person responsible**  |  |

2.3 Key staff training and cross training

*This table will help you record your staff’s skills and whether further cross training might be needed. Cross training refers to making sure you have more than one staff member trained for a certain role or task so that, should one staff member not be available, another staff member can fill in their role.*

|  |
| --- |
| Key staff training and cross training |
|  **Job title/name(s)** | *[For example, chef, sales/employee’s name]* | **Expected turn over**  | *[On average how long does someone stay in this role? for example, 6 – 12 months]* |
| **Skills**  | *[For example, book keeping, front of house]* |
| **Cross training**  | *[For example, requires training in computer systems and supply ordering]* |
| **Job title/name(s)** |  | **Expected turn over** |  |
| **Skills**  |  |
| **Cross training**  |  |
| **Job title/name(s)** |  | **Expected turn over** |  |
| **Skills**  |  |
| **Cross training**  |  |
| **Job title/name(s)** |  | **Expected turn over** |  |
| **Skills**  |  |
| **Cross training**  |  |
| **Job title/name(s)** |  | **Expected turn over** |  |
| **Skills**  |  |
| **Cross training**  |  |
| **Job title/name(s)** |  | **Expected turn over** |  |
| **Skills**  |  |
| **Cross training**  |  |

2.4 Emergency drills

*This table will help you schedule your emergency evacuation drills.*

|  |
| --- |
| Emergency drills  |
| **Procedure 1** | *[What are you practicing ? for example, fire evacuation]*  |
| **Person responsible** | *[Who is responsible?]* | **Drill frequency** | *[How often will you practice? for example, monthly]* |
| **Drill dates** | *[What is the schedule of drills for the next period?]* |
| **Procedure 2** |  |
| **Person responsible** |  | **Drill frequency** |  |
| **Drill dates** |  |
| **Procedure 3** |  |
| **Person responsible** |  | **Drill frequency** |  |
| **Drill dates** |  |
| **Procedure 4** |  |
| **Person responsible** |  | **Drill frequency** |  |
| **Drill dates** |  |
| **Procedure 5** |  |
| **Person responsible** |  | **Drill frequency** |  |
| **Drill dates** |  |

2.5 Crisis essentials checklist

*Complete this checklist before disaster event strikes to help you prepare your business for a crisis. Some plans referred to in this checklist are available in the following sections of this template. Disaster specific checklists are also available from* [*www.business.tas.gov.au*](http://www.business.tas.gov.au)

|  |
| --- |
| **General** |
|  | Identify the type of natural hazards that could affect your business. The following sources could help you with this: * your council’s Municipal Emergency Management Plan
* Land Information System Tasmania Maps [www.thelist.tas.gov.au](http://www.thelist.tas.gov.au)
* Tasmania Fire Service [www.fire.tas.gov.au](http://www.fire.tas.gov.au)
* State Emergency Service [www.ses.tas.gov.au](http://www.ses.tas.gov.au)
 |
|  | Include risk mitigation strategies for these hazards in your business continuity plan.  |
|  | Consider your insurance needs in relation to the hazards you’ve identified and any associated risks. Make sure your chosen policy provides an appropriate level of cover for your business and that you understand any particular requirements under your policy. Also consider coverage of secondary impacts from a disaster.  |
|  | Find out if there are any emergency management or evacuation plans that apply to your area (for example, Community Bushfire Protection Plans and identify Nearby Safer Places in case of a bushfire, see the Tasmania Fire Service website [www.fire.tas.gov.au](http://www.fire.tas.gov.au/Show?pageId=communityProtectionPlanningProjectPublic)). |
|  | Keep a back-up copy of critical documents and business data in a secure off-site location.  |
| **Property, infrastructure and equipment**  |
|  | Regularly maintain your property to improve its capacity to withstand a natural disaster (for example, repairs, trimming vegetation, clearing drains). |
|  | Consider making changes to your business buildings/property to protect against a natural disaster (for example, tiling the floor in flood prone areas).  |
|  | Include provisions for interruptions of essential services and critical infrastructure during an emergency (for example, power, water, phone, fuel) as part of your business continuity plan.  |
|  | Identify an evacuation plan and route that is specific to your business property and location.  |
|  | Identify safe refuge locations at your business property in case it is not possible or safe for staff or guests to evacuate.  |
| **Staff and guests** |
|  | Ensure your staff and guests are aware of emergency evacuation procedures and their roles during an evacuation, including the trigger for activating emergency plans and how this information will be communicated.  |
|  | Ensure your staff and guests know where to access official sources of information in an emergency (for example, TasALERT website and social media, radio broadcasts).  |

| **Staff and guests** |
| --- |
|  | Consider how you would communicate information to staff and guests or customers in the event of an emergency (for example, bulletins, meetings, notice board, or social media).  |
|  | Ensure a list of emergency numbers and staff contact numbers, including next of kin, is available to staff (for example, on the front page of your emergency plan).  |
|  | Ensure you have an appropriate number of staff trained in first aid and the contents of your first aid kit are regularly checked and stocked. Further information about first aid requirements is available from WorkSafe Tasmania [www.worksafe.tas.gov.au](http://www.worksafe.tas.gov.au) |
|  | Prepare an emergency kit and store it in a large plastic container. Include an emergency radio (battery, solar or hand crank).  |
|  | Identify arrangements to address a potential decline in workforce morale and for the grieving/psychological impacts on staff during and following an emergency. |
|  | Consider staff members at greater risk of harm during an emergency and ensure appropriate plans for this risk.  |
|  | If staff travel in vehicles during the work day, make sure you have procedures in place for what they should do in an emergency situation.  |
| **Financial** |
|  | Consider financial impacts as a result of reduced consumer spending and investment confidence during a crisis.  |
|  | Ensure extra funds are available to compensate for a decline in profits and to maintain business liquidity over the duration of a downturn.  |
|  | Consider your business’ interdependencies (for example, in the supply chain) that could be vulnerable to disruption during an emergency, and include this in your business continuity plan.  |

This template and all information contained in it (jointly “the Information”) has been developed by the State of Tasmania (“State”), represented by the Department of State Growth, as an information source only, to provide assistance to businesses in relation to preparing and recovering from a disaster. Users of this Information acknowledge and agree that the Information is made available for use on the following terms and conditions: (a) users of this Information do so entirely at their own risk; (b) the State provides no warranty about the accuracy, completeness or relevance of the Information to the users purposes; (c) the Information does not constitute or is not a substitute for legal or professional advice and should not be relied on as such; (d) the State provides no warranty that the Information is free of infection by computer viruses or other contamination. Any links to other websites that have been included in the Information are for the user’s convenience only. The State does not accept any responsibility for the accuracy, availability or appropriateness of any other website for the user’s purposes; and (e) users should make their own enquires and seek independent professional and/or specialist advice before acting or relying upon any of the Information.

The State or its officers, employees and agents do not accept any liability to any person however arising, including liability for negligence, for any loss in connection with or arising out of any use or reliance upon the Information.

This Information has been produced with funding provided under the Natural Disaster Resilience Program.