*Business Address*]

**ABN:** [*ABN*]

**ACN:** [*ACN*]

<company name>

Emergency management & recovery plan

**Prepared:**

Revision history

| Version Number | Changes made | Person responsible | Date updated |
| --- | --- | --- | --- |
|  |  |  |  |

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**Describe your business in detail here.**

*Name of business, services provided, number of staff, location/s, who owns the business, main source of income etc.*

## The Continuity Plan

### Risk management

*[List the potential risks to your business (in order of likelihood) and any mitigation/contingency strategies.]*

| Business risk | Impact | Likelihood | Mitigation strategy | Contingency plan |
| --- | --- | --- | --- | --- |
| *[Description of the risk and the potential impact to your business.]* | *[High, Medium, Low.]* | *[Highly Unlikely, Unlikely, Likely, Highly Likely.]* | *[What actions will you take to minimise/mitigate the potential risk to your business?]* | *[What is your contingency plan in the event that this risk happens?]* |
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### Critical business area analysis

*[Identify the critical areas of your business (e.g. product refrigeration process) and any protection strategies.]*

| Rank | Critical business areas | Impact if failed | Current protection strategies |
| --- | --- | --- | --- |
| **1** | *[Description of what you can't do without: people, suppliers, documents, systems or even procedures.]* | *[Describe the potential impact on your business if this critical area fails.]* | *[What strategies do you have that minimise the impact to your business? e.g. Training employees in multiple areas of the business will reduce key person risk.]* |
| **2** |  |  |  |
| **3** |  |  |  |
| **4** |  |  |  |

### Insurance

*[What insurance policies do you currently hold to cover your business risks?]*

| Insurance type | Policy coverage | Policy exclusions | Insurance company and contact | Last review date | Payments due |
| --- | --- | --- | --- | --- | --- |
| *[e.g. Building, Contents, Car, Business Interruption]* | *[e.g. Damage from fire, flood, theft, Cyclone]* | *[e.g. Fraud, terrorism, tsunami, landslide]* | *[e.g. XYZ Insurance, D.Higgins (Area code) Number]* | *[Day/Month/Year]* | *[Amount you pay and frequency. e.g. Monthly, yearly]* |
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### Property & infrastructure

*[What have you done to make your property and infrastructure less vulnerable to damage? Is your property secured with alarms, security personnel or video surveillance from unlawful entry? Do you have fire retardant or flood resistant building materials? Is leaf litter grass and gutters maintained regularly to minimise fire risk?]*

**Add details here**

### 'Business as usual' planning

#### Temporary office accommodation

*[Identify temporary office accommodation you can quickly access in an emergency situation. Consider attaching a map of your accommodation to the back of your plan]*

| Rank | Type | Address | Equipment available | Resources needed |
| --- | --- | --- | --- | --- |
| 1 | *[e.g. Private residence, hotel, temporary business centre.]* | *[Enter the address of your temporary office site.]* | *[List all the equipment available at the site. e.g. Computers, furniture, photocopiers, phones, paper]* | *[List all the resources you will need in order to use this site as a temporary office. e.g. Software, backups, staff, and any other equipment not already available at the location.]* |
| 2 |  |  |  |  |
| 3 |  |  |  |  |
| 4 |  |  |  |  |

#### Business continuity strategies

*[What other strategies will you consider to help maintain business as usual practices? Have you considered a virtual service, e-commerce website or an online auction or e-marketplace shopfront?]*

**Add details here**

### Key personnel training

[*List your current staff in the table below and any cross-training requirements.*]

| Job title | Name | Expected staff turnover | Skills or strengths | Cross-training requirements |
| --- | --- | --- | --- | --- |
| *[e.g. Marketing/ Sales Manager]* | *[e.g. J. Smith]* | *[e.g. 12-18 months]* | *[e.g. Relevant qualifications in Sales/Marketing. At least 5 years experience in the industry. Award in marketing excellence 2007. Fully qualified in first aid 2006.]* | *[e.g. Requires training in finance system]* |
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### Skill retention strategies

*[What procedural documentation will you provide to ensure the skills of staff are maintained? Do you have an appropriate allocation of responsibilities? How are responsibilities documented and communicated to staff? What internal processes will you implement to regularly check that the current skills of staff members are still appropriate for the business?]*

### Data security & backup strategy

*[How have you protected your data and your network (e.g. virus protection, secure networks and firewalls, secure passwords and data backup procedures)? Detail your backup procedures in the table below.]*

| Data for backup | Type of data | Frequency of backup | Backup media/ service | Person responsible | Backup procedure steps |
| --- | --- | --- | --- | --- | --- |
| *[List all the essential data that your business cannot recreate from other sources. If this list is substantial, consider a full system backup]* | *[e.g. Email, spreadsheet, payroll system data, website.]* | *[e.g. Daily, weekly, monthly]* | *[e.g. Magnetic tape, CD ROM, external hard disk drive, remote/online backup service.]* | *[e.g. C. Jones]* | *[List the steps required to perform the backup or attach a procedure document to the back of this plan]* |
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### Environmental resilience

*[What environmental choices have you made to help you achieve climate change adaptability?]*

## The Emergency Action Plan

### Emergency contacts

*[List your local emergency services numbers and any additional contacts you will need to phone in an emergency (e.g. Employee's next of kin).]*

| Organisation Name | Contact | Title | Phone number |
| --- | --- | --- | --- |
| **ALL emergency services** | - | - | **000** |
| **State Emergency Services (SES)** | - | - | **132 500** |
|  |  |  |  |
|  |  |  |  |
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**Note**: now is a good time to remind your employees to update their contact details as well as their next of kin contact details

### Emergency procedures

| Procedures | Brief outline of procedures | Evacuation point/ address | Reference to full procedure document | Supporting documentation / Resources |
| --- | --- | --- | --- | --- |
| Fire Evacuation Procedure | 1. Alarm raised and 000 contacted.  2. Follow fire warden instructions.  3. Calmly evacuate the premises from nearest emergency exit.  4. Arrive at evacuation location.  5. Locate and account for all staff. |  |  | Evacuation Diagram  Warden team  Staff training  Fire fighting equipment |
| Medical Emergency | 1. Alarm raised and first aid provided where possible.  2. 000 ambulance contacted.  3. Follow 000 instructions.  4. Have ambulance officers met at entrance and escort them to the person.  5. Find out where the ambulance will take them if going to hospital.  6. Contact next of kin / emergency contact. | N/A |  | First Aid kit  Trained first aid personnel |
| Power outage | 1. Electricity supply company contacted.  2. Check main switchboard for any tripped circuits.  3. Determine if it is an office based issue or wider issue.  4. Advise staff to stay where they are.  5. Contact electrician if it is an office electrical issue.  6. Do not attempt to fix any electrical issue yourself. | Stay in the building unless directed otherwise. |  | Electricity supplier contact: XXXXXX |
| Extreme weather event | 1. Secure loose items on the outside of the building. 2. Secure valuable items and documents in the building. 3. Ensure chemicals and gas cylinders are secure and protected from damage and spills as much as possible. 4. If safe to do so and depending on the nature of the event, you may decide to close the operations and send staff home. | Stay in the building unless directed otherwise / depending on the particular weather event |  | Monitor reliable weather and information sources. |
| Business closure based on government health / emergency advice | 1. Ensure all information used in business decisions is from trusted, Government sources. 2. Implement all relevant suggested controls recommended by authorities including cleaning regimes and providing limited services. 3. Provide information to staff, board, suppliers and contractors on any change in operations. 4. Implement security and monitoring controls. 5. Maintain communication with staff on the projected re-opening date and requirements. | Staff to stay home / work from home / take leave / undertake online training | Work from home self-asssessment | Government directives |

### Evacuation drill schedule

*[Use this table to schedule your emergency evacuation drills.]*

| Evacuation procedure type | Drill frequency | Position/person responsible | Next drill dates |
| --- | --- | --- | --- |
| Fire evacuation | Annual |  |  |
|  |  |  |  |
|  |  |  |  |

### Emergency kit

#### Location

*[Where is your emergency kit located/stored?]*

#### Contents

| Object | Checked/Reviewed Date | Person responsible |
| --- | --- | --- |
| *Emergency management & recovery plan* |  |  |
| *Emergency and recovery contact list* |  |  |
| *Insurance documents* |  |  |
| *Torch* |  |  |
| *First-aid kit* |  |  |
| *Spare batteries* |  |  |
| *Pen/pencil and notepad* |  |  |

### Emergency team roles & responsibilities

| Role | Details of responsibilities | Person responsible | Email | Phone/Mobile numbers |
| --- | --- | --- | --- | --- |
| **First Aid Officer** | * *Attend regular first aid training courses.* * *Administer first aid support in an emergency situation.* * *Contact ambulance services when necessary*. |  |  |  |
| **Chief Fire Warden** | * *Attend relevant training courses.* * *Communicate procedures to all staff.* * *Supervise and action emergency evacuation procedures (including contacting emergency services, accounting for staff).* * *Conduct regular drills.* * *Update procedures regularly*. |  |  |  |
| **Fire Warden** | * *Attend relevant training courses.* * *Assist in evacuating staff according to evacuation procedures (including collecting emergency kit and resilience and recovery documentation).* * *Assist with regular drills.* * *Assume Chief Fire Warden duties when required*. |  |  |  |

## 

## The Recovery

### Business impact assessment

*[Based on your assessment of the damage to your business, complete the table below (in order of severity) or attach your own impact assessment to the back of your plan.]*

| Rank | Damage | Impact to business | Severity | Action | Recovery steps | Resources needed | Actioned by | Estimated date of completion |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1 | *[List any damage to buildings, assets, stock, documents or surrounding area/community.]* | *[Describe any direct or indirect impacts the damage will have on your business' critical functions.]* | [*High, Medium, Low.*] | [*Repair, replace, rebuild.*] | *[List the steps needed to recover the damage.]* | *[List the resources needed to recover including any cost estimates, service providers, employees, building materials.]* | *[Assign someone to each task.]* | *[Due date for completion.]* |
| 2 |  |  |  |  |  |  |  |  |
| 3 |  |  |  |  |  |  |  |  |

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### Recovery contacts

*[Include all of the organisations/people that will be essential to the recovery of your business. See also Emergency contacts above.]*

| Contact Type | Organisation Name | Contact | Title | Phone/Mobile number |
| --- | --- | --- | --- | --- |
| **Insurance** | *[e.g. XYZ Insurance]* | *[e.g. G. Jones]* | *[e.g. Claims Advisor]* | *[(Area code) Number]*  *[Mobile number]* |
| **Telephone/internet services provider** | *—* | *—* | *—* | *—* |
| **Bank/building society** | *—* | *—* | *—* | *—* |
| **Employee** | *—* | *—* | *—* | *—* |
| **Supplier (Main)** | *—* | *—* | *—* | *—* |
| **Supplier (Backup)** | *—* | *—* | *—* | *—* |
| **Business advisor** | *—* | *—* | *—* | *—* |
| **Accountant** | *—* | *—* | *—* | *—* |
| **Lawyer** | *—* | *—* | *—* | *—* |
| **Security Provider** |  |  |  |  |

### 

### Insurance claims

*[What insurance policies have you claimed for? Use the table below to record any discussions you have had with an insurer about your claim]*

| Insurance company | Date of contact | Details of conversation/claim | Follow up actions |
| --- | --- | --- | --- |
| *[e.g. XYZ Insurance, D.Higgins*  *(Area code) Number]* | *[Day/Month/Year]* | *[Enter any relevant details discussed with your insurer about your claim.* *e.g. When will the assessor visit? Did you receive an estimated claim amount?].* | *[Is there anything you or the insurer need to complete to continue processing the claim? Is there any information the insurer requires to process the claim (e.g. estimate of the damage, serial numbers for stolen equipment, photos)? Are there any special instructions the insurer has asked you to do/not do in regards to the cleanup effort or property?]* |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

### Business Continuity / Recovery Checklist

| **Business Continuity** |  | **Actions** |
| --- | --- | --- |
| Now that the immediate critical incident is over have you:   * refocused efforts towards recovery? * ensured staff and members are safe? | ❑ |  |
| * deactivated staff members and resources as necessary? | ❑ |  |
| * arranged for essential staff to work remotely, from home or an alternate location | ❑ |  |
| * ensured that intellectual property and data is secured and available remotely by relevant staff | ❑ |  |
| * continued to gather and document information about the situation as it affects you? | ❑ |  |
| * diverted company phones to the mobile | ❑ |  |
| * provided information to senior management / public relations in order to manage media enquiries and develop a media statement | ❑ |  |
| * assessed your current financial position? | ❑ |  |
| * reviewed cash requirements to restore operations? | ❑ |  |
| * contacted your insurance broker/company? See section on emergency contacts. | ❑ |  |
| * developed financial goals and timeframes for recovery? | ❑ |  |
| * kept staff informed? | ❑ |  |
| * kept key stakeholders informed? | ❑ |  |
| * identified information requirements and sourced the information? | ❑ |  |
| * set priorities and recovery options? | ❑ |  |
| * captured lessons learnt from your individual, team and business recovery? | ❑ |  |

## Supporting documentation

Attached is my supporting documentation in relation to this Emergency management & recovery plan. The attached documents include:

* Evacuation Diagram
* Staff contact details / next of kin contact details