

# Emergency and Business Continuity Plan Template

Enacted: *enter date of origin*

Scheduled review date: *review plan yearly or as situations change*

## 1. Purpose

The Emergency and Business Continuity Plan is intended to help the staff of **Our Business** manage any unexpected incident related to its premises, weather, key personnel or any important system that it relies upon in its day to day operations. The aim is to ensure the business continuity of our business.

## 2. Scope

The plan is designed to enable our business to resume activities whether the situation is one of full or partial loss of key activities or assets. As such, it covers a broad spectrum of potential situations that may impact on the ability of our company to continue its normal business in the short or long term.

## 3. Responsibilities

**Our Business** has a duty to ensure that services provided to clients can be delivered to the extent required in the event of an emergency, e.g. flooding, pandemic flu, loss of physical premises, etc.

The **plan holder, Do Good, CEO** is responsible for co-ordinating any response under the plan. If the plan holder is unavailable, this duty will fall to the deputy plan holder, **Do More Good, COO**.

In all cases of business interruption, **Key Stakeholders of the Management Team** must be informed and in continued contact. In some circumstances, it may be necessary to involve **additional stakeholders** for those matters pertaining to their role, especially in situations related to human resources or petty cash needs.

## 4. Communication with staff

In the event of an emergency or for any other reason that communication with staff needs to take place en masse, a message will be sent via text. For example, a mass communication could be an announcement that the office will be closed due to severe weather.

A list of all staff members and their cell numbers is maintained by the database manager. The CEOs, COO will maintain a staff text group. Coordination of any mass messages will be organized by the CEO, COO depending on the circumstance, and the organizing parties will determine who will send the message out to the staff and be responsible for responding to staff questions.

*Reference: Appendix 1- Staff cell number list*

## 5. Priority order of services

Tour Operators offer a range of services to their clients; the table below contains a list of the services our Firm provides. The list below is prioritized for business continuity purposes.

In the event of an emergency or business interruption our business will endeavour to maintain services as usual. However, it may become evident that this is not possible. At this point the CEO or in her absence, the plan holder, will decide the priority services that our Firm must continue and which services will be reduced or stopped.

### Priority of Services

Managing Groups on Tour
Managing Group Reservations
A/P and A/R
Managing Leads

## 6. Loss of main premises

The address of the main premises of **Our Business is 123 ABC, No Name, VA**. If the building becomes unavailable for use for any reason:

- All staff who are already at work, together with clients and visitors, will be evacuated in line with fire procedures
- As necessary, arrangements must be made to occupy suitable alternative accommodation, sending staff home as appropriate.

Should our premises become uninhabitable, the following are available for our business to use:

- Personal residence of staff, i.e. working remotely
- Local hotel conference room space
- Longer term options include: temporary office space in a WeWork or Regus building.

Using the contact list in **Appendix 1**, all staff who are still due to come in to work must be contacted immediately to advise them:

- Whether they should proceed to another location
- Whether they should remain at home – if so, any instructions regarding working from home will be relayed

As soon as it is possible to access the Master Calendar, arrangements will be made to contact clients with outstanding appointments to either cancel them or advise them of an alternate meeting location. Additionally, as scripted in **Appendix 2**, an email message, via Constant Contact, must be sent to all clients ensuring them that confidential client information is secure and our staff is safe.

In the event our server is damaged or rendered inoperable, Our Business will need to contact the current IT supplier regarding restoration of data. If our internal server has been damaged, the main drive will not be available until the back-up files can be loaded onto a server. In cases where our building become uninhabitable, our IT provider must be notified immediately.

In the event our premises are rendered uninhabitable, clients will be notified via email and post, in a letter drafted by the CEO or COO. The content of the letter will reflect the facts of the situation and at all times, manage the client relationship in terms of client security and viability of the business.

*Reference: Appendix 2- Client communication email script re: loss of premises*

*Reference: Appendix 3- Contact list of service providers*

## **7. Loss of computer system/essential data**

The loss of equipment, computer hardware or the core software requires immediate notification to the suppliers. These may include a supplier from whom equipment is leased or on whom the business is dependent. The equipment and software will ultimately be replaced, but short term, it has been agreed that the following will be made available at our alternate location:

- PC's and printers to enable business continuity;
- Access to a photocopier;
- Access to a fax machine;
- The facility to scan and attach post

Computer back up tapes are made daily to safeguard essential data and are encrypted and securely kept off site. The business utilizes Outlook 365, ensuring continued access to email.

The business has X laptops with secure remote access to the business' system. These may be available to facilitate immediate access if the server is unaffected. Additionally, members of the management team and designated individuals in the business have access to our server on their home computers.

## **8. Recording data**

If there is a failure in the IT system or any stand alone computer, for important data, the staff will revert to a paper backup system to capture that data which will be recorded in the system retrospectively. Templates for recording information when the system is unavailable can be found in our process manual. Once information is captured on the paper templates it is important that these are kept securely until they can be entered into our databases. Examples of paper templates would be registration forms, payment coupons and emergency forms.

## **9. Loss of telephone system**

In those instances where our phone system is down, for any reason, follow the instructions in **Appendix 4.**

Our current carrier for phone service is Good Phone Company.

*Reference: Appendix 4 – process managing phone service outages*

## **10. Loss of electrical supply**

In the event of a power failure within the building:

- Contact building maintenance if related to a building malfunction or power supply company for emergency assistance. Ask if they are able to give an estimated length of time the power will be off.
- A decision should be made as to whether the business can be continued safely, or if relocation to an alternative site will be required to maintain business, or if non-essential staff should be sent home.

In an electrical outage, the following systems will not work:

- Internal Server
- Computers
- Copiers/Scanners
- Telephones
- Lighting
- Any and all appliances

If the heating or A/C is lost, assess the effect of the loss of heating or A/C, taking into consideration the time of year and general temperature, including forecast temperature. If it is felt that our business will be affected by loss of heating or A/C a determination will be made to send staff home. Any clients with appointments will be contacted and rescheduled as appropriate.

## **11. Loss of water supply**

As our space is rented, building management has an obligation to ensure sanitary measures can be taken to prevent any health risk. In our office, the loss of water supply will mainly affect the kitchen area. Fresh drinking water should not be affected as water is available via water coolers.

If the loss of water supply affects our entire geographic region or the timeframe for restoration of service is undetermined, management must decide if staff should be sent home for the remainder of the day. For the purpose of business continuity, staff able to work at home should do so.

## **12. Fire**

On discovering a fire or on suspicion of a fire, raise the alarm via the nearest fire alarm call back and/or call 911 from a safe location. Clearly state the full address of the affected premises which will be either:

- 123 ABC Street, No Name, VA

In the event of the fire alarm sounding, all staff have a responsibility to evacuate the premises ensuring that all clients and visitors are assisted via the clearly marked fire exits. All persons will congregate at the fire evacuation assembly point, which is across the street at the NW intersection where the CEO will check against the staff list and business calendar (for clients/visitors) to ensure all persons have been evacuated. In the absence of the CEO, this responsibility will fall to the COO. Should a staff member be unable to reach the evacuation point, the staff member must reach the CEO, either physically or via other means, to alert of their safety.

If a staff member suspects that there are persons still inside, in no case should he re-enter the premises. Instead, inform fire safety responders (firemen) or if fire personnel are not immediately available, call 911.

Under no circumstances should elevators be used in the case of any building evacuation. Only use the stairwells.

Upon arrival of the Fire and Rescue Service, the CEO or staff member reporting the fire will greet them and give the following information:

- Location of fire or suspected fire
- Persons suspected of still being inside, with possible location
- Location of any inflammable materials / oxygen or other gas cylinders (if known)
- If fire is in our office, a plan of interior of our office. A plan of the premises would be furnished by building management.

### **13. Loss of paper records**

Paper records are stored in the file room. Essential information, such as emergency forms or other confidential group data, are stored on cloud based software our internal S drive.

### **14. Incapacity of CEO**

Where incapacity or death has occurred during the course of business, the COO or other designated staff member is responsible for co-ordinating the emergency response and ensuring that next of kin is notified. Emergency contact information is stored in personal files by the Human Resource Director.

Should the CEO become incapacitated or die, notification to key clients, via a phone call, will take place as soon as possible. Notification will be carried out by senior members of the business provided all are emotionally able to deliver the message. The message to key clients will follow the script found in Appendix 5. All other clients will be notified in a reasonable amount of time, but no longer than 5 days after the incident, following the script found in Appendix 6.

Should the unfortunate occur, senior staff members of the business will meet, no later than 24 hours following the incident, to execute a temporary plan that ensures business continuity.

Reference: Appendix 5 – Phone Script for Key Clients

Reference: Appendix 6 – Email script for clients

## 15. Incapacity of staff

Where incapacity or death has occurred during the course of business, the Operations Manager or other senior individual as designated by the CEO is responsible for co-ordinating the emergency response and ensuring that next of kin is informed. Emergency contact information is stored in personnel files.

Wherever possible, other staff members will be asked to cover for the absent colleague until permanent arrangements can be made to staff the position.

If the impact of one or a number of staff being incapacitated is such that the business is unable to continue services, the CEO will be responsible for assessing the capabilities of the business and possibly which services will be reduced or, through pre-arranged mutual aid arrangements, be diverted to other businesses on a temporary basis.

Mutual aid Firm	Type of Service	Contact details
Friendly Competitor	Tour Operator	Name and address of key contact

## 16. Redirection of mail

In the event that mail is unable to be delivered to the VA Beach office it should be temporarily re-directed to a PO Box. The CEO or in her absence, COO, is responsible for securing the PO Box and completing the change of address. To initiate this contact USPS.com or the local post office in No Name, VA.

Unless the redirection of mail is permanent, clients do not need to be notified. If the redirection of mail is due to our premises being uninhabitable, clients will be notified as discussed in section 6, "Loss of Premises".

## 17. Approval

This plan has been approved by the undersigned and will be reviewed and updated at least every six months and every time there is a change in policy, staffing roles or other areas.

Name	Name of Key Stakeholder, generally the CEO or President of Company
Date approved	
Review date	

## Appendix 1 - Internal contacts

Activation of the plan [insert rows as necessary]

Primary	Position or name	Contact details/cell number	Responsible for
Plan holder			Execution of plan
Deputy			Assist with execution of plan
Operations Mgr.			Risk Management

Staff list as of today's date

NAME	Title	CELL PHONE

## Appendix 2: Client Notification via Constant Contact

Date

Dear Clients,

A situation has occurred in which our building has been temporarily rendered uninhabited due to (i.e., flooding, fire). This message is being sent to assure you that your confidential information is safe. As part of our usual and customary process, all data is stored electronically and backed up to a secure offsite datacentre.

Currently, we have set up a temporary office location at (name) until our building has been safe to re-enter. If you have any further questions please do not hesitate to call us a (list out phone number).

Sincerely,

CEO/President

## Appendix 3 – Contact information for service providers

### Building Management Company

Office	Contact details

### Utilities and services

Service	Provider	Contact details
IT systems		
Telecommunications (Internet and Phone)		
Phone Hardware		
Electricity, Gas, Water and Alarm (managed through leasing office)		
Insurance company		
Credit Card Processing		
Banker		

## Appendix 4 – Managing Phone Outage

<b>Internal Process</b>	Managing Phone Service Outages and Restoring Hunt Group
<b>Date</b>	
<b>Contributors</b>	
<b>Accountable</b>	

The following Our Business process has been established to manage phone service outages and restoration of hunt group, when applicable. A hunt group is the hierarchy of phones lines to which the main line rolls if the main line is currently in use.

Process	Action	Accountable
<b>START</b>	Business becomes aware that phone service is down. This could be related to a power outage, Comcast service outage or other situation.	
<b>END</b>	All lines fully restored.	



## APPENDIX 5

### *Phone Script for Key Clients – Incapacity of CEO*

Note: calls to key clients will only be made by senior members of Our Business. As soon as possible, the Operations Manager will assemble the senior managers and identify key clients that must receive a phone call. The list will be divided based on the relationship each manager has with a specific client, if possible.

Script:

**May I please speak to (name of client)....**

**I'm calling to personally inform you of a situation that occurred which has affected our CEO, Do Good. (state nature of situation). Please know our staff is dealing with the emotion of this situation and we are meeting as management team to ensure your needs and the needs of all our clients are met.**

*(allow client to ask questions but stay on script and do not attempt to interject your own summations of next steps beyond the statement that we are meeting to ensure the needs of all our clients are met)*

**We will continue to keep you informed. Should you have any questions please do not hesitate to call our office and ask for me. As part of our business continuity plan, "X" has been temporarily appointed as our Managing Director.**

## APPENDIX 6

### *Email Script for non-key clients – Incapacity of CEO*

Note: this script should only be sent to non-key clients if the situation is severe and warrants notification of all clients.

**Dear Clients,**

**We are writing to inform you of a situation that has affected our CEO, Do Good. Do Good has (state general nature of situation). In Do Good's absence, "X" has been temporarily appointed as the Managing Director. The entire Our Business Team is committed to ensuring your needs and the needs of all our clients are met.**

**If you have any questions please do not hesitate to contact our office. We will keep you updated as time moves forward.**

**Sincerely,**

**The Our Business Management Team**