Business continuity plan

TEMPLATE

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[Business name]

Business continuity plan

Date: Click or tap to enter a date.

[This template contains instruction text and examples that you can delete when adapting this business continuity plan for your business.]

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# Section 1: Plan overview

[[Business continuity planning](https://www.business.qld.gov.au/running-business/risk/continuity-plan) resources and support for completing this section of the business continuity plan can be found on the Business Queensland website.]

## Executive summary (optional)

[An executive summary is the plan in miniature—usually one page or shorter. It should contain enough information for a reader to get acquainted with the plan without reading the full document.

Depending on the size of your business and the length of your document, you may choose not to include an executive summary.]

## Objectives

[Objectives serve as a means of clarifying the purpose of your plan and should describe the intended result. An example of plan objectives is listed below.]

The objectives of this plan are to:

* undertake risk management assessment
* define and prioritise your critical business functions
* detail your immediate response to a critical incident
* detail strategies and actions to be taken to enable you to stay in business
* review and update this plan on a regular basis.

## Distribution list

[To assist in updating and revising the plan, an up-to-date list of all plan locations and persons supplied with a copy of the plan should be included.]

|  |  |  |
| --- | --- | --- |
| Copy number | Name | Location |
| 001 |  |  |
| 002 |  |  |
| 003 |  |  |
| 004 |  |  |
| 005 |  |  |

## Introduction

The purpose of this business continuity plan is to ensure the continuation of the business during and following any critical incident that results in disruption to normal operation.

### [The Prevention, Preparedness, Response and Recovery (PPRR) framework]



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[This template incorporates the Prevention, Preparedness, Response and Recovery (PPRR) framework. This framework sets out key stages for:

* Prevention — risk management planning identifies and manages the likelihood and/or effects of risk associated with an incident.
* Preparedness — business impact analysis identifies and prioritises key activities of a business adversely affected by disruptions.
* Response — Incident Response planning outlines immediate actions to respond to an incident in terms of containment, control and minimising impacts.
* Recovery — Recovery planning outlines actions to recover from an incident to minimise disruption and recovery times.]

## Glossary

[This table provides a consistent and commonly agreed set of definitions for terms used in the plan. Customise this list to suit your business.]

|  |  |
| --- | --- |
| Business continuity plan | A document containing all of the information required to ensure that your business is able to resume critical business activities should a crisis/disaster occur. |
| Business continuity planning | A process that helps develop a plan document to manage the risks to a business, ensuring that it can operate to the extent required in the event of a crisis/disaster.  |
| Business impact analysis | The process of gathering information to determine basic recovery requirements for your key business activities in the event of a crisis/disaster. |
| Key business activities | Those activities essential to deliver outputs and achievement of business objectives. |
| Recovery Time Objective (RTO) | The time from which you declare a crisis/disaster to the time that the critical business functions must be fully operational in order to avoid serious financial loss. |
| Resources | The means that support delivery of an identifiable output and/or result. Resources may be money, physical assets, or most importantly, people. |
| Risk management | The process of defining and analysing risks, and then deciding on the appropriate course of action in order to minimise these risks, whilst still achieving business goals. |
|  |  |
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# Section 2: Risk management planning

[[Identifying and managing business risk](https://www.business.qld.gov.au/running-business/risk/identify-manage) resources and support for completing this section of the business continuity plan can be found on the Business Queensland website.

Manage the risks to your business by identifying and considering the things that may have an adverse effect on your business and choosing the best method of dealing with each of these identified risks.

The questions to ask are:

* What could cause an impact?
* How serious would that impact be?
* What is the likelihood of this occurring?
* Can it be reduced or eliminated?

An example is provided in the following table.]

## Risk management plan

Prepared by: Click or tap here to enter text. Date: Click or tap to enter a date.

Reviewed by: Click or tap here to enter text. Date: Click or tap to enter a date.

Key:

### Likelihood scale

| Level | Likelihood | Description |
| --- | --- | --- |
| 4 | Very high | Happens more than once a year |
| 3 | High | Happens about once a year |
| 2 | Medium  | Happens every 10 years |
| 1 | Low | Has only happened once |

### Impact scale

| Level | Impact | Description |
| --- | --- | --- |
| 4 | Severe | Business to stop trading or face major loss |
| 3 | High | Major impact with large financial loss |
| 2 | Moderate | Moderate impact with some loss |
| 1 | Low | Insignificant impact with minimal financial loss |

### Level of risk

| Rating | Description | Action |
| --- | --- | --- |
| 12–16 | Severe | Immediate corrective action |
| 8–12 | High | Action within 1 month |
| 4–8 | Moderate | Action within 3 months |
| 1–4 | Low | Long term corrective action |

| Risk description | Likelihood | Impact | Level of risk | Preventative action | Contingency plans |
| --- | --- | --- | --- | --- | --- |
| Interruption to production processes* breakdown of key plant and equipment
* damage to plant and equipment (e.g. fire)
 | 2 Medium  | 4Very high | 8High | * ensure adequate insurance cover in place including business interruption and general property
* set up agreement with suitable supplier for 24 hour repairs and replacement for key plant and equipment
* source alternative production site (if location and equipment have been damaged)
 | * immediate access to personal resources whilst waiting for insurance payments
 |
| Burglary | 3High | 3 High | 9High | * ensure adequate insurance cover in place including business interruption and general property including theft
* install alarm and video surveillance camera
 | * keep a list of sources for replacement property/equipment
 |
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### Insurance

[As part of your plan determine [what types of insurance are available](https://www.business.qld.gov.au/running-business/risk/insurance) and put in place the insurance your business needs.]

| Insurance type | Policy coverage | Policy exclusions | Insurance company and contact | Last review date | Payments due |
| --- | --- | --- | --- | --- | --- |
| Business interruption | Business interruption due to:* fire
* flood
* theft
 | * terrorism
* tsunami
* landslide
 | XYZ Insurance, A Person Ph: 07 3000 0000 | 00/00/00 | Amount you pay and frequency (e.g. monthly, yearly) |
|  |  |  |  |  |  |

### Data security and 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 | Frequency of backup | Backup media/ service | Person responsible | Backup procedure steps |
| --- | --- | --- | --- | --- |
| Customer database | Weekly | External hard drive | A person  | * Remove external drive from fire safe
* Copy data from Customer database
* Return external drive to fire safe
 |
|  |  |  |  |  |
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# Section 3: Business impact analysis

[[Identifying and managing business risk](https://www.business.qld.gov.au/running-business/risk/identify-manage) resources and support for completing this section of the business continuity plan can be found on the Business Queensland website.

As part of the **business continuity plan** consider undertaking a **Business impact analysis** which will use the information in your risk management plan to assess the identified risks and impacts in relation to critical activities of your business and to determine basic recovery requirements.

Critical activities are the primary business functions that must continue in order to support your business.

Identify:

* critical business activities
* the impact to your business in the event of a disruption
* how long your business could survive without performing this activity.

As part of your business impact analysis, you should assign Recovery Time Objectives (RTO) to each function. The RTO is the time from which you declare a crisis/disaster to the time that the critical business function must be fully operational in order to avoid serious financial loss.

The following questions may assist you to determine your critical activities.]

## Business activity review

[In the following table, list the critical business activities that must be performed to ensure your business continues to operate effectively.

If you have a number of business units/departments, complete one table for the critical business activities of each.]

|  |  |
| --- | --- |
| 1 | [Production processes] |
| 2 |  |
| 3 |  |
| 4 |  |

[For each critical business activity listed above, complete the following.]

1. **Critical business activity:** Production processes

**Business activity description:** Production of customised widgets for individual customer orders.

1. What are the losses if this business activity could not be provided?

Loss of revenue: $7,500 per week

Increased costs: $N/A

Staffing: Production staff numbers will need to be reduced.

Product/service: Number of widgets available for sale will be reduced until production resumes.

Fines or penalties due to missed deadlines: N/A

Legal liability, personal damage, public harm: N/A

Loss of good will, public image: Will occur if unable to meet current client orders.

Comments:

Current stocks will meet demands for up to 2 weeks.

1. For what maximum amount of time could this business activity be unavailable (either 100% or partial) before the losses would occur?

xx hrs

xx days

2 weeks

xx months

Comments:

If stock is not produced for more than 2 weeks, the business will lose sales and customers will source alternative widget manufacturer.

1. Does this activity depend on any outside services or products for its successful completion?
[ ]  NO [x]  YES – If yes, check one of the following:

[x]  Sole supplier [ ]  Major supplier [ ]  Many alternate suppliers

Comments:

If production is lost, standing order with the supplier will need to be adjusted to prevent build-up of excess widget material.

1. On a scale of 1 to 5 (1 being the most important, 5 being the least important), where would this business activity fall in terms of being important to the operation of your department or business?

 [ ]  1 [ ]  2 [ ]  3 [ ]  4 [ ]  5

Comments:

Widgets production is the primary activity of the business.

Completed by: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. **Critical business activity:** Click or tap here to enter text.

**Business activity description:** Click or tap here to enter text.

1. What are the losses if this business activity could not be provided?

Loss of revenue: Click or tap here to enter text.

Increased costs: Click or tap here to enter text.

Staffing: Click or tap here to enter text.

Product/service: Click or tap here to enter text.

Fines or penalties due to missed deadlines: Click or tap here to enter text.

Legal liability, personal damage, public harm: Click or tap here to enter text.

Loss of good will, public image: Click or tap here to enter text.

Comments:

Click or tap here to enter text.

1. For what maximum amount of time could this business activity be unavailable (either 100% or partial) before the losses would occur?

xx hrs

xx days

xx weeks

xx months

Comments:

Click or tap here to enter text.

1. Does this activity depend on any outside services or products for its successful completion?

[ ]  NO [ ]  YES – If yes, check one of the following:

[ ]  Sole supplier [ ]  Major supplier [ ]  Many alternate suppliers

Comments:

Click or tap here to enter text.

1. On a scale of 1 to 5 (1 being the most important, 5 being the least important), where would this business activity fall in terms of being important to the operation of your department or business?
 [ ]  1 [ ]  2 [ ]  3 [ ]  4 [ ]  5

Comments:

 Click or tap here to enter text.

Completed by: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. **Critical business activity:** Click or tap here to enter text.

**Business activity description:** Click or tap here to enter text.

1. What are the losses if this business activity could not be provided?

Loss of revenue:

Increased costs: $

Staffing:

Product/service:

Fines or penalties due to missed deadlines:

Legal liability, personal damage, public harm:

Loss of good will, public image:

Comments:

Click or tap here to enter text.

1. For what maximum amount of time could this business activity be unavailable (either 100% or partial) before the losses would occur?

xx hrs

xx days

xx weeks

xx months

Comments:

Click or tap here to enter text.

1. Does this activity depend on any outside services or products for its successful completion?

 NO  YES — If yes, check one of the following:

 Sole supplier  Major supplier  Many alternate suppliers

Comments:

Click or tap here to enter text.

1. On a scale of 1 to 5 (1 being the Most Important, 5 being the Least Important), where would this business activity fall in terms of being important to the operation of your department or business?
 [ ]  1 [ ]  2 [ ]  3 [ ]  4 [ ]  5

Comments:

Click or tap here to enter text.

Completed by: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_

## Business impact analysis

| Critical business activity | Description | Priority | Impact of loss(describe losses in terms of financial, staffing, loss of reputation etc) | RTO(critical period before business losses occur) |
| --- | --- | --- | --- | --- |
| Production services | Production of customised widgets for individual customer orders. | High | * reduced $7,500 revenue per week
* build up of stock and inventory related to slow down in orders for design and production services
* customers will source alternate suppliers
* unable to meet business overheads e.g. rent, staff wages
* potential job losses (after 2 weeks).
 | 2 weeks |
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# Section 4: Incident response plan

[[Create an incident response plan](https://www.business.qld.gov.au/running-business/risk/incident-response-plan) resources and support for completing this section of the Business Continuity Plan can be found on the Business Queensland website.

This plan prepares for a timely response to critical incidents, reduces the impact of those incidents on your identified business operations, and prepares key staff to provide an effective response to minimise disruption in the event of emergency.

Together these form your **Incident response plan**.]

## Immediate response checklist

| Incident response | Actions taken |
| --- | --- |
| [ ]  Assessed the severity of the incident |  |
| [ ]  Evacuated the site if necessary |  |
| [ ]  Accounted for everyone |  |
| [ ]  Identified any injuries to persons |  |
| [ ]  Contacted emergency services |  |
| [ ]  Implemented your incident response plan |  |
| [ ]  Started an event log |  |
| [ ]  Activated staff members and resources |  |
| [ ]  Appointed a spokesperson |  |
| [ ]  Gained more information as a priority |  |
| [ ]  Briefed team members on incident |  |
| [ ]  Allocated specific roles and responsibilities |  |
| [ ]  Identified any damage |  |
| [ ]  Identified critical activities that have been disrupted |  |
| [ ]  Kept staff informed |  |
| [ ]  Contacted key stakeholders |  |
| [ ]  Understood and complied with any regulatory/compliance requirements |  |
| [ ]  Initiated media/public relations response |  |

## Evacuation procedures

You need to have appropriate evacuation procedures that cater for both staff and visitors. These procedures should be stored in a place accessible to all staff.

The objective of an evacuation plan is to provide a set of procedures to be used by site occupants in the event of a critical incident. You should:

* start with a floor plan of the site
* clearly identify the location of emergency exits
* develop strategies for providing assistance to persons with disabilities
* make sure that everyone knows what to do if evacuation is necessary
* select and indicate a meeting place (evacuation point) away from the site
* test the plan on a regular basis.

## Emergency kit

[If there is damage to the building or if it must be evacuated and operations need to be moved to an alternative location, the emergency kit can be picked-up and quickly and easily carried off-site or alternatively stored safely and securely off-site. Document within your plan what is contained within your emergency kit and when it was last checked.

Items that you may wish to include are:

**Documents**

* Business continuity plan—your plan to recover your business or organisation in the event of a critical incident.
* List of employees with contact details—include home and mobile numbers, and even e-mail addresses. You may also wish to include next-of-kin contact details.
* Lists of customer and supplier details.
* Contact details for emergency services.
* Contact details for utility companies.
* Building site plan (this could help in a salvage effort), including location of gas, electricity and water shut off points.
* Evacuation plan.
* Latest stock and equipment inventory.
* Insurance company details.
* Financial and banking information.
* Engineering plans and drawings.
* Product lists and specifications.
* Formulas and trade secrets.
* Local authority contact details.
* Headed stationery and company seals and documents.

**Equipment**

* Computer back-up tapes/disks/USB memory sticks or flash drives.
* Spare keys/security codes.
* Torch and spare batteries.
* Hazard and cordon tape.
* Message pads and flip chart.
* Marker pens (for temporary signs).
* General stationery (pens, paper, etc).
* Mobile telephone with credit available, plus charger.
* Dust and toxic fume masks.
* Disposable camera (useful for recording evidence in an insurance claim).

**Notes**

* Make sure this pack is stored safely and securely on-site and off-site (in another location).
* Ensure items in the pack are checked regularly, kept up-to-date, and in good working order.
* Remember that cash/credit cards may be needed for emergency expenditure.

This list is not exhaustive. Customise it to suit your business.]

## Roles and responsibilities

[This table allows you to assign responsibility for completion of each task to one of your designated roles. You will then assign each role, or multiple roles, to one or more staff members and assign back-up staff as appropriate.

The staff members involved should then be given this table in order to understand their roles and as a task assignment list for completion of pre-emergency planning and emergency tasks. You should customise this table to suit your business’s needs and structure.]

|  |  |  |
| --- | --- | --- |
| Role | Designated employees | Alternate |
| Team Leader | Name: Bill Smith Contact information: 0400 000 000 | Name: John JonesContact information: 0400 001 001 |
| Emergency responsibilities:* ensure the business continuity plan has been activated
* oversee smooth implementation of the response and recovery section of the plan
* determine the need for and activate the use of an alternate operation site and other continuity tasks
* communicate with key stakeholders as needed
* provide important information to the Communication Officer for distribution
* keep key staff apprised of any changes to situation.
 |

|  |  |  |
| --- | --- | --- |
| Role | Designated employees | Alternate |
| Click or tap here to enter text. | Name: Click or tap here to enter text.Contact information:Click or tap here to enter text. | Name: Click or tap here to enter text.Contact information: Click or tap here to enter text. |
| Emergency responsibilities:Click or tap here to enter text. |

|  |  |  |
| --- | --- | --- |
| Role | Designated employees | Alternate |
| Click or tap here to enter text. | Name: Click or tap here to enter text.Contact information:Click or tap here to enter text. | Name: Click or tap here to enter text.Contact information: Click or tap here to enter text. |
| Emergency responsibilities:Click or tap here to enter text. |

|  |  |  |
| --- | --- | --- |
| Role | Designated employees | Alternate |
| Click or tap here to enter text. | Name: Click or tap here to enter text.Contact information:Click or tap here to enter text. | Name: Click or tap here to enter text.Contact information: Click or tap here to enter text. |
| Emergency responsibilities:Click or tap here to enter text. |

## Key contact sheet

### Contact list - internal

[Use this table to document your staff emergency contact details. Each business will have different positions identified in its contact list.]

|  |  |  |  |
| --- | --- | --- | --- |
| **Person** | **Contact number/s** | **Email** | **Responsibilities** |
| Bill Smith | 0400 000 000 | Bill.Smith@widgets.net.au | BC Team Leader |
| John Jones | 0400 001 001 | John.Jones@widgets.net.au | Alternate BC Team Leader |
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### Contact list - external

[Use this table to document external services (including Emergency Services) contact details. Each business will have different external suppliers and stakeholders.]

|  |  |
| --- | --- |
| Key contacts | Contact number/s |
| Police |  |
| Emergency services |  |
| Ambulance |  |
| Medical |  |
| Security |  |
| Insurance company |  |
| Suppliers |  |
| Water and sewerage |  |
| Gas |  |
| Electricity |  |
| Telephone |  |
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## Event log

[Use the event log to record information, decision and actions in the period immediately following the critical event or incident.]

|  |  |  |  |
| --- | --- | --- | --- |
| Date | Time | Information / decisions / actions  | Initials |
| 00/00/00 | 09:00  | Activate business continuity plan | TL |
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# Section 5: Recovery

[[Create a business recovery plan](https://www.business.qld.gov.au/running-business/risk/recovery-plan) resources and support for completing this section of the Business Continuity Plan can be found on the Business Queensland website.

**Recovery** is the return to your pre-emergency condition. Performing your critical activities as soon as possible after a critical incident is your primary focus.

You should complete this table with the intention of supporting recovery in ‘worst case’ scenarios. It can then be modified according to the degree of loss to your business. The recovery process includes:

* developing strategies to recover your business activities in the quickest possible time
* identifying resources required to recover your operations
* documenting your previously identified RTO’s
* listing the person/s who have responsibility for each task and the expected completion date.

An example is provided for you in the following table.]

## Recovery plan

| Critical business activities | Preventative/Recovery actions | Resource requirements/ outcomes  | Recovery time objective | Responsibility | Completed  |
| --- | --- | --- | --- | --- | --- |
| Production services—halted | * re-assess financial position of business including cash flows due to loss of revenue to meet minimal overheads
* minimise overheads – review expenses and develop plan of action to reduce fixed and variable overheads include reduction of casual and permanent staff hours
* negotiate with suppliers to prevent build-up of materials and reduce costs
* source alternative production site
* diversify product range and services offered (e.g. repairs and restoration).
 | * put aside cash reserves to cover costs
* reduce costs where able
* research new products and services
* identify alternative production site
 | 2 weeks | Business owner/operator | 00/00/00 |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

## Crisis and recovery checklist

[Customise this list to include information specific to your business.]

### Details of the crisis

[ ]  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.

### Update staff

[ ]  Conduct a critical incident debrief within 48 hours (preferably within 24 hours) following a crisis.

[ ]  Hold a meeting with your staff to ask them about their reactions to the crisis. Your staff may need time and space to process their thoughts and feelings. Encourage deeply affected staff to seek support from other staff members or from counselling services and remember to monitor progress in the months following a crisis.

[ ]  Inform staff about the recovery process and schedule regular updates.

[ ]  Advise staff about colleagues who may be injured.

[ ]  Keep staff informed about what is expected of them.

[ ]  Advise staff whether they should turn up for work the next day.

[ ]  Reassure staff about job security.

### Contact your insurer

[ ]  Contact your insurance company to make a claim (before you begin cleaning up and removing goods).

[ ]  Photograph or record damage to your premises, fixtures, vehicles, stock, customer records and equipment to support claims.

### Seek support

[ ]  Apply for any [government support programs](https://www.business.qld.gov.au/running-business/natural-disaster/assistance) to help the recovery of your business after a crisis.

[ ]  Investigate support that might be available from banks and other businesses (support is often available after a natural disaster).

### Tax assistance

[ ]  Consider contacting the [Australian Taxation Office (ATO)](https://www.ato.gov.au/Business/) to find out about assistance available for individuals and businesses affected by natural disasters.

[ ]  Investigate whether the ATO can fast-track your refund or assistance.

[ ]  Ask the ATO for extra time to pay any outstanding liabilities.

[ ]  Request more time to meet activity statement, income tax and other lodgement obligations

### Emotional and crisis support

[ ]  If appropriate, contact [Lifeline](https://www.lifeline.org.au/) on 13 11 14 for confidential emotional and crisis support.

[ ]  If appropriate, contact [Beyond Blue](https://www.beyondblue.org.au/) for depression and anxiety support.

[ ]  Read the [mental health and wellbeing resources for businesses](https://www.business.qld.gov.au/starting-business/advice-support/support/wellbeing/mental-health-resources).

### Review your recovery processes

[ ]  Record what you have learned from this crisis.

[ ]  Review and update your recovery plan.

[ ]  Review and update your overall [business continuity plan](https://www.business.qld.gov.au/running-business/risk/continuity-plan)

[ ]  Consider and record what went well and what did not.

[ ]  Consider and record key lessons learned.

[ ]  Implement changes needed to improve.

### Other

[ ]  Click or tap here to enter text.

[ ]  Click or tap here to enter text.

## Recovery contacts

Include all organisations and people that will be essential to the recovery of your business.

| Contact type | Organisation name | Contact | Title | Phone/Mobile number |
| --- | --- | --- | --- | --- |
| Insurance | XYZ Insurance | D Smith | Claims Advisor | 0400 000 000 |
| Telephone/internet services provider |  |  |  |  |
| Bank/building society |  |  |  |  |
| Supplier (main) |  |  |  |  |
| Supplier (backup) |  |  |  |  |
| Accountant |  |  |  |  |
| Lawyer |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

##

## Insurance claims

[What insurance policies have you claimed for?]

| Insurance company | Date | Details of claim | Follow-up actions |
| --- | --- | --- | --- |
| ABC Insurance | 00/00/00 | Enter details of claim and contact person | Actions required by the insurer to process claim, (e.g. photos, damage estimates) |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

## Market assessment

[List any areas of you market that have changed due to the incident.]

| Market changes | Impact to business | Business options |
| --- | --- | --- |
| What has changed in the market? | What impact will the market changes have on your business? | How can your business adapt to suit these new market conditions? |
|  |  |  |
|  |  |  |
|  |  |  |

### Staff mental health assessment

[List any areas of you market that have changed due to the incident.

The business continuity plan should also include support for you and your staff suffering trauma and anxiety in the face of a crisis.

You and your staff can access support with [Beyond Blue](https://www.beyondblue.org.au/get-support/newaccess/newaccess-for-small-business-owners).]

# Section 6: Rehearse, maintain and review

[Rehearse your plan to ensure that it remains relevant and useful. This may be done as part of a training exercise and is a key factor in the successful implementation of the plan during an emergency.

Ensure that you regularly review and update your plan to maintain accuracy and reflect any changes inside or outside the business.

Consider these suggestions:

* A training schedule will prepare people who may be involved in an emergency at your site.
* Pay attention to staff changes.
* Use staff titles rather than names.
* If you change your organisational structure or suppliers/contractors, amend your plan so that it remains current.
* After an event it is important to review the performance of the plan, highlighting what was handled well and what can be improved upon.]

## Training schedule

[Record details of your training schedule in the table below.]

|  |  |  |
| --- | --- | --- |
| Training date | Training type | Comments |
| 00/00/00 | Evacuation drill | All personnel evacuated and accounted for within acceptable timeframe |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

##

## Review schedule

[Record details of your review schedule in the table below.]

|  |  |  |
| --- | --- | --- |
| Review date | Reason for review | Changes made |
| 00/00/00 | New personnel in new roles | Plan updated to reflect changes to roles and responsibilities |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |