



IS YOUR BUSINESS PREPARED?

Business Continuity Template


York Region

FOREWORD

The 2013 southern Alberta floods had a significant impact on the business community in Calgary. Many businesses were forced to close temporarily as they cleaned up, while a small number were impacted so severely that they were unable to resume their business operations altogether. Calgary has greatly improved its business continuity through partnership between the Calgary Chamber of Commerce and the Calgary Emergency Management Agency.

York Region Emergency Management recognizes the importance of the business sector as an essential member of the York community. The resumption of business activities is a critical component of overall community recovery following a disaster.

A disruption can be large, such as the flood event, or can be as simple as a system failure interrupting important business data. This business continuity guide was developed to assist small- and medium-sized businesses plan for the continuity and resumption of business operations following a disruption.

With thanks, York Region has adapted these materials and tools to assist the local business community.

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DIRECTIONS

- Use the Business Continuity Reference Guide to assist you in completing the Business Continuity Template (available for download at york.ca/emergencypreparedness)
- Fill out the Business Continuity Plan Template.
- Create duplicates and/or expand sections as needed (e.g. Action Plan Template, Exercise Log).
- In your Business Continuity Plan Template document, click on the TABLE OF CONTENTS and click Update Table at the top right of the page.
- Save and print your Business Continuity Plan as a PDF to ensure that all fields print correctly.

LIST OF ABBREVIATIONS

BCP	Business Continuity Plan
BCM	Business Continuity Manager
DRI	Disaster Recovery Institute of Canada
DRP	Disaster Recovery Program
RTO	Recovery Time Objective

INTRODUCTION

There are **five steps** to developing an effective Business Continuity Plan:

- 1** STEP ONE: *Analyze your business*
- 2** STEP TWO: *Assess the risks*
- 3** STEP THREE: *Develop strategies*
- 4** STEP FOUR: *Make a plan*
- 5** STEP FIVE: *Exercise your plan*

To develop an effective Business Continuity Plan, tailor it according to the nature of your business and its operations. Accordingly, the user is encouraged to customize this template to meet their business's needs.

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BUSINESS CONTINUITY PLAN INFORMATION

COMPANY NAME	
BUSINESS CONTINUITY MANAGER	
CONTACT INFORMATION	
ALTERNATE MANAGER	
CONTACT INFORMATION	
BUSINESS CONTINUITY PLAN LOCATION	

REVISION LIST

REVISION NUMBER	DETAILS	REVISED BY	REVISION DATE

7

DISTRIBUTION LIST

NAME	DETAILS	DATE

EMERGENCY CONTACT LIST

NAME	TITLE	PHONE #1	PHONE #2

SUPPLIER CONTACT LIST

NAME	COMPANY	PHONE #1	PHONE #2

CUSTOMER CONTACT LIST

NAME	COMPANY	PHONE #1	PHONE #2

ASSOCIATED POLICIES, DOCUMENTS, AND PROCEDURES

FILE	LOCATION	DATE UPDATED

STEP ONE: ANALYZE YOUR BUSINESS

What is the purpose of your business?

What products and services do you provide?

How do you provide your products and services? (e.g. web store, shop, delivery)

Do your service providers have business continuity plans in place?

What are your resource requirements? (e.g. suppliers, equipment, records)

Who is involved in the daily operations? (e.g. employees, suppliers)

Who are your customers?

KEY BUSINESS FUNCTIONS

BUSINESS FUNCTION	STAFF REQUIREMENTS	RESOURCE REQUIREMENTS

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RECOVERY TIME OBJECTIVE (RTO)

BUSINESS FUNCTION	<24 HRS	48 HRS	72 HRS	1 WEEK	2 WEEKS	1 MONTH

IMPACT

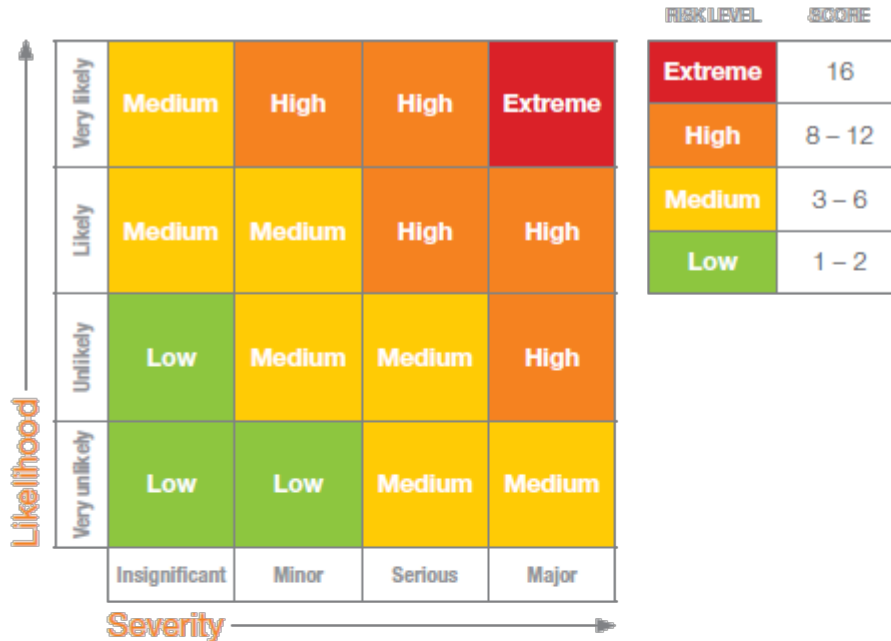
BUSINESS FUNCTION	POTENTIAL IMPACTS

STEP TWO: ASSESS THE RISKS



RISK MATRIX

Various risks and hazards have different severities and likelihood of occurring. Consider the different hazards in the previous page and use the risk assessment matrix below to assess the potential hazards to your business.



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VALUE	LIKELIHOOD	DESCRIPTION
4	Very likely	Very likely to occur in the foreseeable future
3	Likely	Likely to occur in the foreseeable future
2	Unlikely	Not likely to occur in the foreseeable future
1	Very unlikely	Will only occur in exceptional circumstances

VALUE	SEVERITY	IMPACT ON KEY BUSINESS FUNCTIONS & INFRASTRUCTURE	FINANCIAL IMPACT	RECOVERY TIME
4	Major	Loss of key business functions and extensive damage to infrastructure.	Major	1+ month
3	Serious	Significant impact on key business functions and damage to infrastructure.	Significant	1+ week
2	Minor	Minimal impact on key business functions and little to no impact on infrastructure.	Limited	1-3 days
1	Insignificant	Negligible impact on key business functions and no impact on infrastructure.	None	Immediate

To calculate the risk level, multiply the hazard's likelihood value by the severity value (likelihood x severity = risk level). Prioritize your planning based on the risk value.

HAZARD	RISK LEVEL	PLANNING MEASURES

NOTES:

STEP THREE: DEVELOP STRATEGIES

What strategies can you implement BEFORE a disruption occurs?

What strategies can you implement DURING a disruption?

What strategies can you implement AFTER a disruption has occurred?

STEP FOUR: MAKE A PLAN

EVACUATION PROCEDURES AND ROUTES

Evacuation Procedures:

- Cease all other activities (phone calls, meetings, etc.)
- Remain calm and follow directions from floor wardens or emergency services personnel
- Do not return to your workspace for personal possessions; evacuate from where you are
- Walk, do not run, to nearest safe exit. Use stairwell, **NOT** elevators
- Direct all visitors to the nearest safe stairwell
- Know the alternate evacuation routes
- Check doors for heat, using the back of your hand before opening. If a door is hot, use an alternate route
- Close all doors behind you and proceed to the muster point
- Remain at the muster point and do not re-enter the building until instructed by emergency personnel

Evacuation Routes:

Draw or print out a map showing the muster points and exit routes in the space provided below.

						Muster Point:
						Secondary:
						Exit Route:
						Secondary:

ACTION PLAN TEMPLATE

RISK		
RISK LEVEL		
RTO		
BUSINESS FUNCTIONS AFFECTED		
ACTION	BEFORE	
	DURING	
	AFTER	
RESOURCES REQUIRED		

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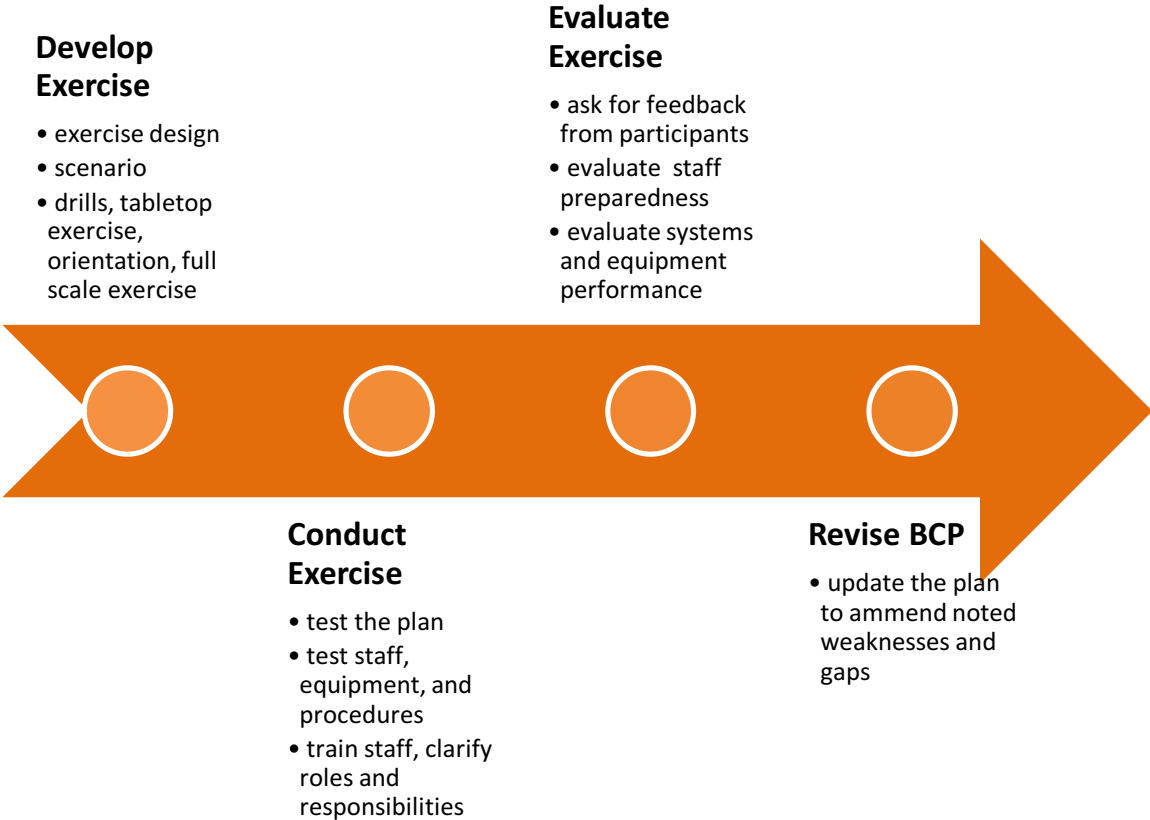
RISK		
RISK LEVEL		
RTO		
BUSINESS FUNCTIONS AFFECTED		
ACTION	BEFORE	
	DURING	
	AFTER	
RESOURCES REQUIRED		

RISK		
RISK LEVEL		
RTO		
BUSINESS FUNCTIONS AFFECTED		
ACTION	BEFORE	
	DURING	
	AFTER	
RESOURCES REQUIRED		

RISK		
RISK LEVEL		
RTO		
BUSINESS FUNCTIONS AFFECTED		
ACTION	BEFORE	
	DURING	
	AFTER	
RESOURCES REQUIRED		

STEP FIVE: EXERCISE YOUR PLAN

EXERCISE PROCESS



TYPES OF EXERCISES

Workshops

Workshops are designed to familiarize the employees with their roles and responsibilities as defined in the business continuity plan. Workshops are normally conducted in a classroom setting.

Tabletop

Tabletop exercises are designed to test a hypothetical business disruption. The focus is on training, familiarization with roles, responsibilities, and procedures. Tabletop exercises are guided by a facilitator that walks the employees through the process. It is conducted in a stress-free and informal environment where participants are encouraged to ask questions.

Full-Scale

Full-scale exercises attempt to simulate a real business disruption. This is as close as it gets to a real event. This exercise takes place on location where the hypothetical disruption has occurred. Actual equipment, personnel, and business partners are often included in a full-scale exercise.

EXERCISE LOG

EXERCISE NAME	
DATE	
DURATION	
SCENARIO	
BUSINESS FUNCTIONS TO BE EXERCISED	
PARTICIPANTS	
COMMENTS AND FINDINGS	
RECOMMENDATIONS	

STAY INFORMED

Emergency Management Ontario

Emergencymanagementontario.ca

Tel: 416 326-5000

Toll free: 1-866-517-0571

Environment and Climate Change Canada

Canada.ca/en/environment-climate-change.html

Public Safety Canada

Publicsafety.gc.ca

Regional Municipality of York

York.ca

Twitter: @yorkregion.govt

Access York

Toll free: 1-877-464-9675

Regional Municipality of York (Emergency Management)

Email: Emergency.management@york.ca

Toll free: 1-877-464-9675 ext. 71219

York Regional Police

Yrp.ca

Toll free: 1-866-876-5423 (non emergency number)

Enbridge

Enbridge.com

Toll free: 1-877-362-7434

Alectra Utilities

Powerstream.ca

Or Alectrautilities.com

Toll free: 1-877-963-6900

