



WIRI BUSINESS ASSOCIATION

Business Continuity Workbook



CRITICAL ACTIVITIES/SERVICES

My top 5 services are:

	ACTIVITY/SERVICE	REASON	KEY RESOURCES	NOTES
1				
2				
3				
4				
5				



ALTERNATE SITES

If we can't use our normal site, we'll work from:

	LOCATIONS	DISTANCE	ACCESS	NOTES
1				
2				
3				
4				
5				



PRIORITY CUSTOMERS

My top customers are:

	CUSTOMER	REASON	NOTES
1			
2			
3			
4			
5			

ROLES & RESPONSIBILITIES

Deciding who does what ahead of time will make your response faster.

	TASKS / DECISIONS	PERSON RESPONSIBLE
1		
2		
3		
4		
5		



SITUATIONAL AWARENESS

How will we find out what we need to know?

WHEN AND HOW WILL I RECEIVE WARNINGS AND INFORMATION ABOUT THE INCIDENT?

WHAT ARE THE SOURCES OF INFORMATION I CAN USE?



COMMUNICATIONS

Who will we need to notify in a crisis? What do they need to know?

MY PEOPLE

KEY MESSAGE

--	--

CUSTOMERS

KEY MESSAGE

--	--

SUPPLIERS

KEY MESSAGE

--	--

WHO ELSE?

KEY MESSAGE

--	--

TOLERANCE FOR INTERRUPTIONS

How badly impacted will I be if I can't deliver my top activities / services?

ACTIVITY/SERVICE

APPROX COST OF
OUTAGE (EST. PER
DAY)

MAX. TOLERABLE
OUTAGE
(HOURS/DAYS)



WORKAROUNDS

What are the other ways we could deliver activities/services if we can't do things as normal:

ACTIVITY/SERVICE

MIN. LEVEL OF SERVICE

WORKAROUNDS TO ACHIEVE MIN. LEVEL

RESOURCES REQUIRED

OPPORTUNITIES

All clouds have a silver lining - what opportunities might present themselves to adjust activities / services?

WHAT OPPORTUNITIES DOES THIS SCENARIO PRESENT FOR YOUR BUSINESS?



RECOVERY

Just because the emergency is over doesn't mean the work is. You may need to do a lot of logistics and admin to get back to normal. Anticipating these issues will help you avoid surprise costs or delays.

WHAT EXTRA ACTIVITIES WILL BE NEEDED
WHEN WE ARE BACK ON SITE

RESOURCES / TIME REQUIRED



READINESS

If you knew about this event before it happened, how could you have prepared for it?

WHAT PREPARATION COULD HAVE IMPROVED OUR ABILITY TO RESPOND TO THIS SCENARIO?



ACTION PLAN

Use this section to plan out what you'll do to enhance your Business Continuity and Emergency Plans.

WHAT WILL I PUT IN PLACE TO HELP PREPARE FOR FUTURE EVENTS LIKE THIS?



GET YOUR BUSINESS READY

EMERGENCY PLAN PREPARED

- Site evacuation scheme in place
- Fire wardens trained
- Annual fire drills
- Evacuation maps
- Designated assembly areas
- Trained first aiders
- First aid & firefighting equipment in place
- Identified hazardous substances
- Emergency supplies
- Utility shut-off locations
- Emergency contact list

BUSINESS CONTINUITY PLAN PREPARED

- Top services / activities
- Defined recovery times for services
- Identified key resources
- Planned work arounds in case of unavailable resources
- Identified key customers
- Identified critical suppliers
- Key contacts list
- Staff contact list
- Defined roles and responsibilities
- Communications plan (internal / external)
- Business Continuity Plan tested

INSURANCE

- Business Disruption
- Material Damage
- Liability