



EMERGENCY SERVICES  
EMERGENCY MANAGEMENT

# Business Continuity Template



The Regional Municipality of Wood Buffalo would like to give credit to the Calgary Emergency Management Agency (CEMA) and the Calgary Chamber of Commerce as the authors of the source material for this guide.

# FOREWORD

The Regional Municipality of Wood Buffalo recognizes the importance of the business sector as an essential part of our community. The resumption of business activities is a critical component of overall community recovery following a disaster.

Following a disaster, businesses that have not prepared for disruptions with a business continuity plan are at risk of having to close temporarily, or, at worst, being unable to resume operations. This business continuity guide is intended to assist small- and medium-sized businesses plan for the continuity and resumption of business operations following a disruption.

## DIRECTIONS

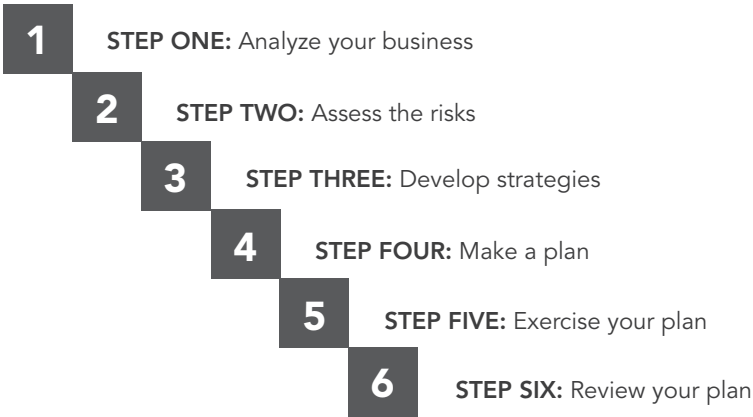
- Read the Business Continuity Guidebook to learn about the different components of a Business Continuity Plan (available for download at [rmwb.ca/bcp](http://rmwb.ca/bcp)).
- Fill out the Business Continuity Plan Template.
- Create duplicates and/or expand sections as needed (e.g. Action Plan Template, Exercise Log).
- Save and print your Business Continuity Plan.

## LIST OF ABBREVIATIONS

<b>AEMA</b>	Alberta Emergency Management Agency
<b>BCP</b>	Business Continuity Plan
<b>BCM</b>	Business Continuity Manager
<b>DRP</b>	Disaster Recovery Program
<b>RTO</b>	Recovery Time Objective

# INTRODUCTION

There are six steps to developing an effective Business Continuity Plan:



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

Sign up to receive alerts during an emergency with Alberta Emergency Alert.

**emergencyalert.alberta.ca**



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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



# DISTRIBUTION LIST

NAME	DETAILS	DATE

# VITAL INFORMATION

BUSINESS LICENCE NUMBER	
GST NUMBER	
INSURANCE POLICY NUMBER	
CRITICAL PAPER RECORDS LOCATION	
BACK-UP COMPUTER RECORDS LOCATION	

# ASSOCIATED POLICIES, DOCUMENTS, AND PROCEDURES

FILE	LOCATION	DATE UPDATED

# STAFF CONTACT NUMBERS

NAME	TITLE	PHONE#1	PHONE#2

# 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

## 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?**



# EMPLOYEE ROLES AND RESPONSIBILITIES

POSITION	ROLES AND RESPONSIBILITIES

# KEY BUSINESS FUNCTIONS

BUSINESS FUNCTION	STAFF REQUIREMENTS	RESOURCE REQUIREMENTS

# RECOVERY TIME OBJECTIVE (RTO)

This table will assist you in prioritizing the key business functions that are critical to your operations. Check the maximum timeframe for which a key business function can be interrupted.

BUSINESS FUNCTION	<24 HRS	48 HRS	72 HRS	1 WEEK	2 WEEKS	1 MONTH
Staff						
IT						
Vital Records						
Internet						
Facilities						
Communications						
Transportation						
Equipment						
Suppliers						
Vendors						

Armed with a better understanding of your key business functions, make a plan to ensure that these functions return to operation within the specified RTO.

For example, a bakery may survive a supplier disruption for up to 48 hours. It may continue operating with the existing inventory stock of baking ingredients. However, the company will be unable to continue operations without further shipments from its suppliers past 48 hours.

IMPACT (1 OF 2)

BUSINESS FUNCTION	POTENTIAL IMPACTS

IMPACT (2 OF 2)

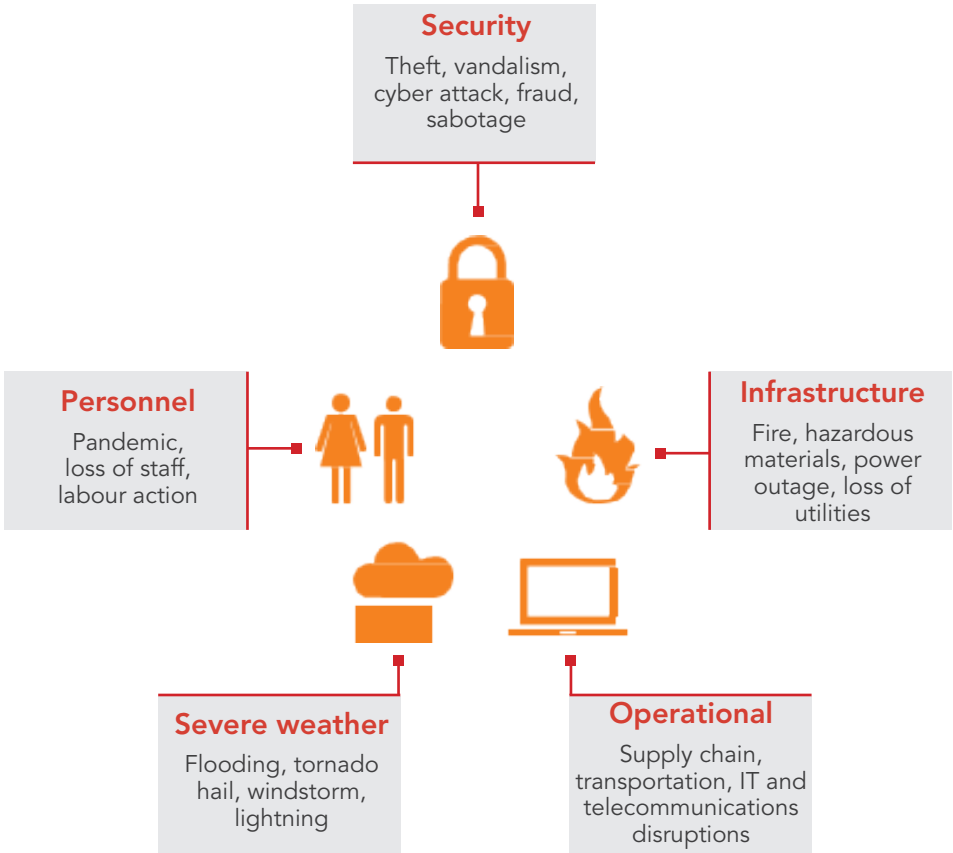
BUSINESS FUNCTION	POTENTIAL IMPACTS

NOTES:

# STEP TWO:

## ASSESS THE RISKS

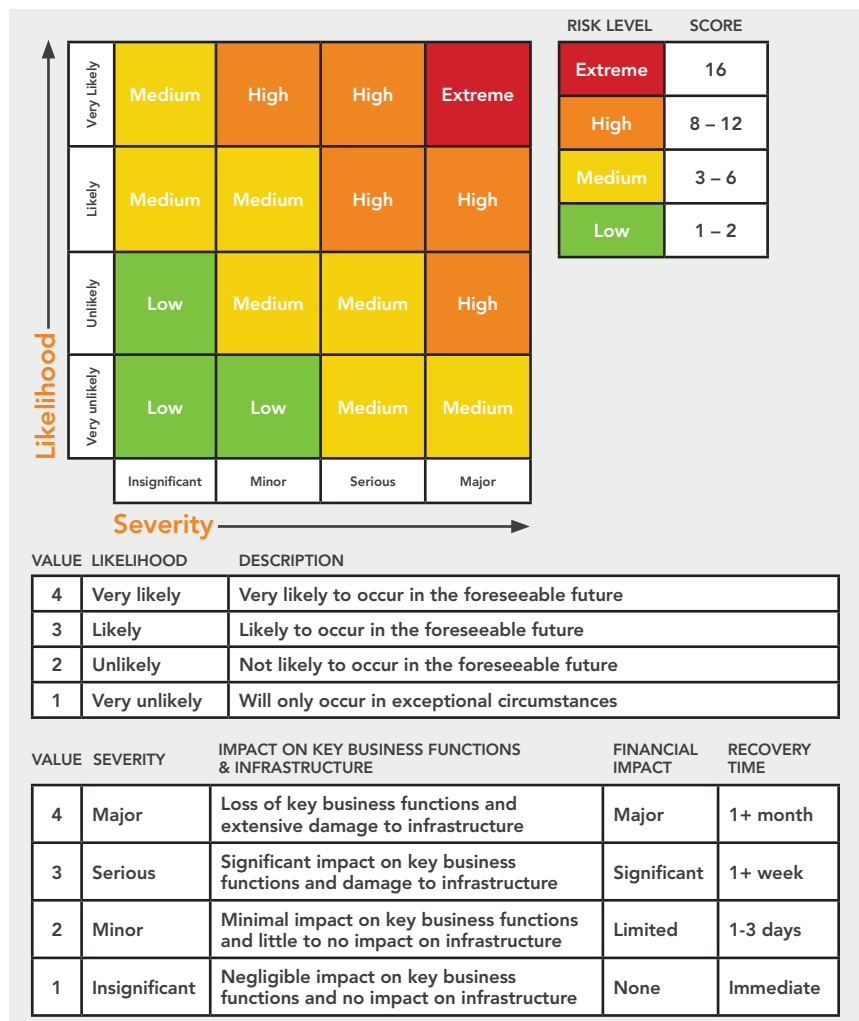
There are different types of risks to consider, such as: natural hazards, human-caused hazards, and technological hazards. Each potential risk carries unique needs which may require special planning.



The following demonstrates the risks and hazards that your business may be vulnerable to. Assess each risk and imagine how they could potentially affect your ability to continue operating.

# RISK MATRIX

Consider the different hazards in the previous page and use the risk assessment matrix below to assess the potential hazards to your business.



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
	Choose and item	
	Choose and item	
	Choose and item	
	Choose and item	
	Choose and item	
	Choose and item	
	Choose and item	
	Choose and item	
	Choose and item	

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:

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.

- 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 – EXAMPLE

RISK	Power outage
RISK LEVEL	Medium
RTO	Less than 24 hours
BUSINESS FUNCTIONS AFFECTED	Vital records, internet, communications, computer equipment, cash registers, sales
ACTION	<ul style="list-style-type: none"><li>• Turn on generator</li><li>• Call the building manager Jack: 780-000-1111</li><li>• Notify the owner Jill: Mobile: 587-222-3333 Home: 780-444-5555</li><li>• Determine the likely duration of the power outage Call ATCO Electric: 1-800-668-5506</li><li>• If it is an extended outage, maintain fuel levels Call fuel delivery: 780-666-7777</li></ul>
RESOURCES	Landline, mobile phone, generator

**If you suffer an interruption, you may wish to make an insurance claim.**

1. Phone your agent as soon as possible to discuss the situation.
2. If your business has suffered a flood, ask your agent if you should take a sample of the floodwater, and if your insurance covers the cost of analyzing the data.
3. Photograph the damage. Ideally, you should photograph everything before you start cleaning up, as you clean up, and when you're finished.
4. Keep all receipts for repairs and document all funds spent. If you have to dispose of anything, record what you dispose of. Keep a log of the time you spend on clean-up.

# ACTION PLAN TEMPLATE

RISK		
RISK LEVEL		
RTO		
BUSINESS FUNCTIONS AFFECTED		
POTENTIAL IMPACT		
ACTION	BEFORE	
	DURING	
	AFTER	
RESOURCE REQUIREMENTS		
STAFF REQUIREMENTS		



RISK		
RISK LEVEL		
RTO		
BUSINESS FUNCTIONS AFFECTED		
POTENTIAL IMPACT		
ACTION	BEFORE	
	DURING	
	AFTER	
RESOURCE REQUIREMENTS		
STAFF REQUIREMENTS		

RISK		
RISK LEVEL		
RTO		
BUSINESS FUNCTIONS AFFECTED		
POTENTIAL IMPACT		
ACTION	BEFORE	
	DURING	
	AFTER	
RESOURCE REQUIREMENTS		
STAFF REQUIREMENTS		

RISK		
RISK LEVEL		
RTO		
BUSINESS FUNCTIONS AFFECTED		
POTENTIAL IMPACT		
ACTION	BEFORE	
	DURING	
	AFTER	
RESOURCE REQUIREMENTS		
STAFF REQUIREMENTS		

RISK		
RISK LEVEL		
RTO		
BUSINESS FUNCTIONS AFFECTED		
POTENTIAL IMPACT		
ACTION	BEFORE	
	DURING	
	AFTER	
RESOURCE REQUIREMENTS		
STAFF REQUIREMENTS		

RISK		
RISK LEVEL		
RTO		
BUSINESS FUNCTIONS AFFECTED		
POTENTIAL IMPACT		
ACTION	BEFORE	
	DURING	
	AFTER	
RESOURCE REQUIREMENTS		
STAFF REQUIREMENTS		

# STEP FIVE: EXERCISE YOUR PLAN

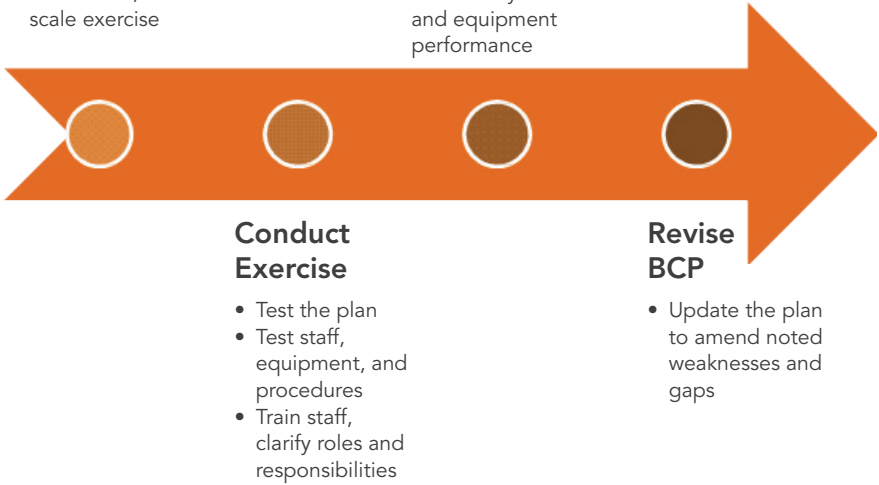
## EXERCISE PROCESS

### Develop Exercise

- Exercise design
- Scenario
- Drills, tabletop exercise, orientation, full scale exercise

### Evaluate Exercise

- Ask for feedback from participants
- Evaluate staff preparedness
- Evaluate systems and equipment performance



## 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	

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



# STEP SIX: REVIEW YOUR PLAN

## PLAN REVIEW CYCLE

To ensure that your Business Continuity Plan remains accurate and up-to-date, it is suggested to review your plan at least once a year.

PLAN REVIEW CYCLE FREQUENCY	
DATE OF PLAN REVIEW	
PERSONNEL INVOLVED IN PLAN REVIEW	
OVERVIEW OF CHANGES/UPDATES	
NEXT PLAN REVIEW DATE	

NOTES:

NOTES:

# STAY INFORMED:

## MUNICIPAL

**Regional Municipality of Wood Buffalo website | [rmwb.ca](http://rmwb.ca)**

In the event of an emergency, the Regional Municipality of Wood Buffalo website will have up-to-date information.

**Regional Municipality of Wood Buffalo Facebook | [facebook.com/rmwoodbuffalo](https://facebook.com/rmwoodbuffalo)**

Receive the latest Regional Municipality of Wood Buffalo updates on Facebook.

**Regional Municipality of Wood Buffalo Twitter | [@RMWoodBuffalo](https://twitter.com/RMWoodBuffalo)**

Receive the latest Regional Municipality of Wood Buffalo updates on Twitter.

**PULSE: Wood Buffalo | 780-743-7000**

PULSE: Wood Buffalo is a 24/7 Call Line that provides 'real person' support for all inquiries, requests and complaints. Please note that this number does not replace 911.

## PROVINCIAL

**Alberta Emergency Alert @AB\_EmergAlert | [emergencyalert.alberta.ca](https://emergencyalert.alberta.ca)**

Alberta Emergency Alerts are issued to warn people about potential risks to their health and safety.

## FEDERAL

**Public Safety Canada @Safety\_Canada | [publicsafety.gc.ca](https://publicsafety.gc.ca)**

Public Safety Canada works to keep Canadians safe from risks such as natural disasters, crime and terrorism.

# IN AN EMERGENCY, DIAL 911

For more information on business continuity planning, go to:

Regional Municipality of Wood Buffalo

[rmwb.ca/bcp](http://rmwb.ca/bcp)

Alberta Emergency Management Agency

[aema.alberta.ca](http://aema.alberta.ca)

Public Safety Canada

[publicsafety.gc.ca](http://publicsafety.gc.ca)



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