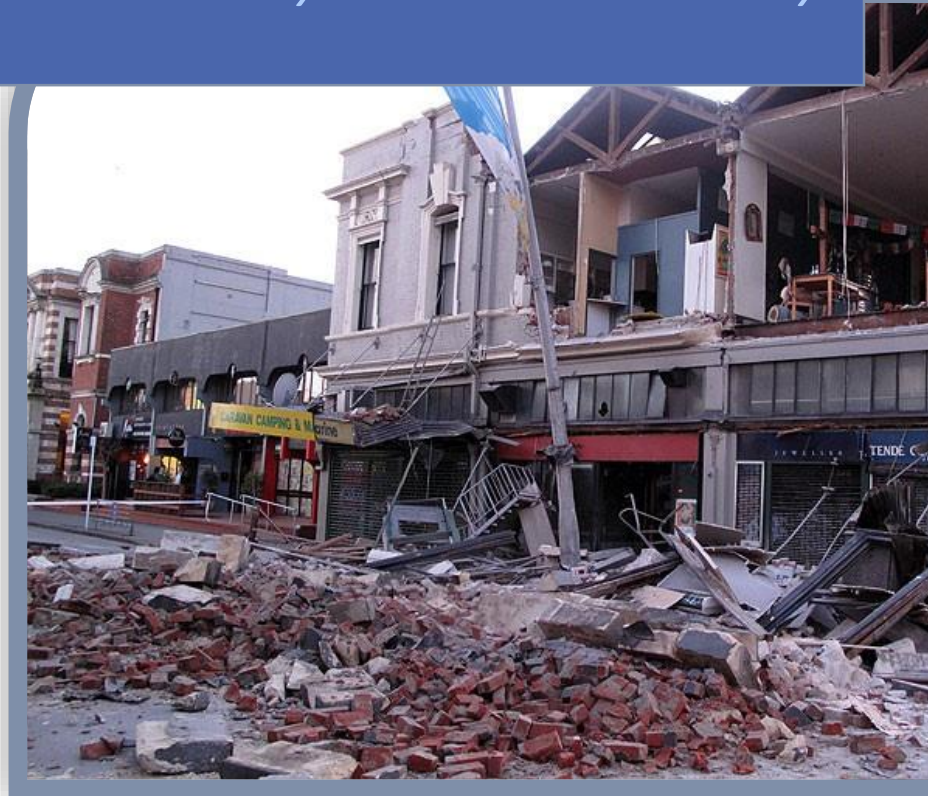


What If It Happens Tonight?

A prepared business is a resilient business.

A Business Continuity Planning Template *For the Sidney Business Community*



June 2011 Christchurch NZ. 6.3 Magnitude seismic event



Executive Summary

Small businesses are the backbone of our local economy and community. This relationship is heightened in the event of a disaster as resident's reliance on goods on services is greatly magnified. Communities whose businesses have planned and prepared for disaster events facilitate a resilient response from the community as whole. Conversely, communities whose businesses are not prepared for disaster events provides momentum to a cascade of negative events, such as dramatic increases in businesses failures, unemployment, and stark decreases in population and property values.

Business owners in the Town of Sidney invest a tremendous amount of time, money, and resources in their venture and the well-being of their staff. Unfortunately, many business owners do not invest in business continuity planning for events that will interrupt their business. Therefore, these businesses are vulnerable to catastrophic loss as this sobering data demonstrates.

- 60% of small businesses do not have a formalized emergency response plan and do not back up their data off-site.
- 80% of businesses that do not recover from a disaster within one month are likely to go out business.
- 75% of businesses without business continuity plans fail within three years of a disaster.
- Of those businesses that experience a disaster and have no emergency plan, 43% never reopen; of those that do not reopen, only 29% are still operating two years later.



2003 Kelowna Mountain Park Fire, Crawford Estates Neighbourhood

Attended by Sidney Fire Engine #904

The British Columbia Emergency Program Act requires that a local authority (Town of Sidney) must establish and maintain an emergency management organization to develop and implement emergency plans and other preparedness, response, and recovery measures for emergencies and disasters.

This guide and template is focused on bolstering the recovery resiliency in the Town of Sidney. Other than individual personal preparedness, business continuity planning is most crucial to ensuring the community as a whole not only survives an emergency; but also recovers and is healthy afterwards.

The Town of Sidney readily accepts its role in working with the business community to ensure their businesses survival post disaster and how vital business continuance is to the community as a whole. In Sidney the Fire Department is responsible for emergency preparedness planning, response, and recovery measures, with the Fire Chief also fulfilling the role of Local Area Emergency Coordinator.

The linkage between business continuity planning, annual plan auditing, and the Fire Department is not only logical but practical. Sidney Fire Department staff are well respected and visit each business at minimum annually conducting fire and life safety inspections mandated by the Fire Services Act. Our goal is to introduce, educate, and assist all Sidney businesses to create and maintain business continuity plans. Review and audit of a business continuity plans will be done by Sidney Fire inspection personnel as part of the annual or bi-annual fire and life safety inspection process.

Business continuity planning is essential for the survival of a business during the time of a disaster just as business survival is essential for the survival of a community during and especially post disaster. Despite overwhelming evidentiary data supporting the importance of business continuity planning, the Town of Sidney recognizes that local businesses owners are very busy and will require assistance initiating business continuity planning. Successful disaster mitigation and recovery planning is a collaborative effort. The following template is simple to use and to maintain for Town of Sidney businesses.



Business Continuity Plan

(Organization Name)

(Date)

Business owners & managers **must** keep a copy of this document at their private residence or offsite if business and residence are collocated.

Additional copies are available *(specific location in office)*



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“If you fail to plan, you are planning to fail.”
-Benjamin Franklin



Document Control

Revision	Date	Author	Page #'s changed	SFD Review



Introduction

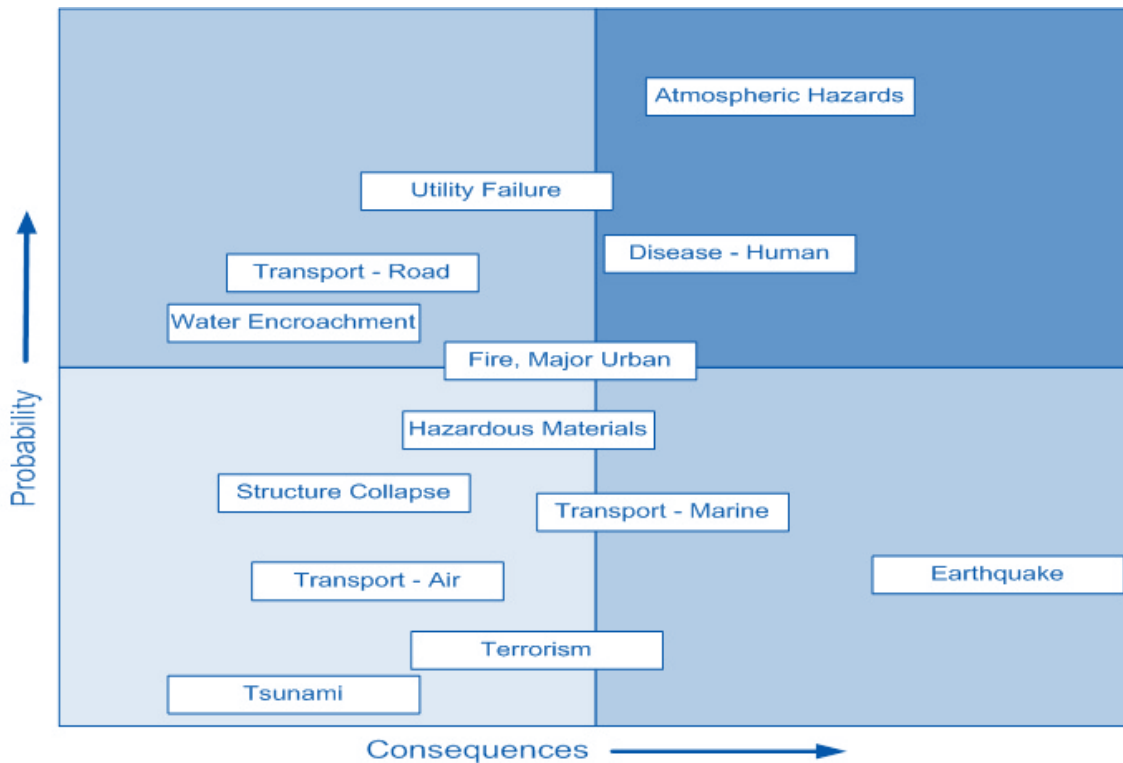
This is a Business Continuity Planning document used to identify key resources and needs to ensure your business will remain open and viable after a disaster event. It is only to be implemented after you and your staff's life safety has been secured post disaster. An emergency preparedness checklist for business is at the end of this document.

What Are The Risks And How Probable Is Their Occurrence?

No individual, business, community, or government entity can plan for every possible emergency or disaster event. Practical steps focusing on preparedness, response, recovery, and mitigation efforts are a comprehensive and current Hazards, Vulnerability, and Risks Assessment or (HRVA). An HRVA is required by the BC Emergency Management Regulation to identify potential emergencies and disasters as well as their probability of occurrence and potential impact on the residents, properties, and infrastructure. The Town of Sidney contracts an emergency management specialist / risk engineer every three years to update our HRVA. This document can be found on the ToS website at

http://www.sidney.ca/Town_Hall/Reports_Forms_Publications.htm

Town of Sidney 2014 HRVA Probability Matrix



Many individuals and business owners adopt a fatalistic attitude towards business continuity planning as they assume a major disaster (seismic event) will be so destructive that planning for resiliency and recovery is a wasted effort. The reality is that time, effort, and dollars invested into preparedness is never wasted. Experts forecast the likelihood of a damaging earthquake affecting our area within the next 50 years at 32%. Sobering, but far from a guarantee of an occurrence in our lifetime. What is much more probable is a severe atmospheric event (weather), utility infrastructure failure, disease outbreak, or fire / hazardous material release resulting in a circumstance that prohibit normal (profitable) business operations. One or more of these disaster events will likely occur and negatively affect a Sidney business over the typical period of business ownership. This planning document is intended to guide and assist Sidney Business owners in developing business continuity preparedness, response, and recovery plans with the goal of the business remaining open during the disaster and viable post disaster.

Business Continuity Planning Quick Facts:

- *We recognize your time is valuable and therefore we have done our best to make this process as simple and relevant as possible. If you require assistance or believe more or less content is required in your plan you are encouraged to contact the Fire Dept. 250-656-2121.*
 - *A Business Continuity plan is a living document that must be continually updated and exercised. There are no perfect plans but you must have a plan.*
 - *The less residents and businesses that leave a municipality post disaster the more rapidly the recovery process will take hold. These businesses are critical to the social and cultural health of a community which cannot be ignored.*
 - *\$1 dollar invested in business continuity preparedness equates to \$7 saved post disaster spent trying to recover.*
 - *> 25% of businesses fail post disaster.*
 - *Local area businesses have a role to play in community disaster resilience.*
 - *Can we afford for this to happen to us even just once?*
 - *Ask yourself, what do I need to do to keep my business open? What if it happens tonight?*
-

About Your Business	
<i>Primary Business Location</i>	<i>Secondary Business Location</i>
Business name:	Business name:
Street address:	Street address:
Phone #	Phone #
Mobile #	Mobile #
<i>Primary contact</i>	<i>Alternate contact</i>
Home #	Home #
Mobile #	Mobile #
Other #	Other #
Email	Email

Emergency Contact Information – Dial 911	
Police non-emergency: 250-656-3931	Fire /security alarm provider:
Fire non-emergency: 250-475-6111	Gas provider:
Town of Sidney Public Works: 250-656-1184	Property manager:
Insurance provider:	Plumber:
BC Hydro:	Restoration services:
Electrician:	IT Support:
Other:	Other:

Staff Contact List <i>Please list in order of responsibility.</i>		
<i>Name:</i>	<i>Position:</i>	<i>Phone #</i> <i>Cell #</i> <i>Email:</i>
<i>Name:</i>	<i>Position:</i>	<i>Phone #</i> <i>Cell #</i> <i>Email:</i>
<i>Name:</i>	<i>Position:</i>	<i>Phone #</i> <i>Cell #</i> <i>Email:</i>
<i>Name:</i>	<i>Position:</i>	<i>Phone #</i> <i>Cell #</i> <i>Email:</i>
<i>Name:</i>	<i>Position:</i>	<i>Phone #</i> <i>Cell #</i> <i>Email:</i>
<i>Name:</i>	<i>Position:</i>	<i>Phone #</i> <i>Cell #</i> <i>Email:</i>
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<i>Name:</i>	<i>Position:</i>	<i>Phone #</i> <i>Cell #</i> <i>Email:</i>
<i>Name:</i>	<i>Position:</i>	<i>Phone #</i> <i>Cell #</i> <i>Email:</i>

Hazards Most Likely to Negatively Affect Your Business

Each Sidney business is unique and will have varying abilities to withstand disaster events. Review the Town of Sidney HRVA matrix as this is current qualitative and quantitative data depicting which event is most likely to occur and which event will have the most severe consequences. Review these hazard events and then determine which are most likely to result in a delay or disruption of your business that you cannot recover from.

Potential Hazards	
1)	
2)	
3)	
4)	
5)	

Critical Assets

If you lose one or more of these critical assets during a disaster your business is at risk, take proactive steps to mitigate these losses and become a resilient business.

<h3>Staff</h3>	<p><i>Use your staff contact list, this list is only useful if it is current, keep it current!</i></p> <p>This must be reflected in your annual plan review and noted on the document control log (page 5).</p>
<h3>Customers</h3>	<p><i>How will your customer base know you are still open?</i></p> <ul style="list-style-type: none"> ○ Do you have a customer database? As equally important is do you have this information stored off-site and easily accessible? ○ Can you remotely access your business website, updating customers / potential customers of hours of operation and any reduction in services due to the disaster event? ○ Does your business have a social media presence? Can you remotely update social media? This form of media is dominant in post disaster environments.
<h3>Suppliers</h3>	<p><i>Does your business operate on a “Just in Time” inventory basis, or maintain supplies to support operations for 1-2 weeks?</i></p> <ul style="list-style-type: none"> ○ Regardless, your business should have a secondary plan to acquire required stock items if regular stock or supply routes are compromised. Can a marine disaster render the Swartz Bay Ferry Terminal inoperable? Can a large scale Hazardous Materials release close Hwy. #17 for days? Is it likely a seismic event or major weather event will disrupt deliveries of needed goods to our island? YES, therefore it is best practice to identify alternative product suppliers proactively.
<h3>Building</h3>	<p><i>Most businesses have a physical storefront or warehouse facility, without this they cannot operate.</i></p> <ul style="list-style-type: none"> ○ If your storefront or storage facility is damaged you have a current contact list of pre-identified service providers to affect repairs ASAP. ○ A fire, flood, or other disaster event may displace you from your storefront for weeks to months. This leaves you with the option of closing until repairs are completed, or scrambling to find an alternate temporary location. An alternative is finding other forward thinking business owners and entering into a shared

	<p>occupancy agreement that comes into effect during a disaster event. This may be as simple as two restaurants agreeing to store each other's refrigerated goods if a refrigeration unit fails.</p>
<p>Equipment</p>	<p><i>What equipment is essential to your operation; what can you not do without? If your electronic point of sale device(s) are inoperable, can you process a credit card manually with an imprint device?</i></p> <ul style="list-style-type: none"> ○ Do you have a current and accurate list of physical equipment assets for your business? ○ What can you temporarily relocate to an alternate location to remain open?
<p>Operations & Data</p>	<p><i>Are records and data supporting your business operations secure?</i></p> <ul style="list-style-type: none"> ○ Can you access accounts receivable, payroll, purchase orders, contractual documents, insurance documents, and other pertinent records offsite either hard copy or digitally?



March 2012 Flooding on First Street

Business Continuity Plan Checklist

The following is a list of standard ingredients to construct and maintain a business continuity plan.

	YES	NO
Who is responsible for the creation and maintenance of your business continuity plan?		
Name: _____		
Has an emergency contact information and a staff contact list been created and stored in a location known and accessible to all employees? If so, where is it located and how easily accessible is it?		

How are your customer, employee, and supplier databases stored and protected?		
<ul style="list-style-type: none"> • Can you access this information remotely? 		
<ul style="list-style-type: none"> • Would this information be lost if a fire, flood, or other disaster affected your business? If so a plan to back-up and access this information must be made a priority. 		
<ul style="list-style-type: none"> • Explain how you would access this information remotely or what alternative plans you have in place. 		

Can you access and update your business website remotely? If so, how?		

<p>If a disaster event affected your primary supplier(s) and/or routes of delivery have you identified alternate suppliers that will enable you to continue providing goods and services?</p> <p>If so, list suppliers:</p>		
<hr/> <hr/> <hr/> <hr/>		
<p>If your storefront location was damaged could you relocate your business to another location for a while repairs where conducted? Where?</p>		
<hr/> <hr/>		
<p>Have you compiled a list of critical assets you would take if you did temporarily have to relocate? If so, list:</p>		
<hr/> <hr/> <hr/> <hr/>		
<p>Have you spoken to the owner of this property about the possibility of such an arrangement should the need arise? If so, what does this arrangement entail?</p>		
<hr/> <hr/> <hr/> <hr/>		
<p>Are you insured? If so, what exactly is covered and not covered?</p>		
<hr/> <hr/> <hr/> <hr/>		
<p>Do you have business interruption insurance? If so, what exactly is covered and not covered?</p>		
<hr/> <hr/>		

Emergency Preparedness Kit Checklist for Businesses

Your business emergency preparedness kit should contain adequate supplies to keep you and your employees self-sufficient in the event of an emergency.

Your Emergency Preparedness Kit Should Contain:

- Battery- operated or crank radio
- Flashlights and extra light bulbs
- Extra batteries
- Utility knife
- Rope
- Shovel
- Fire extinguisher: small canister, ABC type
- Petty cash
- Adjustable wrench, to shut off household gas and water
- Whistle
- Essential business documents (see list)
- First Aid Kit (see list)

Assemble the supplies in an easy-to-carry container and store it in an easily accessible, well-marked location.

Essential Business Documents

- Constitution, bylaws, charters, franchises and orders-in-council
- Accounts payable and receivable
- Bank and audit records
- Capital and fixed assets records
- Contracts and agreements
- Licenses and permits
- Leases, deeds, property and land files
- Blueprints and technical drawings
- Inventories
- Mailing lists
- Organization charts
- Financial signing authorities
- Union agreements
- Software
- Supplier listing
- Insurance policies
- Procedural manuals
- Personnel records, payroll documents, pension fund files, salary deduction lists
- Annual reports
- Research, technical data and specifications on specialized projects
- Special agreements with clients
- Sales records and guarantees
- Other documents you deem essential to the operation of your business

First Aid Kit

Number of employees		Type of first aid kit
<input type="checkbox"/>	2 to 5	A
<input type="checkbox"/>	6 or more, where the first aid attendant is required to have at least a basic first aid certificate	B
<input type="checkbox"/>	6 or more, where the first aid attendant is required to have at least a standard first aid certificate	C

Item	Quantity per type of first aid kit		
	A	B	C
<input type="checkbox"/> Antiseptic swabs (10-pack)	1	1	4
<input type="checkbox"/> Scissors: super shears			1
<input type="checkbox"/> Bandages: adhesive strips	12	48	100
<input type="checkbox"/> Plastic bags: waterproof, sealable			2
<input type="checkbox"/> Bandages: triangular, 100 cm, folded	2	6	8
<input type="checkbox"/> Blankets: emergency, pocket size	1		
<input type="checkbox"/> First Aid Kit Container	1	1	1
<input type="checkbox"/> Dressings: combination, 12.7 cm x 20.3 cm			6
<input type="checkbox"/> Dressings: compress, 7.5 cm x 12 cm	1	2	
<input type="checkbox"/> Dressings: gauze sterile, 10.4 cm x 10.4 cm	4	12	24
<input type="checkbox"/> Dressings: gauze, non-sterile, 10.4 cm x 10.4 cm	10	40	200
<input type="checkbox"/> Forceps: splinter	1	1	1
<input type="checkbox"/> Gloves: disposable	4	8	40
<input type="checkbox"/> Mouth-to-mouth resuscitation mask with one-way valve	1	1	1
<input type="checkbox"/> Record book: First Aid	1	1	1
<input type="checkbox"/> Scissors: bandage	1	1	
<input type="checkbox"/> Self-adhering gauze bandage: 7.5 cm x 4.5 cm	2	6	24
<input type="checkbox"/> Tape: adhesive, 2.5 cm x 4.5 cm	1	2	4
<input type="checkbox"/> Blankets: bed type			2
<input type="checkbox"/> Splint set			1
<input type="checkbox"/> Stretcher			1

Store your first aid kit in a well-marked location that is easily accessible. Ensure supplies are inventoried and replenished on an on-going basis.