



business.gov.au

Emergency management & recovery plan template

A good emergency management plan protects your livelihood by preparing you for unexpected disruptions to your business. The business.gov.au emergency management & recovery plan template steps you through the process of creating a solid, well-structured plan tailored to your business.



New! Create your emergency management & recovery plan on your iPad by downloading our free MyBizShieldApp. Search 'MyBizShield' in the App Store now!

Copies of the latest version of this template and the guide can be downloaded from www.business.gov.au/plans.

If you need further information, assistance or referral about a small business issue, please contact the Small Business Support Line on **1800 777 275**.



An Australian Government Initiative

business.gov.au

How to use this template

Before you complete the Emergency management & recovery plan template and start using it, consider the following:

1. **Use the [*italicised text*].** The italicised text is there to help guide you by providing some more detailed questions you may like to answer when preparing your response.
Please note: If a question does not apply to your circumstances it can be ignored.
2. **Download the Emergency management & recovery plan guide.** This guide, available from www.business.gov.au/plans, contains general advice on planning for emergencies and a complete overview with details on each question asked in the Emergency management & recovery plan template.
3. **Get some help.** If you aren't confident in completing the plan yourself, you can enlist the help of a professional (such as a Business Enterprise Centre, Enterprise Connect Centre, business adviser or accountant) to look through your plan and provide you with advice.
4. **Review. Review. Review.** Ask a number of impartial people to proofread your final plan.
5. **Print.** Before you print a copy of your completed Emergency management & recovery plan and store it in a safe location, ensure you delete the first section containing the guide as well as the [*italicised text*]. To print a copy, select the Printer icon on the toolbar, or select File then Print on the main menu.

For advice and examples on how to complete this template, please download the business.gov.au **Emergency management & recovery plan guide** from www.business.gov.au/plans.

[INSERT YOUR BUSINESS LOGO]

[Your name]

[Your title]

[Business name]

[Main business address]

ABN: [ABN]

ACN: [ACN]

[Business name]

Emergency management & recovery plan

Prepared: [Date prepared]

Revision history

Version Number	Changes made	Person responsible	Date updated
[e.g. Version 1.0]	[Description of changes made and what prompted the changes]	[e.g. C. Jones]	[Day/Month/Year]

Communication strategy

Manager/staff	Type of communication	Person responsible	Frequency
[e.g. CEO]	[E.g. Presentation, email]	[e.g. C. Jones]	[e.g. Monthly and after each change]

Table of Contents

Revision history	1
Communication strategy	1
The Continuity Plan.....	3
Risk management	3
Critical business area analysis	3
Scenario planning	4
Insurance	5
Property & infrastructure	5
'Business as usual' planning	5
Key personnel training	6
Skill retention strategies	6
Data security & backup strategy	6
Environmental resilience.....	6
The Emergency Action Plan	7
Emergency contacts.....	7
Emergency procedures	7
Evacuation drill schedule	8
Emergency kit	8
Emergency team roles & responsibilities	9
The Recovery	10
Business impact assessment	10
Recovery contacts	10
Insurance claims	11
Market assessment	11
Marketing strategy.....	11
The Finances.....	12
Current creditors	12
Current debtors.....	12
Government funding	12
Expected cash flow	13
Supporting documentation	14

The Continuity Plan

Risk management

[List the potential risks to your business (in order of likelihood) and any mitigation/contingency strategies.]

Business risk	Impact	Likelihood	Mitigation strategy	Contingency plan
<i>[Description of the risk and the potential impact to your business.]</i>	<i>[High, Medium, Low.]</i>	<i>[Highly Unlikely, Unlikely, Likely, Highly Likely.]</i>	<i>[What actions will you take to minimise/mitigate the potential risk to your business?]</i>	<i>[What is your contingency plan in the event that this risk happens?]</i>

Critical business area analysis

[Identify the critical areas of your business (e.g. product refrigeration process) and any protection strategies.]

Rank	Critical business areas	Impact if failed	Current protection strategies
1	<i>[Description of what you can't do without: people, suppliers, documents, systems or even procedures.]</i>	<i>[Describe the potential impact on your business if this critical area fails.]</i>	<i>[What strategies do you have that minimise the impact to your business? e.g. Training employees in multiple areas of the business will reduce key person risk.]</i>
2			
3			
4			

Scenario planning

[Once you have completed your critical business areas table and ranked them, complete a more detailed scenario based on each of your top three critical business areas.]

Scenario 1: [Name of scenario]

Question	Details
Critical failure	<i>[Provide a short description of a critical area that could be interrupted.]</i>
Background	<i>[Provide any relevant background information that is essential to restoring the critical area.]</i>
Impact to business	<i>[Provide an estimate of the impact to your business. This can be in terms of percentage of sales or a dollar figure.]</i>
Immediate actions	<i>[List what needs to be completed immediately to ensure loss is kept to a minimum.]</i>
Secondary actions	<i>[Once immediate actions have been completed, what secondary actions can be completed until your business has recovered completely?]</i>
Responsibilities	<i>[List the people who are responsible and for what during this critical business scenario.]</i>
Resources needed	<i>[What resources will you need to ensure you recover well in this sort of scenario? For example: cash flow, staff, service providers]</i>

Scenario 2: [Name of scenario]

Question	Details
Critical failure	<i>[Provide a short description of a critical area that could be interrupted.]</i>
Background	<i>[Provide any relevant background information that is essential to restoring the critical area.]</i>
Impact to business	<i>[Provide an estimate of the impact to your business. This can be in terms of percentage of sales or a dollar figure.]</i>
Immediate actions	<i>[List what needs to be completed immediately to ensure loss is kept to a minimum.]</i>
Secondary actions	<i>[Once immediate actions have been completed, what secondary actions can be completed until your business has recovered completely?]</i>
Responsibilities	<i>[List the people who are responsible and for what during this critical business scenario.]</i>
Resources needed	<i>[What resources will you need to ensure you recover well in this sort of scenario? For example: cash flow, staff, service providers]</i>

Scenario 3: [Name of scenario]

Question	Details
Critical failure	<i>[Provide a short description of a critical area that could be interrupted.]</i>
Background	<i>[Provide any relevant background information that is essential to restoring the critical area.]</i>
Impact to business	<i>[Provide an estimate of the impact to your business. This can be in terms of percentage of sales or a dollar figure.]</i>
Immediate actions	<i>[List what needs to be completed immediately to ensure loss is kept to a minimum.]</i>
Secondary actions	<i>[Once immediate actions have been completed, what secondary actions can be completed until your business has recovered completely?]</i>
Responsibilities	<i>[List the people who are responsible and for what during this critical business scenario.]</i>
Resources needed	<i>[What resources will you need to ensure you recover well in this sort of scenario? For example: cash flow, staff, service providers]</i>

Insurance

[What insurance policies do you currently hold to cover your business risks?]

Insurance type	Policy coverage	Policy exclusions	Insurance company and contact	Last review date	Payments due
[e.g. Building, Contents, Car, Business Interruption]	[e.g. Damage from fire, flood, theft, Cyclone]	[e.g. Fraud, terrorism, tsunامي, landslide]	[e.g. XYZ Insurance, D.Higgins (Area code) Number]	[Day/Month/Year]	[Amount you pay and frequency. e.g. Monthly, yearly]

Property & infrastructure

[What have you done to make your property and infrastructure less vulnerable to damage? Is your property secured with alarms, security personnel or video surveillance from unlawful entry? Do you have fire retardant or flood resistant building materials? Is leaf litter grass and gutters maintained regularly to minimise fire risk?]

'Business as usual' planning

Temporary office accommodation

[Identify temporary office accommodation you can quickly access in an emergency situation. Consider attaching a map of your accommodation to the back of your plan]

Rank	Type	Address	Equipment available	Resources needed
1	[e.g. Private residence, hotel, temporary business centre.]	[Enter the address of your temporary office site.]	[List all the equipment available at the site. e.g. Computers, furniture, photocopiers, phones, paper]	[List all the resources you will need in order to use this site as a temporary office. e.g. Software, backups, staff, and any other equipment not already available at the location.]
2				
3				

Business continuity strategies

[What other strategies will you consider to help maintain business as usual practices? Have you considered a virtual office service, e-commerce website or an online auction or e-marketplace storefront?]

Key personnel training

[List your current staff in the table below and any cross-training requirements.]

Job title	Name	Expected staff turnover	Skills or strengths	Cross-training requirements
[e.g. Marketing/ Sales Manager]	[e.g. J. Smith]	[e.g. 12-18 months]	[e.g. Relevant qualifications in Sales/Marketing. At least 5 years experience in the industry. Award in marketing excellence 2007. Fully qualified in first aid 2006.]	[e.g. Requires training in finance system]

Skill retention strategies

[What procedural documentation will you provide to ensure the skills of staff are maintained? Do you have an appropriate allocation of responsibilities? How are responsibilities documented and communicated to staff? What internal processes will you implement to regularly check that the current skills of staff members are still appropriate for the business?]

Data security & 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	Type of data	Frequency of backup	Backup media/ service	Person responsible	Backup procedure steps
[List all the essential data that your business cannot recreate from other sources. If this list is substantial, consider a full system backup]	[e.g. Email, spreadsheet, payroll system data, website.]	[e.g. Daily, weekly, monthly]	[e.g. Magnetic tape, CD ROM, external hard disk drive, remote/online backup service.]	[e.g. C. Jones]	[List the steps required to perform the backup or attach a procedure document to the back of this plan]

Environmental resilience

[What environmental choices have you made to help you achieve climate change adaptability?]

The Emergency Action Plan

Emergency contacts

[List your local emergency services numbers and any additional contacts you will need to phone in an emergency (e.g. Employee's next of kin).]

Organisation Name	Contact	Title	Phone number
ALL	-	-	000
State Emergency Services (SES)	-	-	[(Area code) Number]
Police	-	-	[(Area code) Number]
Fire	-	-	[(Area code) Number]
Ambulance	-	-	[(Area code) Number]

Emergency procedures

[List your emergency/evacuation procedures. It may be useful to attach a copy of your detailed emergency procedures and floor plan with the location of emergency exits, emergency kit and safety equipment clearly marked. Your emergency procedures should also include a map of evacuation locations for all emergencies.]

Procedures	Brief outline of procedures	Evacuation point/ address	Reference to full procedure document	Supporting documentation
<i>[e.g. Fire Evacuation Procedure]</i>	<i>[e.g. 1. Alarm raised and relevant emergency services authorities contacted. 2. Wait for evacuation signal. 3. Follow fire warden instructions. 4. Calmly evacuate the premises from nearest emergency exit. 5. Arrive at evacuation location. 6. Locate and account for all staff.]</i>	<i>[e.g. Corner of Safe Street and Sound Lane, City.]</i>	<i>[e.g. The Fire and emergency procedures.doc can be found on the shared drive under the 'Emergency' folder. A printed copy is also located in the main filing cabinet.]</i>	<i>[e.g. Office floor plan, map of evacuation locations.]</i>

Evacuation drill schedule

[Use this table to schedule your emergency evacuation drills.]

Evacuation procedure type	Drill frequency	Position/person responsible	Next drill dates
[e.g. Fire, flood, cyclone]	[Monthly]	[e.g. S. Jones]	[Day/Month/Year]

Emergency kit

Location

[Where is your emergency kit located/stored?]

Contents

[List the contents of your emergency kit and the date each item was last checked/reviewed.]

Object	Checked/Reviewed Date	Person responsible
Emergency management & recovery plan	[Day/Month/Year]	[e.g. J. Smith]
Emergency and recovery contacts		
Insurance documents		
Financial documents		
Torch		
First-aid kit		
Portable radio		
Plastic bags		
Spare batteries		
Adhesive tape		
Pen/pencil and notepad]		

Emergency team roles & responsibilities

Role	Details of responsibilities	Person responsible	Email	Phone/Mobile numbers
First Aid Officer	<p>[e.g.</p> <ul style="list-style-type: none"> Attend regular first aid training courses. Administer first aid support in an emergency situation. Contact ambulance services when necessary.] 	[e.g. M. Smith]	[e.g. ms@example.com]	[(Area code) Number] [Mobile number]
Chief Fire Warden	<p>[e.g.</p> <ul style="list-style-type: none"> Attend relevant training courses. Communicate procedures to all staff. Supervise and action emergency evacuation procedures (including contacting emergency services, accounting for staff). Conduct regular drills. Update procedures regularly.] 	[e.g. S. Jones]	[e.g. sj@example.com]	[(Area code) Number] [Mobile number]
Fire Warden	<p>[e.g.</p> <ul style="list-style-type: none"> Attend relevant training courses. Assist in evacuating staff according to evacuation procedures (including collecting emergency kit and resilience and recovery documentation). Assist with regular drills. Assume Chief Fire Warden duties when required.] 	[e.g. J. Silos]	[e.g. js@example.com]	[(Area code) Number] [Mobile number]

The Recovery

Business impact assessment

[Based on your assessment of the damage to your business, complete the table below (in order of severity) or attach your own impact assessment to the back of your plan.]

Rank	Damage	Impact to business	Severity	Action	Recovery steps	Resources needed	Actioned by	Estimated date of completion
1	[List any damage to buildings, assets, stock, documents or surrounding area/community.]	[Describe any direct or indirect impacts the damage will have on your business' critical functions.]	[High, Medium, Low.]	[Repair, replace, rebuild.]	[List the steps needed to recover the damage.]	[List the resources needed to recover including any cost estimates, service providers, employees, building materials.]	[Assign someone to each task.]	[Due date for completion.]
2								
3								

Recovery contacts

[Include all of the organisations/people that will be essential to the recovery of your business. See also Emergency contacts above.]

Contact Type	Organisation Name	Contact	Title	Phone/Mobile number
Insurance	[e.g. XYZ Insurance]	[e.g. G. Jones]	[e.g. Claims Advisor]	[(Area code) Number] [Mobile number]
Telephone/internet services provider				
Bank/building society				
Employee				
Supplier (Main)				
Supplier (Backup)				
Customer				
Business advisor				
Accountant				
Lawyer				

Insurance claims

[What insurance policies have you claimed for? Use the table below to record any discussions you have had with an insurer about your claim]

Insurance company	Date of contact	Details of conversation/claim	Follow up actions
<i>[e.g. XYZ Insurance, D.Higgins (Area code) Number]</i>	<i>[Day/Month/Year]</i>	<i>[Enter any relevant details discussed with your insurer about your claim. e.g. When will the assessor visit? Did you receive an estimated claim amount?].</i>	<i>[Is there anything you or the insurer need to complete to continue processing the claim? Is there any information the insurer requires to process the claim (e.g. estimate of the damage, serial numbers for stolen equipment, photos)? Are there any special instructions the insurer has asked you to do/not do in regards to the cleanup effort or property?]</i>

Market assessment

[Based on your assessment of the damage to your business and/or surrounding area, list any areas of your market that have changed below. Alternatively, attach a complete market assessment to the back of this plan. Download our [Marketing plan template](#) for further guidance.]

Market changes	Impact to business	Business options
<i>[What has changed in the market since the emergency?]</i>	<i>[What part of your business will be affected by these market changes and how?]</i>	<i>[How can your business adapt or change to suit these new market conditions? e.g. Can you move location, trade online, change key products or services or just re-evaluate the way you run your business to make sure you are still meeting market needs?]</i>

Marketing strategy

[Detail your marketing strategy after the emergency. If your business is reopening its doors after the disaster, how will you get the message out? What channels will you use to target customers? How does this strategy differ in light of any changes in the market? e.g. You may consider a targeted marketing effort (such as a social media campaign) to communicate your business reopening.]

The Finances

Current creditors

[List all current creditors and any arrangements you have made during the recovery period]

Creditor name	Contact details	Special arrangement details	Period of special arrangement	Amount to pay
[e.g. Example Banking Corp.]	[J. Harmer, Business Loan Advisor, (Area code) Number] [Mobile number]	[List the conditions of your arrangement. e.g. Loan temporarily changed to interest only arrangement for the period of recovery.]	[Enter the period the arrangement will be valid until. e.g. Period of 6 months ending on 1 July 2011]	[Detail the amounts you are required to pay within the arrangement period.]

Current debtors

[List all current debtors you have contacted and their agreed payment amount and date.]

Debtor name	Contact details	Details	Agreed payment date	Amount to receive
[Example Business]	[P. Fred, (Area code) Number] [Mobile number]	[Briefly list what the payment was for.]	[Day/Month/Year]	[\$\$\$]

Government funding

[List all government funding you have applied for and the expected amount.]

Program Name	Contact details	Funding details	Date of application	Amount to receive
[e.g. Flood relief package]	[R. Smith], [Agency name] (Area code) Number] [Mobile number]	[Briefly mention the terms of the funding.]	[Day/Month/Year]	[\$\$\$]

Expected cash flow

[Double-click the table below to enter your details or attach your own Expected cash flow sheet at the back of this plan]

EXPECTED CASHFLOW [YEAR]	Jan	Feb	Mar	Apr	May	Jun
OPENING BALANCE	\$0	\$0	\$0	\$0	\$0	\$0
Cash incoming						
Sales						
Asset sales						
Debtor receipts						
Insurance payout						
Government funding						
Other income						
Total incoming	\$0	\$0	\$0	\$0	\$0	\$0
Cash outgoing						
Bank fees & charges						
Interest paid						
Credit card fees						
Utilities (electricity, gas, water)						
Telephone						
Fuel						
Lease/loan payments						
Rent & rates						
Motor vehicle expenses						
Stationery & printing						
Membership & affiliation fees						
Licensing						
Insurance						
Superannuation						
Income tax						
Wages (including PAYG)						
More...						
Recovery costs						
Purchases (Stock, equipment, supplies)						
Cleanup costs						
Rebuilding/repairs						
Security fees						
Accountant fees						
Solicitor fees						
Data recovery fees						
Advertising & marketing						
More...						
Total outgoing	\$0	\$0	\$0	\$0	\$0	\$0
Monthly cash balance	\$0	\$0	\$0	\$0	\$0	\$0
CLOSING BALANCE	\$0	\$0	\$0	\$0	\$0	\$0

Supporting documentation

Attached is my supporting documentation in relation to this Emergency management & recovery plan. The attached documents include:

- [*List all of your attachments here. These may include copies of your floor plan, detailed emergency procedures, impact and market assessments and financial documents.*]