



Docs

by SafetyCulture

Business Continuity Plan (Pandemic)

SAMPLE

Distribution Record						
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4		<input type="checkbox"/>	<input type="checkbox"/>			
5		<input type="checkbox"/>	<input type="checkbox"/>			

Amendment Record				ISSUE #: 1	
Rev. #	Date	Details		Description of Changes	Approved By
		Section #	Para. #		
1					
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SAMPLE

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Amendment Record Introduction

Issue #: 1

Revision #: 0

Reviewed by: *Insert name of person responsible*Approved by: *Insert name of top management representative*

Introduction

This Business Continuity Policy is in place to assist Xyz Company Proprietary Limited to prepare for pandemics that have the potential to significantly affect the ability of the organisation to operate.

The Business Continuity Plan will be monitored and updated as required, and the most current copy kept at the workplace and a separate offsite location.

The Plan includes essential information for responsibilities, risk assessment and steps to be taken in the case of a pandemic such as COVID-19 impacting the ability for the organisation to operate effectively.

Review Procedure

(Insert responsible person name) will review the Business Continuity Plan before implementation and at regular times in response to organisational or legislative changes. The review process will consider information from consultation with workers, HSR and other relevant parties. All relevant persons will be made aware of changes made as a result of the review. Review of the Business Continuity Plan takes place when:

- Identified changes in the workplace affect the Business Continuity Plan;
- The Business Continuity Plan is not deemed effective.
- There are legislative changes that affect the Business Continuity Plan;
- There is a serious incident or dangerous occurrence.

Document Control

The Business Continuity Plan is a controlled document. All unauthorised copies, either electronic or printed, are considered uncontrolled copies. Record copyholders and the version numbers in the Distribution Record.

All versions of the Business Continuity Plan have a unique document and version number and recorded in the Document Register, including the date of approval, and review date.

All versions of the Business Continuity Plan kept as a record. In the event of a notifiable incident, the Business Continuity Plan and supporting documentation (initial and reviewed versions) will be kept for five years after the incident. During this period, the plan and support material will be accessible to all relevant persons, and any Government appointed officers as required.

Management Commitment and Approval

The Business Continuity Plan has been approved and endorsed by *(insert name of Owner/CEO or person in a senior management position)*

Senior Management Sign-off: _____

Date: _____



Amendment Record Business Continuity Policy

Issue #: 1

Revision #: 0

Reviewed by: *Insert name of person responsible*Approved by: *Insert name of top management representative*

1 Business Continuity Policy

Background:

The 2019 Novel Coronavirus or COVID-19 was first identified in Wuhan, Hubei Province, China and has quickly spread across the globe – including to Australia. To date, there have been more than 117,000 confirmed cases of Coronavirus (COVID-19) around the world with over 4,200 reported deaths.

Coronaviruses (CoV) are a family of viruses that can be transmitted between animals and people. Coronaviruses can cause illnesses ranging from the common cold to more severe diseases such as Severe Acute Respiratory Syndrome (SARS).

Infection of COVID-19 can lead to respiratory symptoms such as cough, fever, shortness of breath and breathing problems. In more severe cases, the virus can cause pneumonia, severe acute respiratory syndrome, kidney failure and fatalities.

COVID-19 is not just something that can be contacted while socialising or taking a trip but is also a potential hazard for people at work.

Purpose:

The objective of this policy and procedure is to define, document and communicate the requirements necessary for business continuance that supports critical functions of the organisation. The goals of this policy are to

- Reduce risk in response to the COVID-19 pandemic;
- Identify systems required to support critical processes during and after the outbreak;
- Compliance with regulatory requirements;
- Maintain a responsible approach to protect the interests of stakeholders, workers, business partners, and suppliers.

Policy:

Xyz Company Proprietary Limited commits to preparing for outbreaks of disease that have the potential to significantly affect business continuance. The policy ensures Xyz Company Proprietary Limited can continue to deliver services in the event of an epidemic/pandemic or recover quickly afterwards by defining a framework that enables:

- An analysis of the impact that COVID-19 would have on the organisation;
- Development of strategies required to support critical processes post-recovery;
- Procedures and actions required to respond to an incident in terms of containment, control and minimising impacts;
- Procedures and actions required to recover from an outbreak to minimise disruption and recovery times.

Xyz Company Proprietary Limited will keep up to date with the latest COVID-19 information and advice to help in managing the risk. To do this is we will monitor the [Australian Government Department of Health](#), the [Smartraveller website](#) if travelling for work, and any advice from state/territory government agencies.

We will ensure workers are aware of and kept up to date on information relevant to them regarding COVID-19 by directing them towards official websites. Clear advice will be provided to workers about actions they should take if they think they may have the symptoms of COVID-19. Including:

- a. When they should not attend work or travel;
- b. Information and links to relevant services should they require support.



Amendment Record Business Impact Analysis

Issue #: 1

Revision #: 0

Reviewed by: *Insert name of person responsible*Approved by: *Insert name of top management representative*

3 Business Impact Analysis

Senior Managers will take proactive steps to initiate and implement an analysis of critical functions of the organisation. Procedures will follow the general steps listed below.

1. Based on the analysis, a review will be undertaken to determine if any recovery response procedures are already in place for identified operations and activities. Should no recovery response procedure be identified, they will be developed and implemented for the activity;
2. All operations and activities requiring a recovery response procedure must be recorded in the *Recovery Response Register*;
3. Senior Management will take proactive steps to ensure a *Continuity Plan (5)* is prepared based on the outcomes of the Business Impact Analysis;
4. A recovery response team will be developed and resourced sufficiently to implement the continuity plan when required;
 - o Employees and Recovery team members are trained and familiar with the procedures described in the continuity plan;
 - o Senior Managers will ensure periodic testing exercises of the procedures are conducted where practical and, will maintain the *Exercise Report (6.3)* for any post-incident review;
5. The appropriate manager and response team representative will review the suitability, adequacy and effectiveness of the continuity plan and revise as necessary;
6. Changes to the continuity plan will use a priority ranking approach to arrive at a priority for implementation.



Amendment Record Monitor and Review

Issue #: 1

Revision #: 0

Reviewed by: *Insert name of person responsible*Approved by: *Insert name of top management representative*

4 Monitoring and Review

Senior Management is responsible for the periodic review of this plan and associated controls to ensure their continuing suitability, adequacy and effectiveness.

The plan will be reviewed annually (copies of records, notes, findings or other relevant evidence from the review filed appropriately). The review will include an assessment of opportunities for improvement and, the need for changes to the plan.

Reviews of controls will take place regularly, and in the event of any of the following:

- If the control failed to achieve the desired outcome;
- Changes to the workplace occur that may create new or different risks where the control may no longer be effective;
- New restrictions are identified;
- Consultation with relevant persons indicate that a review of the control is needed;
- In any other case, at least monthly;
- All proposed changes must be presented and documented within the *Change Request Form (6.2)*;
- The change request form must be kept as a record.



6.0 Insurance

Insurance type	Policy coverage	Policy exclusions	Insurance company and contact details	Last Insurance review date	Insurance Payments due
<i>e.g. business interruption</i>	<i>fire flood theft</i>	<i>terrorism tsunami</i>	<i>XYZ Insurance, Ph: 00 000000</i>	<i>1/1/2020</i>	<i>e.g.\$1000 Monthly</i>

7.0 Recovery Response

Rank 1 Scenario (EXAMPLE ONLY)

Content	Details
Critical Failure	<i>Loss of employees due to COVID-19 isolation protocols</i>
Business Impact	<i>Inability to conduct business from the office location</i>
Immediate Action Response	<ol style="list-style-type: none"> 1. <i>Inform all workers, customers and other relevant parties of the issue</i> 2. <i>Ensure employees are informed of the need to isolate at home</i> <p><i>NOTE: Refer to any operating policies/procedures or other support documents as necessary</i></p>
Recovery Strategies	<ul style="list-style-type: none"> • <i>Maintain communications with customers and employees and other relevant parties that may be affected by the issue</i> • <i>Ensure that all employees can communicate, and devices and systems are working correctly</i> <p><i>NOTE: Refer to any operating procedures or other support/instructional documents as necessary</i></p>
Responsible Persons	<ul style="list-style-type: none"> • <i>Customer communications: Janette Brown</i> • <i>Employee communication: John Smith</i> • <i>Power supplies: David Johnson</i>
Resources required	<ul style="list-style-type: none"> • <i>Mobile phones and internet access</i> • <i>Power charge packs X 8</i> • <i>Laptop x 2 Office staff</i>

Rank 2 Scenario (EXAMPLE ONLY)

Content	Details
Critical Failure	<i>Loss of communications ability due to line fault/ accident (Email, data phone loss)</i>
Business Impact	<i>Inability to communicate with external parties, customers and employees</i>
Immediate Action Response	<ol style="list-style-type: none"> 3. <i>Inform all workers, customers and other relevant parties of the issue</i> 4. <i>Contact utility owner to identify the fault and seek rectification</i> <p><i>NOTE: Refer to any operating procedures or other support /instructional documents as necessary</i></p>
Recovery Strategies	<ul style="list-style-type: none"> • <i>Maintain communications with customers and other relevant parties that may be affected by the issue</i> • <i>Maintain clear communication with utility owner on repair schedules</i> • <i>Ensure that all mobile devices have access to power</i> • <i>On confirmation of line repair, restart and check all communication devices and systems are working correctly</i> • <i>Notify all parties that issue is resolved</i> <p><i>NOTE: Refer to any operating procedures or other support/instructional documents as necessary</i></p>
Responsible Persons	<ul style="list-style-type: none"> • <i>Customer communications: Janette Brown</i> • <i>Utility Owner Communication: John Smith</i>



6.2 Change Request Form

- ❖ This form is to be used to detail and record requests for changes to the continuity plan, policies or procedures
- ❖ Fill in the appropriate fields (1- 4) and submit to the change manager listed in section 3
- ❖ Don't forget to attach any support or reference material

1. Contact Information		Date Submitted:		
Submitter Name:		Title:		
Email Address:		Phone:		
Fax:		Mobile Ph.:		
2. General Information				
Brief description of a change request:				
Reason for change?				
Other areas impacted?				
Attachments or Reference material?				
Submitter signature:		Date Signed:		
3. Change Manager – Contact information		Date Submitted:		
Change Manager Name:		Title:		
Email Address:		Phone:		
Fax:		Mobile Ph.:		
4. Initial Analysis				
Initial Risk assessment outcome:	Change not required <input type="checkbox"/>	Low risk <input type="checkbox"/>	Medium risk <input type="checkbox"/>	High Risk <input type="checkbox"/>
Business Impacts?				
Recommendations:				
Comments:				



6.4 Business Continuity Plan Checklist

Issues to identify and address that may impact the continuity of business	In progress	Complete	Not applicable	Responsible Person to Action
PLANNING				
Responsibility assigned for planning and preparedness to a senior manager	=	=	=	
Put in place a continuity response team to implement business continuity strategies	=	=	=	
Information gathered on incident factors, e.g. COVID-19, flood, fire	=	=	=	
Consult with workers and worker representatives	=	=	=	
Consultation with suppliers on measures they are taking for potential disruptions to the supply chain	=	=	=	
Develop a business continuity plan	=	=	=	
Response Team establishes authorities, triggers and procedures for implementing the continuity plan	=	=	=	
RISK MANAGEMENT				
Critical activities identified?	=	=	=	
Risk Assessment is undertaken	=	=	=	
Inputs required to maintain critical activities?	=	=	=	
The business impact of employee absences	=	=	=	
Impact of disruption to suppliers	=	=	=	
Impact on your customers' requirements	=	=	=	
Impacts on the market segment of the business	=	=	=	
Remote work capabilities considered	=	=	=	
Business-related travel constraints due to pandemics, natural disasters or other reasons	=	=	=	
Financial management implications	=	=	=	
The extent to which others may be dependent on your business during the continuity period	=	=	=	
Consideration of the circumstances under the business may need to scale back or suspend operations	=	=	=	
BUSINESS CONTINUITY MEASURES (GENERAL)				
Nominate responsible parties for the continuity process	=	=	=	
Alternative sources of labour identified (e.g. outside sources, cross-training existing staff)	=	=	=	
Emergency communications plan developed. Communication equipment and protocols with staff and other relevant parties	=	=	=	
Business continuity plan response developed	=	=	=	
Policies and procedures in place, e.g. sick and compassionate leave, hygiene policies, emergency response, travel etc	=	=	=	

