

## **SAMPLE Emergency and Business Continuity Plan**

This plan is meant to provide information for staff to respond quickly to hazards and situations that could disrupt business or cause an evacuation or temporary relocation. The information in this plan will help staff make decisions to ensure they can get back to work as fast as possible and limit the negative impact of a business disruption or an emergency.

Potentially hazards that could impact your business include:

- Power outages
- Severe weather
- Disruption of internet service
- Disruption of phone service
- Fire and / or smoke damage
- Water main breaks
- Vandalism / Break - ins
- Earthquake
- Accidents
- Other
- Other
- Other

The sections of this plan include:

- Emergency Evacuation and Relocation Plan
  - Emergency Evacuation Protocols
  - Emergency Evacuation and Relocation: Communications Checklist
  - Emergency Evacuation and Relocation: Supplies Checklist
- Business Continuity: Alternate Location Checklist
- Business Recovery: Business Resumption Priorities
- Power Outage Checklist and Decision Making Tool
- Emergency Contact Information
- Emergency Kit Contact Checklist and Update Record

In an emergency - the checklists in this plan should be handed out to staff to complete.

Business Address:

Business Number: \_\_\_\_\_

Phone:

Hours: (service hours)  
(staff on site)

**IMPORTANT CONTACT INFORMATION**

Owner:

Manager:

Building Landlord:

**SAFETY INFORMATION:**

Fire Extinguisher Location:

First Aid Kit Location:

Emergency Grab and Go Kit Location:

Hot Water Tank Location:

Electrical Breaker Location:

Emergency Contact List Location:

## Emergency Evacuation and Relocation Checklist

In case of an emergency requiring immediate evacuation of the premises staff will not have time to collect supplies. Take the following steps and leave as quickly as possible.

- Check all areas of the store to ensure nobody is inside
- Take grab and go kit
- Turn off lights
- Lock all doors
- Staff will meet at (pre-arranged location)
- Ensure safety of all staff
- Have staff notify families that they are safe
- If everyone is ok, assign emergency tasks as per the contact and communications checklists and the business continuity checklist

## Emergency Evacuation or Relocation: Contact and Communications Checklist

In an emergency, one or 2 staff will be assigned to the following communications tasks. Write down the time of call and all important information. You will need the following:

- Emergency Contact List located in Reference Binder
- Pen and paper

### First Priority - immediate response:

- Call 9-1-1 if needed
- Contact (Owner) to advise of situation \_\_\_\_\_
- Contact staff who are not aware of situation (See emergency contact list)
- Call telephone service provider to forward landline to cell phone (s)  
\_\_\_\_\_
- Contact payment processing machine provider \_\_\_\_\_
- Notify landlord if not already done \_\_\_\_\_
- Contact neighbours, find alternate workspace \_\_\_\_\_
- Contact drivers to help re-locate (see contact list)
- Contact insurance company to report incident and activate claim \_\_\_\_\_
- Others - identify depending on scenario (BC Hydro, AB Tool Rentals, Electrician)

### Second Priority, once evacuated / relocated:

- Post signage on door with new location, website and phone number
- Update website
- Contact clients to advise of delays
- Contact other businesses to help fill critical orders
- Contact suppliers to advise of new location, change or cancel orders
- Post signage at new work space
- Use social media to advertise temporary location
- Call Vancouver Police Department if needed to discuss security of evacuated space

## Emergency Relocation or Evacuation: Supplies Checklist

If there is time and it is safe to do so during an emergency, the following supplies should be gathered from the store. If there is not time, these supplies may have to be purchased or requested from service providers.

**\*\*KEEP ALL RECIEPTS FOR INSURANCE PURPOSES\*\***

### Office Supplies

- Keys
- Insurance papers
- Reference Binder
- Laptop
- Bookkeeper file
- Payroll information
- Order box
- Cash box
- Power bar and extension cords

### Business-specific Supplies

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## Business Continuity Checklist – Alternate Locations

KNOW WHAT INSURANCE WILL COVER and plan accordingly

*Depending on the weather and the situation, it might make sense to work outside temporarily, or you may need to find an indoor location. This checklist helps choose options for both.*

### Indoor Locations

A suitable indoor alternate location may include some of the following:

- Working space
- Office space (some tasks could be done off site)
- Access to water
- Access to power and plugs - require plugs for phone, payment system, laptop, lighting
- Access to internet
- Air conditioning
- Washroom access for staff
- Secure location for office equipment and cash
- Area to post signage and direct customers

Potential alternate temporary indoor locations include:

- \_\_\_\_\_
- Other neighbours \_\_\_\_\_
- Competitor shops \_\_\_\_\_
- Nearby Community Centre (in major emergency Business Liaison Position will be set up here if safe)

Standard room rental rates:

Rooms available/size/cost

NOTES:

*(In an emergency, record information about the location you will move to including address, contact info, security info, etc)*

## Outdoor Locations

A suitable outdoor location should have the following:

- Appropriately sized pop-up tent
- Access to water
- Nearby access to secure storage
- Signage for customers
- Secure area for cash
- Nearby access to internet (e.g. coffee shop, library, etc)
- Generator if power is not available elsewhere

Alternate locations include:

- Back parking area
- Front sidewalk
- Restaurant patio space, other neighbours
- Nearby park
- Other?
- Other?

## Business Recovery: Priority for Resumption of Business

In an emergency, if you are unable to continue all services, business services should be resumed in the following order:

- 1) Prioritize most important business products, services, clients, customers
- 2) Outline business resumption needs

### Considerations for Business Recovery

- Large orders?
- Help filling orders/providing services from competitors?
- Repeat customers/clients
- Offer discounts to encourage loyalty?

## Power Outage Checklist

### Immediate steps:

- Make sure building is safe to occupy - evacuate if not
- Contact telephone provider and forward business phones to cell phone
- Contact BC Hydro to determine length of outage
- Get extra cash from the bank for cash purchases
- Consider temporary relocation outdoors (assess weather, temperature)
- Consider getting fans/heaters to control in-store climate
- Assess generator rental cost versus expected outage

If generator is required contact tool rental store and request the following (example, adapt for individual needs):

- Generator with enough power for lights and computer
- Stand up lights for work and office space
- Power bars with surge protection
- Extension cords to reach from back parking lot to front of store
- Gas or diesel for generator (and cans for storage)
- Oil for generator
- Set up instructions, other required safety information

Always check to see if it is gas or diesel.

Never set up a generator indoors!

Do not let it run dry

Always check the oil



**Staff Contact Info**

Staff	Contact	Emergency Contact
Name: Important info:	Phone: Email: Address:	Name: Phone: Email:
Name: Important info:	Phone: Email: Address:	Name: Phone: Email:
Name: Important info:	Phone: Email: Address:	Name: Phone: Email:
Name: Important info:	Phone: Email: Address:	Name: Phone: Email:
Name: Important info:	Phone: Email: Address:	Name: Phone: Email:

**Emergency Contact Information**

Name	Phone	Address / Email
BC Hydro		
Fortis BC		
Bank/credit union (primary)		
Bank/credit union (secondary)		
Internet service provider		
Insurance agent		
Landlord		
Payment system		
Plumber		
Electrician		
Web Design		
Book keeper		
Handy man		

**Emergency Service and Equipment Providers**

Equipment / Service	Name	Phone	Address / Email
Generator / light rental			
Generator / light rental			
Tents			
Air conditioner			
Other			

**Suppliers**

Name	Phone	Address / Email

**Neighbours / Support Networks**

Name	Phone	Address / Email

**Emergency Kit Contents:**

List the items contained in the emergency kit and when it was updated last.

**EXAMPLE**

The emergency kit was last updated on:

- Package of pens
- 5 notebooks
- Flashlight
- Batteries (for flashlight and anything else required) date for replacement:
- Power bar
- Extension cord
- Cell phone charger
- PST and GST numbers
- Copy of insurance
- Copy of business license
- Emergency contact list
- Extra set of keys
- First aid kit
- ANYTHING ELSE YOU NEED TO BE SAFE AND KEEP WORKING