

Tō Puka Aratohu Whakamahere kia Ukiuki te Pakihi

Your Business Continuity Planning Guide

Whakaritea tō
whakahaere ināianei

**Get your
organisation
prepared
now**



**Auckland
Emergency Management**
Tokanga Māte Orōfāta o Tāmaki Mākauro



Te whakamahere pakihi ukiuki – kāhore i te pērā rawa te uaua!

Business continuity planning – it's not as hard as you think!

A disruption could come in many forms – a major earthquake, flood, a prolonged power cut or even the sudden unavailability of you or a skilled member of your staff.

A business continuity plan identifies how your organisation can keep its essential functions up and running during a time of disruption.

Planning in advance will give you a better chance of recovering quickly.

If you are a small to medium-sized business or organisation and are finding it hard to make the time to complete a plan, then this guide to business continuity planning is designed to help you.

Download our simple business continuity plan template

and complete it by following the 12 easy steps in this guide.

Your completed plan will identify the essential actions required to ensure your organisation is prepared to get through a disruption.

If you feel you require further assistance with your business continuity planning, we recommend you contact a private consultant.

Before you start

- ✓ Download our business continuity plan template at **aucklandemergencymanagement.org.nz** and use this to build your plan.
- ✓ View our example business continuity plan at **aucklandemergencymanagement.org.nz**
- ✓ Book time with your staff to work through the steps together.

1 **Ō Kaimahi** **Your staff**

People are your most important asset. They bring unique skills and knowledge, hold key relationships, and provide a high level of flexibility to your organisation. During a time of disruption, your staff could be the difference between success and failure.

- ✔ Discuss with staff what a potential disruption might mean for your organisation and any vulnerabilities or commitments that might be impacted after a disruption.
- ✔ Encourage staff to take steps to be better prepared personally for an emergency.
- ✔ Consider storing items at work to support staff after a disruption (e.g. dried food, emergency water, camping cooker, etc.).
- ✔ Practise your emergency evacuation plans with staff.
- ✔ Confirm staff and next of kin contact details are up-to-date.



Get started

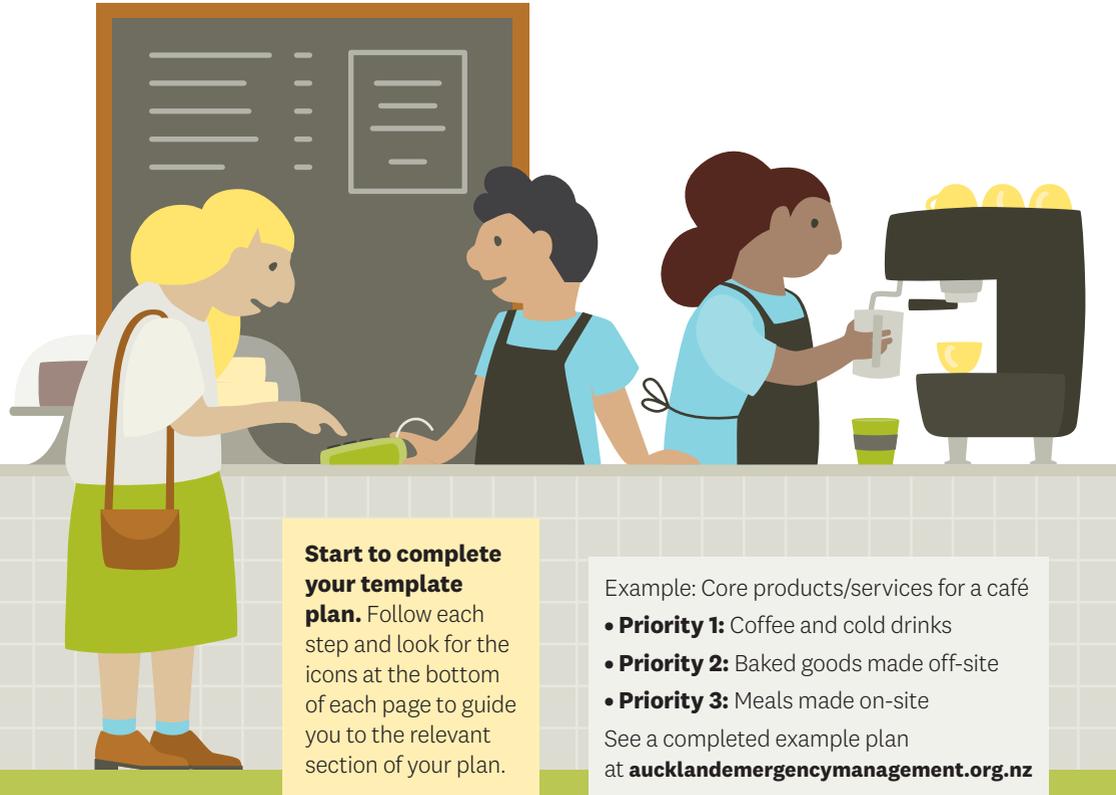
Book time with relevant staff members to step your way through this guide and complete your plan.

2 Ngā hua matua, ngā ratonga hoki/rānei Core products and/or services

Your key products and/or services define the purpose of your business or organisation, or provide the majority of your income.

Key considerations:

- What is your business or organisation about?
- What are your products and/or services?
- Which of these are critical to maintaining essential contracts or customer relationships?
- What products and/or services could you stop delivering and still continue to function?



Start to complete your template plan. Follow each step and look for the icons at the bottom of each page to guide you to the relevant section of your plan.

Example: Core products/services for a café

- **Priority 1:** Coffee and cold drinks
- **Priority 2:** Baked goods made off-site
- **Priority 3:** Meals made on-site

See a completed example plan at aucklandemergencymanagement.org.nz



List the three most important products and/or services needed to keep your business operating. Add this information under **Step 2** of your template plan.

3 Ngā tūranga me ngā mahi mātuatua

Essential roles and tasks

Which tasks in your business or organisation are vital to the delivery of the core products and/or services identified in Step 2?

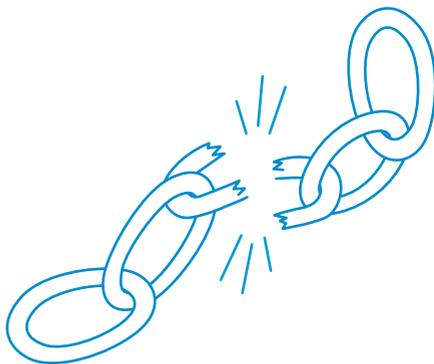
Key considerations:

- What are the essential tasks for delivering your core products and/or services?
- Are there any tasks that require specialist skills, qualifications or licences?
- Do any tasks rely on a single person?
- Can others from inside or outside the business or organisation step in to complete these tasks?
- Are there any business processes that require authority – such as financial delegation?

Single points of failure

If you identify key personnel, equipment or supplies without alternatives, these are risks you need to address.

Consider cross training members of your team to provide backup for different roles.



List the tasks essential to delivering your core products and/or services and the people capable of carrying out these tasks. Add this information under **Step 3** of your template plan.

4 Ngā whakarato mātuatua

Essential supplies

What are the resources and supplies needed to create and deliver your core products and/or services identified in Step 2?

Key considerations:

- Who supplies your required resources?
- Are there alternative suppliers who can provide the same resources?
- Are there alternative products that could be substituted into your processes?
- Do any supplies take a long time to arrive?



List your essential resources, suppliers and alternative supply options. Add this information under **Step 4** of your template plan.



Factors to consider when choosing your suppliers:



Raw materials

(e.g. sources, distance, vulnerability, alternatives)



Transport

(e.g. vulnerability, access issues, alternatives)



Procurement

(e.g. different payment options)



Manufacture

(e.g. timeframes, vulnerability, alternatives)



Data

(e.g. record keeping, receipts, invoicing)



Communications

(e.g. vulnerability, alternatives)



Packaging

(e.g. sources, vulnerability, alternatives)



Warehousing

(e.g. minimum requirements, vulnerability, alternatives)



Distributors

(e.g. distance, vulnerability, alternatives)



Ask your suppliers about their business continuity plans. This might help you to choose which supplier to use.

5 Ngā taputapu mātuatua Essential equipment

What tools, equipment and technologies are needed to deliver your core products and/or services identified in Step 2?

Key considerations:

- Do you rely on any specialist equipment? If so, is it easily replaced and how long could it take to get a replacement?
- Can you get replacement equipment from a local store, or borrow or hire from another source?

- Is there alternative equipment that can be used instead?
- Do you have an up-to-date list of alternative equipment options?



List the equipment essential to delivering your core product and/or services, and the options for getting replacement equipment.

Add this information under **Step 5** of your template plan.

Your progress



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7

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6 Ngā kiritaki/kiritaki matua Key customers/clients

Who are your key customers or clients, and what are some options for getting your product or service to them?

Key considerations:

- Which customers/clients provide you with the majority of your income?
- Which customers/clients have a strong relationship with your business or organisation?
- Are they reliant on your product or service? Do they have other supply options?
- How can you maintain contact with them?
- What are some alternative payment options?



List the key customers or clients that bring you the majority of your income or are reliant on your products and/or services. Add this information under **Step 6** of your template plan.

7 He kōwhiringa wāhi anō Relocation options

Some disruptions may mean you cannot continue operations at your current premises. What would you need to consider if your business or organisation needed to move to another location, even just for a short time?

Key considerations:

- Is the location of your business or organisation critical? If so, why?
- Could you share premises alongside similar organisations?
- Could you work from home, or would a short-term lease be an option?
- How would you go about relocating your business or organisation if you needed to?
- Are relocation options accessible for people with disabilities?
- Do you have a contact list for your relocation options?



List some possible location options for relocating your business. Note down any advantages or disadvantages with each option. Add this information under **Step 7** of your template plan.

8 Ngā here inihua Insurance requirements

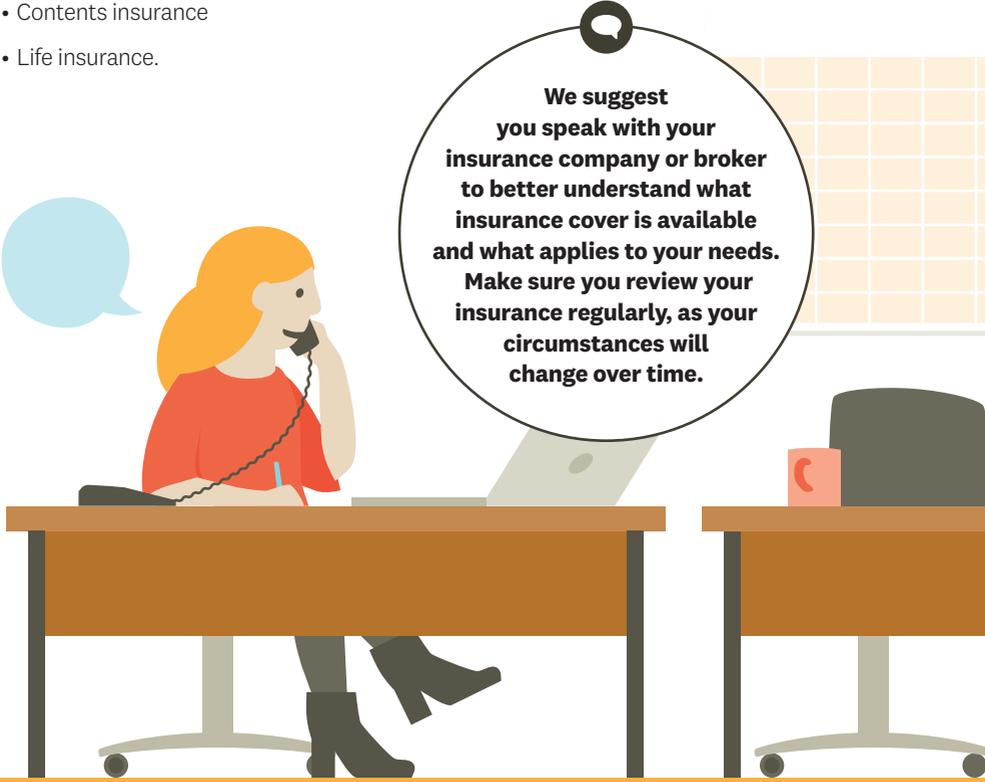
There are various forms of business insurance that will help improve the chances of your organisation's survival in the event of a disruption.

Some types of insurance you may want to consider:

- Business interruption insurance
- Income protection insurance
- Contents insurance
- Life insurance.

Key considerations:

- Is your insurance policy tailored to your business or organisation's needs?
- Do you have sufficient funds and insurance cover to either close temporarily or operate in a more limited capacity, if required?



We suggest you speak with your insurance company or broker to better understand what insurance cover is available and what applies to your needs. Make sure you review your insurance regularly, as your circumstances will change over time.



Record your insurance policy type, provider and number. Add this information under **Step 8** of your template plan.

9

Te tukunga mana

Delegation of authority

Who can step in to run your business or organisation and make key decisions in the place of the owner or manager? Making decisions about delegating authority and taking action in advance will help prevent further disruption to your business.

Key considerations:

- Who can run the business in your absence?
- Who can make strategic decisions, order supplies, pay staff and bills, update your website, access your intellectual property etc.?
- Is there an assistant manager, team leader or family member who could step in?
- Have a conversation with staff to make sure expectations are set.
- Key information, such as passwords, should be kept in a Sensitive Business Information Register. Who has access to the Sensitive Business Information Register?
- Seek legal advice – an individual might require a power of attorney to operate on your behalf.
- Ensure key people are aware of the plan and the process to follow.



Download our Sensitive Business Information Register template from aucklandemergencymanagement.org.nz and use it to record information so that the authorised person(s) can run your business in your absence. Add this information under **Step 9** of your template plan.

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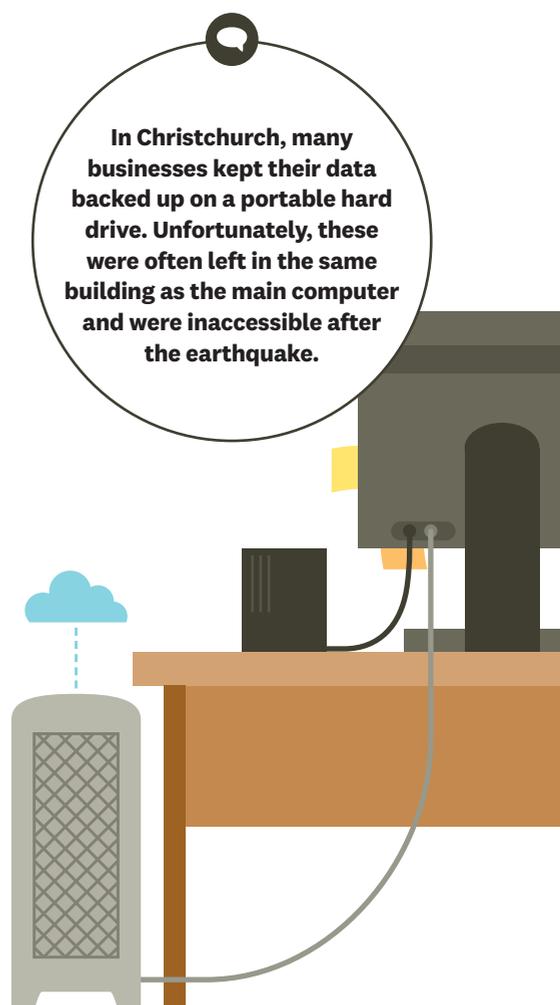
Tiakina ō pūranga kōrero Back up your records

What information do you need to back up and what processes do you have in place to ensure your records can't be lost?

Key considerations:

- What type of information and records do you need to back up? This could include customer records, accounts, emails, contact lists, etc.
- Do you depend on paper records? How will your business or organisation continue if you lose access to your paper files?
- If your computer crashes, can you still access your data, including your business continuity plan, from somewhere else?
- Have you considered off-site back-ups, such as online storage in the cloud, a portable hard drive that is taken home every day, or professional back-up services?
- How regularly do your records need to be backed up?

Remember to include any login details and passwords in the Sensitive Business Information Register (see Step 9).



In Christchurch, many businesses kept their data backed up on a portable hard drive. Unfortunately, these were often left in the same building as the main computer and were inaccessible after the earthquake.



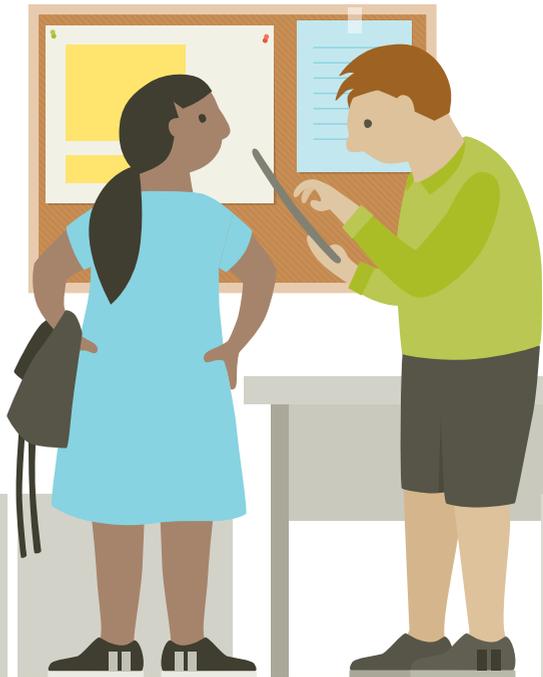
Record your methods for backing up your business records. Add this information under **Step 10** of your template plan.

11 Tiakina tēnei mahere Save this plan

It is important that this plan is available to all critical staff, and is accessible in as many ways as possible.

Save your business continuity plan in multiple locations that can be accessed in different ways.

- Save a copy on your computer.
- Print a hard copy and keep it in an appropriate, accessible location.
- Store a copy online. There are a range of free online storage services available. Common providers include Google Drive, iCloud and DropBox. These can synchronise with the information held on your computer, so you always have an up-to-date copy accessible from any computer or smartphone with internet access. Determine which service best meets your needs.
- Email a PDF of your plan to key staff members and encourage them to save it somewhere offline.
- Save a copy on your smartphone so you have an offline copy when you are out and about.



Record the locations where you have saved your plan to make sure you update all saved copies and inform staff when you make any changes.

Add this information under **Step 11** of your template plan.

12 Whakatinanahia te mahere

Practice the plan

Congratulations! You should now have your business continuity plan.

It is important that everyone in the organisation understands the business continuity plan and their role during a disruption. The best way to ensure that your staff remember the plan is to practise it! This will also help you to identify how it can be improved.



Here are some suggested next steps:

- Schedule a date to practise your plan.
- Develop a scenario – for example, what steps would you take following a flood if key management staff were unable to get to work?
- Get feedback from your staff. What went well? What needs improvement? Make any necessary adjustments to your procedures, update the plan and set a date for the next session.
- Check you also have dates to regularly practise your emergency procedures, such as fire evacuation and earthquake response.
- Include updating your plan in your processes, such as when you take on a new employee, change supplier or change computer software.



Set a date at least once a year to practise and revise your plan. Add this information under **Step 12** of your template plan.



About Auckland Emergency Management:

Auckland Emergency Management is a part of Auckland Council and works in partnership with emergency services and other organisations to ensure effective coordination of civil defence and emergency management within its area.

For more information, visit
aucklandemergencymanagement.org.nz

Contact us



aeminfo@aucklandcouncil.govt.nz



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Business continuity is about developing strong relationships and alternative options so that your business can be more flexible in the short term and more adaptable in the long term to any kind of disruption.

**Source material provided
by the Wellington Region
Emergency Management Office**



WELLINGTON REGION
EMERGENCY MANAGEMENT

OFFICE

My business continuity planning checklist

I have:

- Involved my staff in the development of this plan, and encouraged them to be better prepared at work and home.
- Identified our core products and/or services, and the essential roles and tasks needed to deliver these.
- Listed the essential supplies and equipment needed to provide these core products and/or services and identified alternatives.
- Added my key customers/clients to a list and have a plan for maintaining a good relationship throughout a disruption.
- Identified our relocation options.
- Reviewed my insurance needs.
- Considered my business or organisation's delegation of authority.
- Backed up all my records.
- Saved my plan and contact list in multiple locations allowing for different access methods.
- Set time aside to practise and review my plan.



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