

<Organization Logo>

<Company Name>

Business Continuity Plan

<*Date*>

Template provided by:



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EXECUTIVE OVERVIEW

This Business Continuity Plan template provides a framework, guidance, and concept of operations to support businesses to continue and/or rapidly restore their critical business functions in the event of a disruption to normal operations. This template includes an overview of continuity operations, outlines the approach for supporting an organization's critical business functions, and defines the roles and responsibilities of staff. It also outlines the orders of succession, notification procedures and communication methods, plan activation and deactivation protocols, provisions for alternate work locations, and the plan for maintaining and restoring access to vital records. *Language in italics is intended to be directional or sample language.*

This document establishes procedures and processes to maintain operational continuity for businesses based on three types of disruptions that could occur individually or in any combination:

- Loss of access to parts of or the entire facility (e.g., following a fire, sudden storm, or flooding);
- Loss of services due to a reduction in workforce (e.g., during pandemic influenza);
- Loss of services due to equipment or systems failure (e.g., information technology (IT) systems failure, electrical grid failure).

This document serves as a template at all times and is intended to be customized at each step to fit the needs of the business owner or designee. Adjustments and additions to the framework laid forth in this document are welcomed. The more functional the document is for an organization the greater success they will have navigating an emergency event. For more information on developing a Business Continuity Plan please contact the Arlington County Department of Public Safety Communications and Emergency Management.

Document Change Control

Date	Change/Review

1. INTRODUCTION

Overview

Continuity of Operations (COOP) planning ensures businesses are able to continue or immediately resume performing their organization's critical business functions, which are the functions that support the organization's mission, comply with legal requirements, and support life-safety, under all circumstances. This includes natural, technological, and man-made incidents, as well as incidents that result in loss of access to parts of or an entire facility or loss of service due to equipment or systems failure. The benefit of COOP planning includes the ability to anticipate response actions following a myriad of incidents, improve the businesses performance of its critical business functions, and ensure timely recovery.

Plan Scope & Applicability

The scope of this plan covers [Company Name]. The plan is applicable once the life safety of employees, customers, and guests has been verified and in the event that a facility is or will become inaccessible. It can be active during normal business hours and after hours, with and without warning.

Plan Objectives

The [Company Name] Business Continuity Plan objective is to facilitate the resumption of critical operations, functions, and technology in a timely and organized manner to ensure a viable and stable organization. In doing this it is critical to ensure the safety and well-being of employees, customers, and guests.

The primary objectives of the plan are to:

- **Maintain Critical Business Functions**
 - Most critical departments/business functions
- **Ensure employees are able to access an alternate facility**
 - Ensure that employees have safe access to facility
- **Protect vital records**
 - Ensure that they are accessible under all conditions

Plan Assumptions

The following assumptions were used while creating this plan:

- An event has occurred that affects normal business operations.
- There is limited or no access to the affected facility.
- Documents and equipment within the facility are inaccessible.
- Qualified personnel are available to continue operations.

2. RISK ASSESSMENT

The following table reflects hazard probability assumptions gathered from the 2017 Northern Virginia Hazard Mitigation Plan.

Table 1 2017 Hazard Mitigation Analysis

Hazard	Probability	Magnitude	Warning	Duration	Risk Priority
Flooding	4. Highly Likely 3. Likely 2. Possible 1. Unlikely	4. Catastrophic 3. Critical 2. Limited 1. Negligible	4. Minimal 3. 6 – 12 hrs. 2. 12 – 24 hrs. 1. 24+ hrs.	4. 12+ hrs. 3. 6 – 12 hrs. 2. 3 – 6 hrs. 1. < 3 hrs.	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low
Coastal Hazards (e.g., Hurricane Tsunami Tropical Storms Nor'Easter)	4. Highly Likely 3. Likely 2. Possible 1. Unlikely	4. Catastrophic 3. Critical 2. Limited 1. Negligible	4. Minimal 3. 6 – 12 hrs. 2. 12 – 24 hrs. 1. 24+ hrs.	4. 12+ hrs. 3. 6 – 12 hrs. 2. 3 – 6 hrs. 1. < 3 hrs.	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low
Thunderstorms / Lightning/Hail	4. Highly Likely 3. Likely 2. Possible 1. Unlikely	4. Catastrophic 3. Critical 2. Limited 1. Negligible	4. Minimal 3. 6 – 12 hrs. 2. 12 – 24 hrs. 1. 24+ hrs.	4. 12+ hrs. 3. 6 – 12 hrs. 2. 3 – 6 hrs. 1. < 3 hrs.	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low
Tornado	4. Highly Likely 3. Likely 2. Possible 1. Unlikely	4. Catastrophic 3. Critical 2. Limited 1. Negligible	4. Minimal 3. 6 – 12 hrs. 2. 12 – 24 hrs. 1. 24+ hrs.	4. 12+ hrs. 3. 6 – 12 hrs. 2. 3 – 6 hrs. 1. < 3 hrs.	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low
Winter Storms/ Ice Storms	4. Highly Likely 3. Likely 2. Possible 1. Unlikely	4. Catastrophic 3. Critical 2. Limited 1. Negligible	4. Minimal 3. 6 – 12 hrs. 2. 12 – 24 hrs. 1. 24+ hrs.	4. 12+ hrs. 3. 6 – 12 hrs. 2. 3 – 6 hrs. 1. < 3 hrs.	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low
High Winds	4. Highly Likely 3. Likely 2. Possible 1. Unlikely	4. Catastrophic 3. Critical 2. Limited 1. Negligible	4. Minimal 3. 6 – 12 hrs. 2. 12 – 24 hrs. 1. 24+ hrs.	4. 12+ hrs. 3. 6 – 12 hrs. 2. 3 – 6 hrs. 1. < 3 hrs.	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low
Wildfire	4. Highly Likely 3. Likely	4. Catastrophic 3. Critical 2. Limited	4. Minimal 3. 6 – 12 hrs. 2. 12 – 24 hrs.	4. 12+ hrs. 3. 6 – 12 hrs.	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low

	2. Possible 1. Unlikely	1. Negligible	hrs. 1. 24+ hrs.	2. 3 – 6 hrs. 1. < 3 hrs.	
Landslide	4. Highly Likely 3. Likely 2. Possible 1. Unlikely	4. Catastrophic 3. Critical 2. Limited 1. Negligible	4. Minimal 3. 6 – 12 hrs. 2. 12 – 24 hrs. 1. 24+ hrs.	4. 12+ hrs. 3. 6 – 12 hrs. 2. 3 – 6 hrs. 1. < 3 hrs.	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low
Earthquake	4. Highly Likely 3. Likely 2. Possible 1. Unlikely	4. Catastrophic 3. Critical 2. Limited 1. Negligible	4. Minimal 3. 6 – 12 hrs. 2. 12 – 24 hrs. 1. 24+ hrs.	4. 12+ hrs. 3. 6 – 12 hrs. 2. 3 – 6 hrs. 1. < 3 hrs.	<input type="checkbox"/> Low <input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low

**Note: The below table can be completed based on the business owner or designee’s assessment of hazards facing the company that are not included in table 1.1. Though the impact and duration of hazards for your business may differ from this table.*

Table 2 [Company Name] Hazard Mitigation Analysis

Hazard	Probability	Magnitude	Warning	Duration	Risk Priority
	4. Highly Likely 3. Likely 2. Possible 1. Unlikely	4. Catastrophic 3. Critical 2. Limited 1. Negligible	4. Minimal 3. 6 – 12 hrs. 2. 12 – 24 hrs. 1. 24+ hrs.	4. 12+ hrs. 3. 6 – 12 hrs. 2. 3 – 6 hrs. 1. < 3 hrs.	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low
	4. Highly Likely 3. Likely 2. Possible 1. Unlikely	4. Catastrophic 3. Critical 2. Limited 1. Negligible	4. Minimal 3. 6 – 12 hrs. 2. 12 – 24 hrs. 1. 24+ hrs.	4. 12+ hrs. 3. 6 – 12 hrs. 2. 3 – 6 hrs. 1. < 3 hrs.	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low
	4. Highly Likely 3. Likely 2. Possible 1. Unlikely	4. Catastrophic 3. Critical 2. Limited 1. Negligible	4. Minimal 3. 6 – 12 hrs. 2. 12 – 24 hrs. 1. 24+ hrs.	4. 12+ hrs. 3. 6 – 12 hrs. 2. 3 – 6 hrs. 1. < 3 hrs.	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low
	4. Highly Likely 3. Likely 2. Possible 1. Unlikely	4. Catastrophic 3. Critical 2. Limited 1. Negligible	4. Minimal 3. 6 – 12 hrs. 2. 12 – 24 hrs. 1. 24+ hrs.	4. 12+ hrs. 3. 6 – 12 hrs. 2. 3 – 6 hrs. 1. < 3 hrs.	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low
	4. Highly Likely 3. Likely	4. Catastrophic 3. Critical 2. Limited	4. Minimal 3. 6 – 12 hrs. 2. 12 – 24 hrs.	4. 12+ hrs. 3. 6 – 12 hrs. 2. 3 – 6 hrs.	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low

	2. Possible 1. Unlikely	1. Negligible	1. 24+ hrs.	1. < 3 hrs.	
	4. Highly Likely 3 Likely 2. Possible 1. Unlikely	4. Catastrophic 3. Critical 2. Limited 1. Negligible	4. Minimal 3. 6 – 12 hrs. 2. 12 – 24 hrs. 1. 24+ hrs.	4. 12+ hrs. 3. 6 – 12 hrs. 2. 3 – 6 hrs. 1. < 3 hrs.	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low
	4. Highly Likely 3 Likely 2. Possible 1. Unlikely	4. Catastrophic 3. Critical 2. Limited 1. Negligible	4. Minimal 3. 6 – 12 hrs. 2. 12 – 24 hrs. 1. 24+ hrs.	4. 12+ hrs. 3. 6 – 12 hrs. 2. 3 – 6 hrs. 1. < 3 hrs.	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low
	4. Highly Likely 3 Likely 2. Possible 1. Unlikely	4. Catastrophic 3. Critical 2. Limited 1. Negligible	4. Minimal 3. 6 – 12 hrs. 2. 12 – 24 hrs. 1. 24+ hrs.	4. 12+ hrs. 3. 6 – 12 hrs. 2. 3 – 6 hrs. 1. < 3 hrs.	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low
	4. Highly Likely 3 Likely 2. Possible 1. Unlikely	4. Catastrophic 3. Critical 2. Limited 1. Negligible	4. Minimal 3. 6 – 12 hrs. 2. 12 – 24 hrs. 1. 24+ hrs.	4. 12+ hrs. 3. 6 – 12 hrs. 2. 3 – 6 hrs. 1. < 3 hrs.	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low

3. CRITICAL BUSINESS FUNCTIONS

Overview

Critical business functions are those functions and critical activities that an organization must maintain in a continuity situation, when there has been a disruption to normal operations, in order to sustain the mission of the organization, comply with legal requirements and support life-safety. They are the backbone of a business and must be continued in order for the organization to meet its mission. These functions are not meant to be the name of a division, program, unit, etc. but meant to be the actual process/function that must be continued. These processes/functions can be supported or 'owned' by different divisions/units but the unit itself is not a critical business function.

How To Complete The Critical Business Function Table

The following information details how to complete elements of Table 3 located on page XXXX. When completing this table minimize the use of acronyms and describe actions in plain terms so that staff members who may be unfamiliar with the function will be able to use the document to resume and sustain the critical business function, if necessary.

Function

Enter the specific function that may need to be resumed.

Business Process to Complete

Write a high-level description of the function process. Include any specific forms or systems that may be needed.

Supporting Activities

Supporting activities are those tasks performed to achieve a critical business function and should be described.

Lead Point of Contact (POC) and Alternate

Identify and include contact information, if necessary, for staff POCs for each supporting activity.

Vendors and External Contacts

Identify and include contact information, if necessary, for vendor POCs for each supporting activity.

Vital Records

Vital Records are those records a business needs to sustain the mission of the organization and comply with legal requirements. Vital records must be stored in multiple places in multiple formats. The identification, protection, and ready availability of vital records needed to support essential functions are critical components of a successful COOP Plan. They must be protected against damage and loss, and must be kept current, complete, and available in multiple formats. By protecting and storing vital records in redundant fail-safe formats, such as hard copies, alternate database locations, virtually, on external hard drives etc. staff can access vital records that contribute to the business's rapid resumption of critical business functions.

Examples of documents that should be considered vital records are as follows, but not limited to:

- *Policies and procedures, contracts, memorandums of agreement/understanding, insurance information and payroll*
- *An electronic and hard copy list of staff members and their contact information*
- *Necessary keys, access codes, or passwords*
- *Continuity facility location and directions*

Over time, records can become outdated and insufficient representation of current plans, procedures, records, etc. is possible. It is essential that records are updated appropriately following a predetermined schedule. If vital records are not updated and thusly destroyed, incomplete or inaccurate information may be relied upon during emergencies and outdated information and records can slow the continuation and reconstitution of essential functions.

Maximum Allowed Downtime

Identify the amount of time your business could afford for the function to be down before it could cause the business irreparable harm. Consider using the following units:

- *Less than 24 hours*
- *1 day to 1 week*
- *1 to 2 weeks*
- *2 to 4 weeks*
- *30 days or greater*

Criticality

Enter High, Medium, or Low depending on how critical the function is to the operations of your business. Following are some considerations to use when determining criticality:

- *What business objective/goal does this function support?*
- *How often does this function occur?*
- *How many business units (departments) perform this function?*

- *Does the successful completion of this function depend on any other functions?*
- *Are other functions dependent on this function for its successful completion?*
- *Is there a potential for revenue loss if this function is not completed?*
- *Is there a potential for fines, litigation, additional downtime, or other punishment for noncompliance due to a regulatory requirement?*
- *Does this function directly impact the business' image or market share?*
- *What priority ranking would you give this function as compared to other functions?*

Required Resources

- *People: Identify the number of employees required for this function. Also identify if a staggered resumption of employees is an option.*
- *Equipment: Identify the type of equipment and how many would be required in order to get this function back in operation.*
- *Supplies: Identify any unique supplies required for this function (do not list items that could be easily purchased from an office supply store). This would include any paper forms or documents needed.*
- *Information Technology: Identify software (e.g. Microsoft Office, QuickBooks, Point of Sale system), systems, applications, and electronic documentation needed to complete the function.*
- *Interdependencies: List other business functions this function relies on in order to be operational.*

The following pages have blank tables to fill in your critical business functions. These tables are customizable and have no limit to how much information should be in them and can easily be copy/pasted to be completed for all critical business functions. Language in italics is intended as a sample.

Table 3

[Company Name] Company Critical Business Function				
Critical Business Function 1:				
Business Process To Complete:				
Supporting Elements				
Supporting Activities (describe)	Lead POC	Vendors and External Contacts	Vital Records	Max Allowed Down Time
	Alternate			Criticality
Activity	Position Title	Brief list of vendors or external contacts to know for COOP purposes	Brief list of the vital records that support this activity	Time/Days
	Position Title			High/Med/Low
Activity	Position Title	Brief list of vendors or external contacts to know for COOP purposes	Brief list of the vital records that support this activity	Time/Days
	Position Title			High/Med/Low
Activity	Position Title	Brief list of vendors or external contacts to know for COOP purposes	Brief list of the vital records that support this activity	Time/Days
	Position Title			High/Med/Low
Implications if not Conducted: <i>Interruption and/or loss of this function would interrupt... Furthermore, it would result in a delay of the capability to...</i>				
Calendar Dependent: <i>(e.g., this function is always occurring, this function only occurs in summer months, this function is active during inclement winter weather, etc.)</i>				
Required Resources: <i>Staff, equipment, supplies, Information Technology, and other resources.</i>				
Facilities: <i>Standard office space that can accommodate up to X people at any time. Traditional office equipment and space for phones, computers, scanners, printers, etc., with network access to Internet, radio, and other telecommunications services.</i>				
Supporting Partners: <i>List private sector or public sector supporting partners.</i>				
Vital Records: <i>List relevant vital records and their location, if appropriate.</i>				

4. PLAN ACTIVATION PROCEDURES

The Business Owner or designee initiates the implementation of the Business Continuity Plan.

Plan Activation During Normal Business Hours

If it is determined that the facility cannot be re-inhabited, the Business Owner or designee will inform personnel on next steps. *Employees may be instructed to go home to await further instructions or to activate the Business Continuity Plan and move to the alternate site. Further communications, such as instructions on where and when to report for work will utilize the communication procedures detailed in Sections 5 and 9.*

Plan Activation Outside Normal Business Hours

If an event occurs outside normal business hours that renders a facility uninhabitable, the Business Owner or designee will activate the Business Continuity Plan using the communication procedures detailed in Section XXXX.

Actions upon Activation

Upon activation of the Business Continuity Plan, the Business Owner or designee will be responsible for notifying the alternate site, if appropriate, of their impending arrival.

5. INTERNAL COMMUNICATION PROCEDURES

Staff Accountability

Once employees, customers, and guests have evacuated personnel should remain at the primary assembly point and await further instructions.

Once at the assembly point accountability must be performed:

- Initiate headcount and make note of missing and/or injured employees, customers and guests; and
- Report missing and/or injured employees to the Business Owner or designee. This information should be shared with emergency first responders on scene.

The Business Owner or designee should determine the best methods for disseminating communications to staff. See Section 6, Employee Contact List.

Table 4

Employee Communication Methods	
1	<i>Staff work email, list located at XXXX location</i>
2	<i>Staff work mobile phones, list located at XXXX location</i>
3	<i>Staff personal email and mobile phones, list located at XXXX location</i>

6. ALTERNATE FACILITIES

Overview

An alternate continuity facility provides a fallback location for a business to safely transfer operations should the main facility become inoperable due to loss of access to parts of the facility or the entire facility. The use of alternate facilities and telework options, when available, enhances organizational resilience during COOP incidents.

Alternate Facility Selection

When determining appropriate and effective alternate facilities, an organization must ensure that they provide the means and ability to perform its identified critical business functions in the event the primary facility becomes unusable for any reason. Considerations for alternate facilities may include but are not limited to the following elements:

- Sufficient distance from the primary facility
- Access to critical equipment and supplies, or can be prepared with essential equipment and supplies within 12 hours of Business Continuity Plan activation
- Current Memorandums of Understanding/Agreement and points of contact for facility managers
- Sufficient levels of physical and information technology security

6.1 Telework as an Alternate Site

Teleworking is an arrangement between an employee and the employee's supervisor that allows the employee to work at home or other non-traditional location. Telework is not always an option for all business types, though it should be utilized when available.

How to Complete the Alternate Site Ranking Table

The following information details how to complete elements of Table 5 located on page XXXX.

Site address

Include the physical address for the facility. It is strongly recommended that maps illustrating a route from the primary facility to the alternate facility be included as an annex in this plan.

Distance from the Primary Facility

Include the driving distance between the two locations.
Facility POC

Include the name, title and contact information (including cell phone number) of the person responsible for activating the facility during a continuity event. This person should be predesignated and plan socialization and testing should occur on a regular basis.

Required Equipment

Equipment not currently staged at the facility that is critical to maintaining critical business functions.

Parking/Public Transit Accessibility

What if any parking availability does this facility have? List which public transportation routes would be used to access this location.

Americans with Disability Act (ADA) Compliance

Identify if the facility is ADA compliant. If the facility is partially compliance site what elements this includes.

6.2 Alternate Site Ranking

Table 5

#	Site Address	Distance from Primary Facility	Facility POC	Required Equipment	Parking/Public Transit Accessibility	ADA Compliant
1						
2						
3						

7. ORDERS OF SUCCESSION AND DELEGATIONS OF AUTHORITY

7.1 OVERVIEW

Orders of succession are prepared to provide clarity of senior leadership roles in the event that individuals in these roles, whether they be decision-making or management roles, are unavailable. A delegation of authority provides successors with the legal authorization to act on behalf of critical positions within the organization for specific purposes and duties.

7.2 ORDERS OF SUCCESSION

These orders of succession are a formal and sequential list of senior leadership positions, written by position and not name, to identify who is authorized to assume the role of a position, should the incumbent be unavailable. The term unavailable means the incumbent of a position is not able, because of absence, disability, incapacity, or other causes, to exercise the powers and duties of an office. Pre-identifying orders of succession is critical to ensuring the continuation of effective leadership during an incident that disrupts operations.

7.3 DELEGATIONS OF AUTHORITY

Delegations of authority are the legal authorization to act on behalf of critical positions within the organization for specific purposes and duties. In order to ensure the rapid response to any situation requiring the activation of a Business Continuity Plan employees who serve in key senior leader positions must develop and maintain pre-delegated authorities for policy determinations and decisions, as needed. The delegations of authority should include what type of authority is being delegated, such as signatory or credit card authorization for purchasing, and also limitations of the delegated authority. All duties of each senior leader are delegated to the position in the orders of succession when the incumbent cannot fulfil that authority for any reason, including but not limited to:

- Absence
- Illness
- Leave
- Death
- Termination

Each authority is also terminated when the incumbent returns. The importance of pre-delegated authorities is to ensure that important functions or authority can continue should the primary position become unavailable to complete their given functions. Staff who hold critical positions must maintain the pre-delegated authorities through effective cross-training and exercises for their successors.

How To Complete The Alternate Site Ranking Table

The following information details how to complete elements of Table 5 located on page XXXX. This table is customizable and has no limit to how much information should be in them. Please copy/paste to create a table for each position that must be continually occupied.

Position to be succeeded

This should be the title of the position that will need to be filled in the event a staff member becomes unavailable.

Successors

This should be the title of the position, not an individual, that will need to fill the position identified in the first column. They should be listed in sequential order.

Delegated authorities

These are the task and responsibilities held by the position delineated in the first column.

Activation and termination triggers

Select from incapacitated, unavailable, or selective decision as a reason for activation, per each position. Termination can be identified as sample language suggests or alternations can be made to termination thresholds.

Table 6

Position to be Succeeded	Successors	Delegated Authorities	Activation and Termination Triggers
Department/Agency Lead	Successor 1	Delegated authorities or all duties as assigned	<u>Activate:</u> Incapacitated, unavailable, or selective decision <u>Terminate:</u> Return of Director
	Successor 2	Delegated authorities or all duties as assigned	<u>Activate:</u> Incapacitated or unavailable <u>Terminate:</u> Return of Director
	Successor 3	Delegated authorities or all duties as assigned	<u>Activate:</u> Incapacitated or unavailable <u>Terminate:</u> Return of Director

8. PLAN DEACTIVATION

8.1 OVERVIEW

Plan deactivation is the process of demobilizing the alternate facility and restoring critical business functions to the primary facility or a new facility that will permanently replace the damaged facility. Plan deactivation may not consist of an exact replacement of lost facilities, equipment or processes. The goal of plan deactivation is to reestablish full capability in the most efficient manner. In some continuity incidents, extensive coordination may be necessary to backfill staff, procure a new operating facility, and re-establish IT infrastructure and vital records. When it is determined the COOP activation has ended, all personnel should be informed that the necessity for continuity operations no longer exists and the return to normal operations will begin.

8.2 CRITERIA FOR PLAN DEACTIVATION

The business owner or designee will determine, based on input from first responders, staff responsible and other entities when it is safe and when the organization is prepared to restore or transfer critical business functions to a facility for long term usage.

Critical business functions must be restored in priority sequence based upon the classification and criticality of the function. The following elements are typically completed prior to plan deactivation.

- Purchase and acquire equipment, supplies and travel arrangements needed for the resumption effort.
- Temporarily suspend non-critical functions, as necessary, to support the resumption efforts.
- As applicable, utilize personnel from other sites to support the resumption efforts.

8.3 RESUMPTION PROCEDURES

Provide information as to how each function outlined in table 1.1 will be resumed either at the alternate site or business partner sites identified within the plan and which staff members need to be active participants in this process.

How To Complete The Plan Deactivation Table

The following information details how to complete elements of Table 7 located on page XXXX. When completing this table minimize the use of acronyms and describe actions in plain terms so that staff members who may be unfamiliar with the function will be able to use the document to resume and sustain the critical business function, if necessary.

Business Function Resumption/Plan Deactivation

Table 7

#	Function	Supplies	Required Resources
1			
2			
3			
4			
5			

11. FAMILY EMERGENCY PLAN

Employees must also prepare in advance for what to do in an emergency and should develop a Family Support Plan to increase personal and family preparedness. To develop your Family Support Plan, use the templates available at www.ready.gov. this site includes a ‘Get Ready Now’ pamphlet, which explains the importance of planning and provides a template that you and your family can use to develop your specific plan. The following list is gathered from <https://www.ready.gov/build-a-kit>.

11.1 Basic Disaster Supplies Kit

To assemble your kit, store items in airtight plastic bags and put your entire disaster supplies kit in one or two easy-to-carry containers such as plastic bins or a duffel bag.

A basic emergency supply kit could include the following recommended items:

- Water - one gallon of water per person per day for at least three days, for drinking and sanitation
- Food - at least a three-day supply of non-perishable food
- Battery-powered or hand crank radio and a NOAA Weather Radio with tone alert
- Flashlight
- First aid kit
- Extra batteries
- Whistle to signal for help
- Dust mask to help filter contaminated air and plastic sheeting and duct tape to shelter-in-place
- Moist towelettes, garbage bags and plastic ties for personal sanitation
- Wrench or pliers to turn off utilities
- Manual can opener for food
- Local maps
- Cell phone with chargers and a backup battery
- Download the Recommended Supplies List (PDF)

11.2 Additional Emergency Supplies

Consider adding the following items to your emergency supply kit based on your individual needs:

- Prescription medications
- Non-prescription medications such as pain relievers, anti-diarrhea medication, antacids or laxatives
- Glasses and contact lens solution
- Infant formula, bottles, diapers, wipes, diaper rash cream
- Pet food and extra water for your pet
- Cash or traveler's checks

- Important family documents such as copies of insurance policies, identification and bank account records saved electronically or in a waterproof, portable container
- Sleeping bag or warm blanket for each person
- Complete change of clothing appropriate for your climate and sturdy shoes
- Household chlorine bleach and medicine dropper to disinfect water
- Fire extinguisher
- Matches in a waterproof container
- Feminine supplies and personal hygiene items
- Mess kits, paper cups, plates, paper towels and plastic utensils
- Paper and pencil
- Books, games, puzzles or other activities for children

12. INSURANCE CONSIDERATIONS

1. Do you have coverage for flood?

Most small businesses insure for flood insurance through the National Flood Insurance Program (NFIP). This provides coverage for up to \$500,000 for Building and \$500,000 for Contents. Flood coverage for business interruption is not available through NFIP. If desired, it must be obtained from a commercial insurer.

2. If you are located near the coast or a river, is “storm surge” classified as “flood” or as “windstorm”?

The coverage for flood may be different than the coverage for a hurricane (windstorm coverage). In some cases, the storm surge that occurs as a result of a hurricane is classified as “flood”; in other cases, it is classified as “windstorm.” After Hurricane Sandy, many policyholders found themselves underinsured since the storm surge was classified as “flood.” They may have had adequate coverage for “windstorm,” but they had inadequate coverage for “flood.”

3. Do you have coverage for Business Interruption?

Business Interruption insurance covers policyholders for lost profits plus continuing expenses after an insured loss. This is important coverage, subject to specific limits in the policy.

4. Do you have coverage for Service Interruption?

Service interruption coverage provides coverage for lost power. However, coverage is often excluded if the loss of power is caused by damage to overhead power lines within a certain distance from the insured property.

5. Are the limits under your policy sufficient?

All insurance policies have overall policy limits and specific limits for different types of coverage. Be sure to review your policy carefully to make sure your coverage is reasonable.

6. What is the deductible under your policy for windstorm or flood?

Insurance policies often have a single dollar deductible (e.g. \$25,000 per occurrence) for most losses. However, some policies have specific deductibles for high risk types of losses. For example, if you are in a high risk hurricane zone, you may have a deductible that is “5% of insured values.” Be sure to check your policy carefully and understand what your deductible can be.

7. If you have any key customers or suppliers, do you have Contingent Business Interruption coverage?

What would the impact to your business be if one of your key suppliers or customers is impacted by a significant incident, such as a hurricane, a fire or an explosion? If a significant portion of your revenue is dependent upon a key supplier or a key customer, you should consider Contingent Business Interruption coverage.

8. Do you have any assets that have a long lead time and may take significant time to replace should a loss occur?

If some key assets may take a long time to replace, consider having spares or vendors ready to execute a purchase order should a loss occur.

9. If you have more than one location, have you considered how an incident at one location will impact the other location?

For some businesses, a significant loss at one location can result in additional losses to another location due to interdependencies. For other businesses, if one location suffers a loss, another location can help to mitigate the loss by shifting employees and other resources. It can be very helpful to think through how a catastrophic loss at one location can impact other locations.

Contact your insurance agent or broker to discuss these and other questions about your business insurance coverage and needs.