**CONTINUITY PLAN**

**ADD ORGANISATION NAME, ADDRESS & PHONE NUMBER**

|  |  |
| --- | --- |
| **OTHER CONTACT NUMBERS** | |
| **ELECTRICAL** | |
| Name | ……………………………………………………………………….. |
| Phone. | ……………………………………………………………………….. |
| Shut off point | ……………………………………………………………………….. |
| **GAS** | |
| Name | ……………………………………………………………………….. |
| Phone. | ……………………………………………………………………….. |
| Shut off point | ……………………………………………………………………….. |
| **WATER** | |
| Name | ……………………………………………………………………….. |
| Phone. | ……………………………………………………………………….. |
| Shut off point | ……………………………………………………………………….. |
| **INSURANCE COMPANY** | |
| Name | ……………………………………………………………………….. |
| Phone. | ……………………………………………………………………….. |
|  |  |
| **TRADES** | |
| Name | ……………………………………………………………………….. |
| Phone. | ……………………………………………………………………….. |
|  |  |
| **LEGAL** | |
| Name | ……………………………………………………………………….. |
| Phone. | ……………………………………………………………………….. |
|  |  |
| **LOCAL AUTHORITY** | |
| Name | ……………………………………………………………………….. |
| Phone. | ……………………………………………………………………….. |

|  |  |
| --- | --- |
| **IF THERE IS A PROBLEM DO THE FOLLOWING** | |
| 1 | **DO YOU NEED TO CALL THE EMERGENCY SERVICES? IF SO, DO!**  **IN AN EMERGENCY CALL 999**  IN A NON – EMERGENCY CALL 101 |
| 2 | **ENSURE STAFF AND CUSTOMERS SAFETY**  IF NOT DO WHAT YOU CAN BUT DON’T PUT YOURSELF OR OTHERS IN DANGER! |
| 3 | **MAKE SURE THE BUSINESS IS SAFE/SECURE**  IF NOT DO WHAT YOU CAN BUT DON’T PUT YOURSELF OR OTHERS IN DANGER! |
| 4 | **INFORM SOMEONE BELOW AND ASK FOR FURTHER INSTRUCTIONS** |
| **CONTACT NUMBERS** | |
| **MANAGER** | |
| Name | ……………………………………………………………………….. |
| Mob. | ……………………………………………………………………….. |
| L/Line. | ……………………………………………………………………….. |
| Notes: | ……………………………………………………………………….. |
| **NOMINATED TRUSTEE** | |
| Name | ……………………………………………………………………….. |
| Mob. | ……………………………………………………………………….. |
| L/Line. | ……………………………………………………………………….. |
| Notes: | ……………………………………………………………………….. |
|  | |
|  |  |
|  |  |
| L/Line. | ……………………………………………………………………….. |
| Notes: | ……………………………………………………………………….. |

|  |  |  |
| --- | --- | --- |
| **#** | **Checklist question** | **Y/N** |
| **Building Information** | |  |
| 1 | Is your premises located in a flood risk area? |  |
| 2 | If yes to the above, have you taken the necessary steps to protect your premises? |  |
| 3 | Have you had a fire risk assessment?  *This can highlight where you can reduce fire risks and help reduce your insurance premiums.* |  |
| 4 | Do you have a floor/site plan of your location that identifies key areas? (gas shut off etc.)  *This can help staff and the emergency services resolve issues quickly.* |  |
| 5 | Do you have a security system (e.g. CCTV and/or a burglar alarm) installed?  *This could help reduce your insurance premiums.* |  |
| 6 | Do you check the integrity of your location regularly? (fences, gates, doors, windows)  *This could help prevent a burglary, which may stop you operating for a few days.* |  |
| **Staff** | |  |
| 1 | Do you have a list of employee contact details and their next of kin?  *Could you contact them quickly in an emergency?* |  |
| 2 | Do staff have management contact details?  *Could staff contact them quickly in an emergency?* |  |
| 3 | Do staff know what to do should something happen like a flood, power outage or crime?  *This may reduce damage and make sure you can continue operating quicker.* |  |
| **Key suppliers and resources** | |  |
| 1 | Do you copy, scan or back up information (electronic and hard copy)?  *Access to this could be important during a disruption, it may be best to keep a copy in another location.* |  |
| 4 | Do you have anti-virus software and is it up to date?  *Cyber-attacks could mean you lose all your information but could also jeopardise customer and supplier details.* |  |
| 6 | Do you hold contact details for your utility providers? (Gas, water, electricity) |  |
| **Insurance** | |  |
| 1 | Is your insurance right for your business? E.g. does your premium include loss of earnings? |  |
| 2 | Do you have copies of your insurance details available |  |

**BUSINESS CONTINUITY CHECKLIST**

The short checklist below has been created to help you identify some key ways to protect your business from a disruption.

**INTRODUCTION**

This note should provide you with the basic information to protect your business and ensure your business can continue functioning, or return to operating as quickly as possible, following a disruption.

1. **Identify the potential risks to your business that may stop you operating (e.g. the loss of premises, staff or equipment).**

Draw up a list of the risks.

2. **Plan and prepare for the risks that are most likely to impact your business.**

Planning and preparation is an important factor in ensuring your business either remains unaffected, can continue functioning, or return to operations as quickly as possible following a disruption. This could be through ensuring you have insurance, simple plans that staff are aware of, or identified continuity measures.

3. **Document key contacts using the template overleaf or provided on the London Prepared website.**

Document useful contacts or services (e.g. Insurance Company, Landlord, Local Authority, Staff, Customers, Suppliers, Utility Companies, Security Company and the Emergency Services). Having these contacts to hand is essential.

4. **Check that you’re fully insured and that all documentation is stored safely.**

Insurance is essential for all businesses. Make sure that your insurance is renewed and covers all the risks you may face. Are there limits to your cover/do you need further cover for specific risks? The Association of British Insurers offers downloadable guidance for smaller businesses.

5. **Contact to your local authority and register with any emergency warning sites such as floodline.**

Being connected to your Local Authority and business networks in your area is an important part of protecting your business. Local Authorities may be able to assist by: *Providing information and suggesting appropriate networks or Business Continuity groups*.