WE'RE OPEN FOR BUSINESS: A PRACTICAL GUIDE FOR MSME BUSINESS CONTINUITY

These worksheets accompany the 2-day workshop, WE'RE OPEN FOR BUSINESS: A PRACTICAL GUIDE FOR MSME BUSINESS CONTINUITY.

During the Workshop

Follow the steps as outlined by the course instructor. Include as much information as you can. If you have any questions, feel free to ask the instructor.

After the Workshop

After you return to your business, review your worksheets with your key staff. Add more information to each section as necessary. The more detail you can include in your plan, the better it will be able to help you.

Additional Resources

Electronic copies of all workshop materials and these worksheets are available for free to all workshop participants. Additional resource materials for MSME Business Continuity are available for free download online at www.WeAreOpenForBusiness.com

Business Information

BUSINESS NAME	
ADDRESS	
CITY	PROVINCE/STATE/ETC
PHONE NUMBER	WEB SITE
LANDLORD	
PHONE NUMBER	MOBILE NUMBER
POLICE	ELECTRICITY UTILITY
FIRE	GAS UTILITY
AMBULANCE	WATER UTILITY
STAFF	OTHER
STAFF	OTHER
STAFF	OTHER
STAFF	OTHER
STAFF	OTHER

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Determine the Scope of your BCP

What is your business? Why are you in business?

What products or services do you provide?

How do you provide your products/services?

Who are your employees? What are their main duties?

Who are your major suppliers?

Who are your major customers?

What parts of your business do you need to protect?

What would you do if these parts of your business were not available?

Business Impact Analysis

Define the important types of impact for your business and the different levels of severity.

BUSINESS IMPACTS	LOW IMPACT	MEDIUM IMPACT	HIGH IMPACT
FINANCIAL			
REPUTATIONAL			
LEGAL AND REGULATORY			
CONTRACTUAL			
BUSINESS OBJECTIVES			

Identify all Business Activities performed by your business and the impact on your business if it was suspended for 2 weeks.

BUSINESS ACTIVITY	DESCRIPTION	IMPACTS

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Identify the escalating severity of these impacts over time.

Business Activity	Impact Category	Impact by Down Time						
		<1 d	1 d	2 d	3-4 d	1 wk	2 wk	3 wk	4 wk

Low | Medium | High

List your Key Business Activities and the Resources Required for each one

KEY BUSINESS ACTIVITY	KEY STAFF	KEY EQUIPMENT	KEY TECHNOLOGY

Threat Assessment

Key Business Activity:

	POTENTIAL THREATS	SEVERITY				COVERAGE					EXPOSURE SCORE
		n/a	L	M	H	<20%	<40%	<60%	<80%	<100%	
1.											
2.											
3.											
4.											
5.											
6.											
7.											
8.											
9.											
10.											
11.											
12.											
13.											
14.											
15.											

Risk Assessment – Determine your Risk Exposure

Strategies - how can you minimize this Exposure?

KEY BUSINESS RESOURCE	STAFFING STRATEGIES	EQUIPMENT STRATEGIES	TECHNOLOGY STRATEGIES

Insurance Coverage

Insurance type	Policy Number	Policy coverage/exclusions	Insurance company and contact information	Last review date	Payments due

Emergency Response

Draw a map showing your building, the surrounding streets, building Exit Points and the Assembly Points.

Recovery Options for Key Business Activities

Recovery Options	Strategy	Key Business Activities to Resume	Key Resources	External Contacts
Option				
Option				
Option				
Option				

Your Key Technology (Hardware/Software) Inventory

KEY TECHNOLOGY (Hardware/Software)	Serial # or Password	Product/Licence Key	Installation Disk Location

Your Key Suppliers

NAME	BUSINESS	PHONE

Your Key Customers

NAME	BUSINESS	PHONE

Your Neighbours

Contacts in neighboring businesses

NAME	BUSINESS	PHONE

Evacuation Procedures

In case of fire, evacuate your building. The objective is to move people from danger to a safe location.

Evacuation Process

Clients and staff will evacuate the building using the pre-planned routes and exits.

Remember:

• If you encounter smoke when evacuating, use an alternate safe exit; if none is available, find a safe area of refuge and alert others to your location.

• Check doors and door knobs for heat with the back of your hand, before opening them:

- **• If hot to touch, do not open the door.**
- **• If cool to touch, open it cautiously checking for signs of smoke and fire.**

• If you cannot safely evacuate, keep the door closed and place wet towels at the base of the door to block smoke. Alert others to your location by calling emergency services, signaling from the window (waving a flashlight, blanket, towel), etc.

During an emergency evacuation:

• Protecting lives is the primary goal.

• Reassuring others and remaining calm is important.

• A head count should be completed once an area is evacuated to account for all persons.