



# CEMA

Calgary Emergency Management Agency

## Is your business prepared?

### Business Continuity Template



[calgary.ca](http://calgary.ca) | contact 311



THE CITY OF  
**CALGARY**

*Onward!* CEMA creates a culture of preparedness through public education and events.

## FOREWORD

The 2013 southern Alberta floods had a significant impact on the business community in Calgary. Many businesses were forced to close temporarily as they cleaned up, while a small number were impacted so severely that they were unable to resume their business operations altogether.

The Calgary Emergency Management Agency (CEMA) recognizes the importance of the business sector as an essential member of the Calgary community. The resumption of business activities is a critical component of overall community recovery following a disaster.

The 2013 floods were a call to action for both the business sector and The City of Calgary. The flood highlighted the need for businesses to be further prepared in advance of a major event causing disruption to business activities. A disruption can be large, such as the flood event, or it can be as simple as a system failure interrupting important business data. This business continuity guide was developed to assist small- and medium-sized businesses plan for the continuity and resumption of business operations following a disruption.

This guide is a coordinated and cooperative effort between CEMA and the Calgary Chamber of Commerce. CEMA believes that this exciting partnership with the business community is a significant step in ensuring that Calgary businesses are well-served and well-prepared for any future challenges.

## DIRECTIONS

- Use the Business Continuity Reference Guide to assist you in completing the Business Continuity Template (available for download at [calgary.ca/cema](http://calgary.ca/cema)).
- Fill out the Business Continuity Plan Template.
- Create duplicates and/or expand sections as needed (e.g. Action Plan Template, Exercise Log).
- Save and print your Business Continuity Plan

## LIST OF ABBREVIATIONS

<b>AEMA</b>	Alberta Emergency Management Agency
<b>BCP</b>	Business Continuity Plan
<b>BCM</b>	Business Continuity Manager
<b>CEMA</b>	Calgary Emergency Management Agency
<b>DRP</b>	Disaster Recovery Program
<b>RTO</b>	Recovery Time Objective

## INTRODUCTION

There are **five steps** to developing an effective Business Continuity Plan:

- 1** STEP ONE: Analyze your business
- 2** STEP TWO: Assess the risks
- 3** STEP THREE: Develop strategies
- 4** STEP FOUR: Make a plan
- 5** STEP FIVE: Exercise your plan

To develop an effective Business Continuity Plan, tailor it according to the nature of your business and its operations. The user is encouraged to customize this template to meet their business's needs.



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Register your business with Calgary Chamber's **Emergency Business Contact Database** to receive relevant alerts during an emergency.

**[CalgaryChamber.com/Emergency](http://CalgaryChamber.com/Emergency)**



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**BUSINESS CONTINUITY PLAN INFORMATION**

<b>COMPANY NAME</b>	
<b>BUSINESS CONTINUITY MANAGER</b>	
<b>CONTACT INFORMATION</b>	
<b>ALTERNATE MANAGER</b>	
<b>CONTACT INFORMATION</b>	
<b>BUSINESS CONTINUITY PLAN LOCATION</b>	



# REVISION LIST

REVISION NUMBER	DETAILS	REVISED BY	REVISION DATE





# DISTRIBUTION LIST

NAME	DETAILS	DATE



## VITAL INFORMATION

<b>BUSINESS LICENCE NUMBER</b>	
<b>INSURANCE POLICY NUMBER</b>	
<b>CRITICAL PAPER RECORDS LOCATION</b>	
<b>BACK-UP COMPUTER RECORDS LOCATION</b>	

## ASSOCIATED POLICIES, DOCUMENTS, AND PROCEDURES

<b>FILE</b>	<b>LOCATION</b>	<b>DATE UPDATED</b>

## STAFF CONTACT NUMBERS

NAME	TITLE	PHONE #1	PHONE #2

## EMERGENCY CONTACT LIST

NAME	TITLE	PHONE #1	PHONE #2

**SUPPLIER CONTACT LIST**

<b>NAME</b>	<b>COMPANY</b>	<b>PHONE #1</b>	<b>PHONE #2</b>

## CUSTOMER CONTACT LIST

NAME	COMPANY	PHONE #1	PHONE #2

## **STEP ONE: ANALYZE YOUR BUSINESS**

**What is the purpose of your business?**

**What products and services do you provide?**

**How do you provide your products and services? (e.g. web store, shop, delivery)**

**Do your service providers have business continuity plans in place?**

**What are your resource requirements? (e.g. suppliers, equipment, records)**

**Who is involved in the daily operations? (e.g. employees, suppliers)**

**Who are your customers?**







## RECOVERY TIME OBJECTIVE (RTO)

BUSINESS FUNCTION	<24 HRS	48 HRS	72 HRS	1 WEEK	2 WEEKS	1 MONTH

## IMPACT

BUSINESS FUNCTION	POTENTIAL IMPACTS

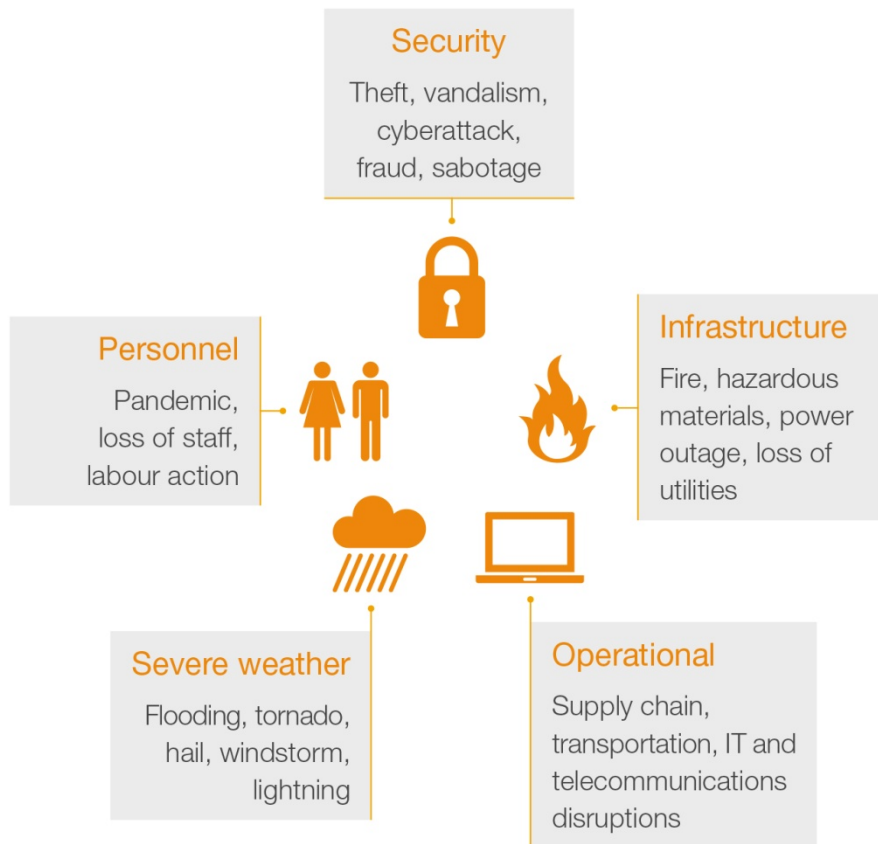
**IMPACT CONT.**

<b>BUSINESS FUNCTION</b>	<b>POTENTIAL IMPACTS</b>

**NOTES:**

## STEP TWO: ASSESS THE RISKS

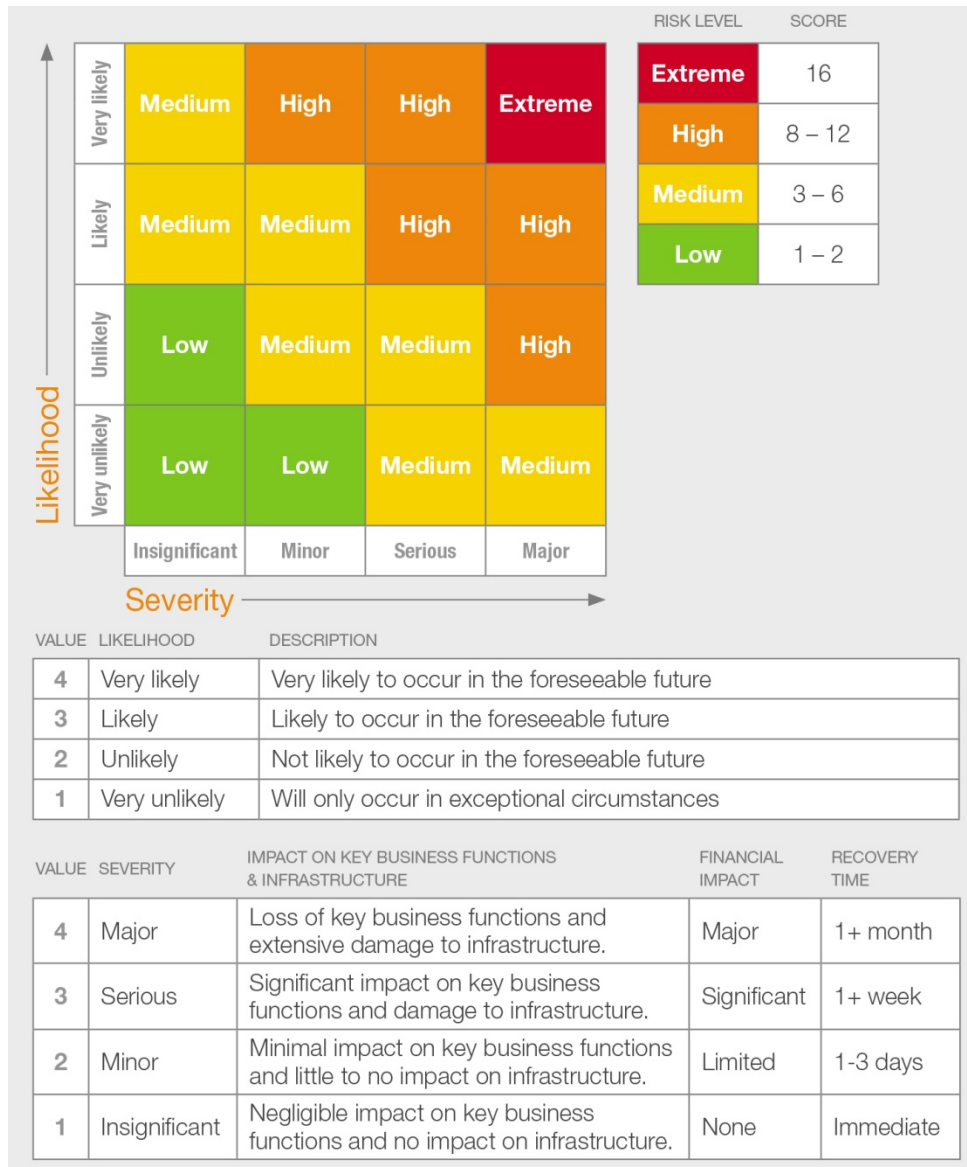
Calgary is exposed to different types of risks such as natural hazards, human-caused hazards, and technological hazards. Each potential risk carries unique needs which may require special planning.



The following demonstrates the risks and hazards that your business may be vulnerable to. Assess each risk and imagine how they could potentially affect your ability to continue operating.

## RISK MATRIX

Various risks and hazards have different severities and likelihood of occurring. Consider the different hazards in the previous page and use the risk assessment matrix below to assess the potential hazards to your business.



To calculate the risk level, multiply the hazard's likelihood value by the severity value (likelihood x severity = risk level). Prioritize your planning based on the risk value.



HAZARD	RISK LEVEL	PLANNING MEASURES

**NOTES:**

## STEP THREE: DEVELOP STRATEGIES

What strategies can you implement *BEFORE* a disruption occurs?

What strategies can you implement *DURING* a disruption?

What strategies can you implement *AFTER* a disruption has occurred?

# STEP FOUR: MAKE A PLAN

## EVACUATION PROCEDURES AND ROUTES

### Evacuation Procedures:

- Cease all other activities (phone calls, meetings, etc.)
- Remain calm and follow directions from floor wardens or emergency services personnel
- Do not return to your workspace for personal possessions; evacuate from where you are
- Walk, do not run, to nearest safe exit. Use stairwell, **NOT** elevators
- Direct all visitors to the nearest safe stairwell
- Know the alternate evacuation routes
- Check doors for heat, using the back of your hand before opening. If a door is hot, use an alternate route
- Close all doors behind you and proceed to the muster point
- Remain at the muster point and do not re-enter the building until instructed by emergency personnel

### Evacuation Routes:

Draw or print out a map showing the muster points and exit routes in the space provided below.


Muster Point:

Secondary:

Exit Route:

Secondary:

## ACTION PLAN TEMPLATE

<b>RISK</b>		
<b>RISK LEVEL</b>		
<b>RTO</b>		
<b>BUSINESS FUNCTIONS AFFECTED</b>		
<b>POTENTIAL IMPACT</b>		
<b>ACTION</b>	<b>BEFORE</b>	
	<b>DURING</b>	
	<b>AFTER</b>	
<b>RESOURCE REQUIREMENTS</b>		
<b>STAFF REQUIREMENTS</b>		

<b>RISK</b>		
<b>RISK LEVEL</b>		
<b>RTO</b>		
<b>BUSINESS FUNCTIONS AFFECTED</b>		
<b>POTENTIAL IMPACT</b>		
<b>ACTION</b>	<b>BEFORE</b>	
	<b>DURING</b>	
	<b>AFTER</b>	
<b>RESOURCE REQUIREMENTS</b>		
<b>STAFF REQUIREMENTS</b>		



<b>RISK</b>		
<b>RISK LEVEL</b>		
<b>RTO</b>		
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<b>ACTION</b>	<b>BEFORE</b>	
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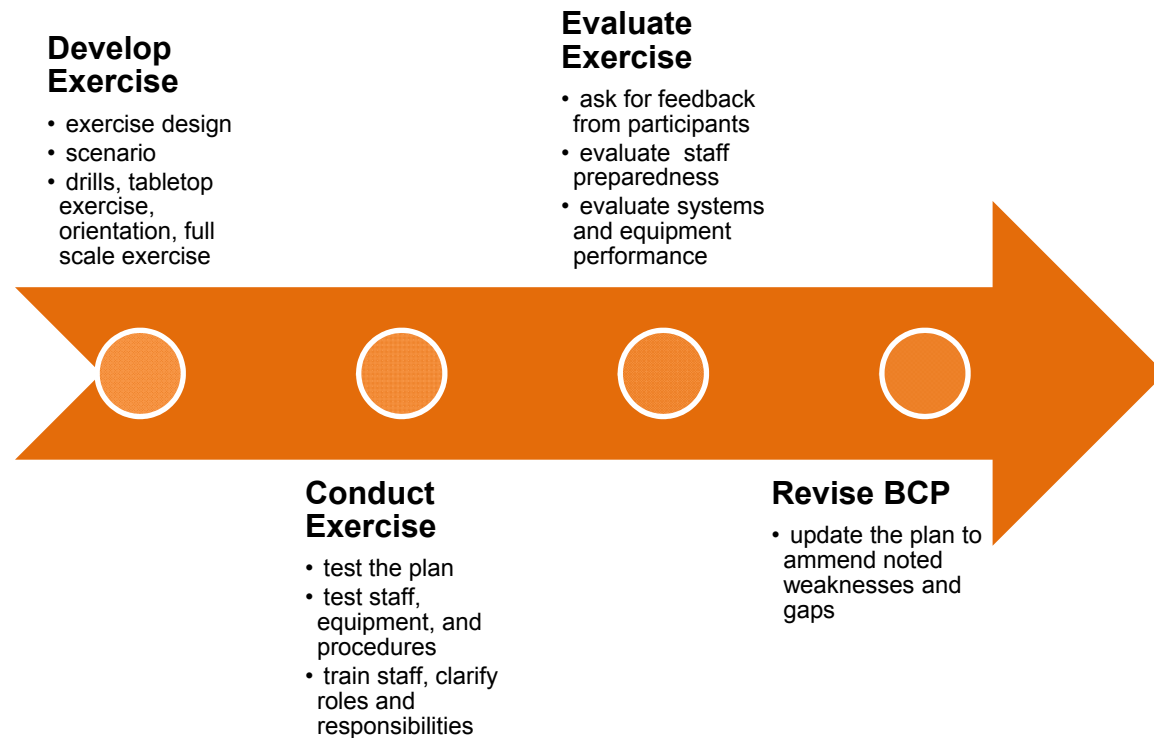
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	<b>DURING</b>	
	<b>AFTER</b>	
<b>RESOURCE REQUIREMENTS</b>		
<b>STAFF REQUIREMENTS</b>		

## STEP FIVE: EXERCISE YOUR PLAN

### EXERCISE PROCESS



### TYPES OF EXERCISES

#### ***Workshops***

Workshops are designed to familiarize the employees with their roles and responsibilities as defined in the business continuity plan. Workshops are normally conducted in a classroom setting.

#### ***Tabletop***

Tabletop exercises are designed to test a hypothetical business disruption. The focus is on training, familiarization with roles, responsibilities, and procedures. Tabletop exercises are guided by a facilitator that walks the employees through the process. It is conducted in a stress-free and informal environment where participants are encouraged to ask questions.

### ***Full-Scale***

Full-scale exercises attempt to simulate a real business disruption. This is as close as it gets to a real event. This exercise takes place on location where the hypothetical disruption has occurred. Actual equipment, personnel, and business partners are often included in a full-scale exercise.

## **EXERCISE LOG**

<b>EXERCISE NAME</b>	
<b>DATE</b>	
<b>DURATION</b>	
<b>SCENARIO</b>	
<b>BUSINESS FUNCTIONS TO BE EXERCISED</b>	
<b>PARTICIPANTS</b>	
<b>COMMENTS AND FINDINGS</b>	
<b>RECOMMENDATIONS</b>	

<b>EXERCISE NAME</b>	
<b>DATE</b>	
<b>DURATION</b>	
<b>SCENARIO</b>	
<b>BUSINESS FUNCTIONS TO BE EXERCISED</b>	
<b>PARTICIPANTS</b>	
<b>COMMENTS AND FINDINGS</b>	
<b>RECOMMENDATIONS</b>	

**NOTES:**



**NOTES:**

## STAY INFORMED

**Alberta Emergency Alert** @AB\_EmergAlert | [emergencyalert.alberta.ca](https://emergencyalert.alberta.ca)

Alberta Emergency Alerts are issued to warn people about potential risks to their health and safety.

**The City of Calgary website** @cityofcalgary | [calgary.ca](https://calgary.ca)

In the event of an emergency, The City of Calgary website is a great source of up-to-date information.

**Calgary Chamber Emergency Business Contact Database**  
[CalgaryChamber.com/Emergency](https://CalgaryChamber.com/Emergency)

Register your business to receive relevant alerts during an emergency.

**Calgary City News blog and mobile app**  
[calgarycitynews.com](https://calgarycitynews.com)

Stay on top of what's happening in Calgary with The City of Calgary News app.

**Calgary 311 mobile app**

Report and track select City services from your smartphone using location-based technology.

**The City of Calgary facebook**  
[facebook.com/TheCityofCalgary](https://facebook.com/TheCityofCalgary)

Receive the latest City of Calgary updates on facebook.

**The City of Calgary Road Conditions mobile app**

The City of Calgary Road Conditions app is designed to help you plan your commute during winter storms.

**Calgary Police Service** @Calgary\_Police | [calgarypolice.ca](https://calgarypolice.ca)

Calgary Police Service tweets regularly about potential dangers in Calgary and will help keep you up-to-date in an emergency situation.

**Public Safety Canada** @Safety\_Canada | [publicsafety.gc.ca](https://publicsafety.gc.ca)

Public Safety Canada works to keep Canadians safe from risks such as natural disasters, crime, and terrorism.