



# PREPARING FOR DISASTER

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# Crisis plan template

## Introduction

The following plan Crisis plan template has been compiled to capture critical information you will need in a crisis. Don't be daunted by its length, it provides a clear concise step by step format to work through.

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## Business Details

Business name	
Business Address	
Australian Business Number	
Australian Company Number	
Tax File Number (TFN) for your business	

## Emergency Contacts - key people contact details

Type	Company	Contact Person	Email	Phone
Power of Attorney				
Accountant				
Bank Manager				
Solicitor				
Insurance Broker				
Doctor				

Type	Company	Contact Person	Email	Phone
Air conditioning (heating or cooling)				
Building — landlord/agent				
Building — lease				
Building — repairs				
Business coach/mentor				
Business equipment — fax machine/s				
Business equipment — photocopier/s				
Business equipment — printer/s				
Business equipment — other				
Computers — hardware systems				
Computers — maintenance				
Computers — software systems				
Computers — web design/SEO or other providers				
Electrician				

Type	Company	Contact Person	Email	Phone
Electricity supplier				
Fire detection equipment (alarms/sensors)				
Firefighting equipment				
Gas supply				
Generator(s) or back-up power supply				
Locksmith				
Mail services/post office				
Plumber				
Refrigeration system/s				
Security system/s				
Telephone provider/s				
<ul style="list-style-type: none"> <li>landline/s</li> </ul>				
<ul style="list-style-type: none"> <li>mobile/s</li> </ul>				
<ul style="list-style-type: none"> <li>VOIP</li> </ul>				
Water supply				

# Letter Of Authority

(on letterhead)

TO WHOM IT MAY CONCERN,

I \_\_\_\_\_  
(name)

\_\_\_\_\_  
(position in and name of business)

\_\_\_\_\_  
(address)

Hereby authorise

\_\_\_\_\_  
(name)

\_\_\_\_\_  
(position in and name of business)

## Finance/ Insurance / Lease Details

### Business Bank Details

I have \_\_\_\_\_ Business Accounts

**(Security alert:** make arrangements for PINs and passwords to be accessed only by the trusted person of your choice. **Do not record them here** unless you are absolutely confident they will be the only person seeing this document)

My business banker is

Contact Details

#### Bank

	Name of account	Account number	BSB number
	Direct debits associated with this account (if any)		
	Company (&contact details)	Amount of debit	Date of Debit

#### Bank

	Name of account	Account number	BSB number
	Direct debits associated with this account (if any)		
	Company (&contact details)	Amount of debit	Date of Debit

	EFTPOS transactions & machine maintenance		



Insurance				
	Company	Policy No.	Renewal Date	Location of Policy
Building				
Contents				
Other insurance (e.g. - disability, trauma etc)	(1) (2) (3)			
<p><b>(Note:</b> If any insurance policy is paid by direct debit rather than by invoice, be sure to make a note of that.)</p>				

<b>Business Leases</b>				
<b>Building</b> (Address of the building)				
<b>Equipment</b> (Describe the leased equipment)				
<b>Cars</b> (Registration number(s) of vehicle(s))				
<b>Mobile Phones</b> (Describe the vendor or the service provider)				
	<b>Building</b>	<b>Equipment</b>	<b>Cars</b>	<b>Mobile Phones</b>
Who are the payments made to?				
When are payments due?				



# Supplier Contact Register



# Critical Business Functions

## Risk Severity Matrix

		Likelihood			
		Remote	Likely	Very likely	Probable
S e v e r i t y	Insignificant	Light Gray	Medium Gray	Dark Gray	Very Dark Gray
	Low	Medium Gray	Dark Gray	Very Dark Gray	Very Dark Gray
	High	Dark Gray	Very Dark Gray	Very Dark Gray	Very Dark Gray
	Catastrophic	Very Dark Gray	Very Dark Gray	Very Dark Gray	Very Dark Gray



Action	Whose responsibility?	Relevant contact numbers	Initial, including time and date, when completed
Raise alarm	Whoever sees/finds the disaster first		
Notify everybody on the premises to go to the known emergency rendezvous point	fire/emergency wardens, who grab their GO packs, including contact numbers for all staff in their sections, and visitors if possible, or receptionist grabs visitor log		
Call relevant authorities Inform authorities of location of disaster Tell authorities where people have been relocated to		000 – ask for fire, ambulance, and/or police	
Notify business owner if not on premises			
At emergency rendezvous perform head count to ensure all people are accounted for			
Is everyone accounted for?			
If YES — wait for 'all clear' or await further instructions from authorities			
If NO — identify who is missing and notify the manager in charge of their last-known locations			
Notify authorities of missing persons and last known locations			
Try phoning missing people to check their whereabouts		Use section staff lists from GO packs and visitors' log if necessary	
Make a list on the reverse side of this form of any people missing/contacted, with notes about what transpired			
Notify next of kin of staff members who are injured or missing	Manager in charge		
Return to work once 'all clear' is pronounced			
Follow instructions from authorities if workplace is closed			



# Evacuation Plan

(draw plan here)

## Critical Services Checklist

Description	Location
Water mains	
Power switch	
Gas	
Hazardous chemicals	a) b) c)
Priority Salvage items	a) b) c) d)



## Recovery Checklist

<b>Tick when complete</b>	<b>Action</b>
	Reconstruct financial records
	Establish cash position
	Prepare forecasts
	List assumptions
	Conduct overall damage assessment
	Contact insurance company
	Source any available government assistance
	Communicate - employees, customers and suppliers
	Assess mental health - seek counselling
	Contact banks / ATO etc. - advise situation - seek deferments
	Re assure customers
	Re visit cancellations and postponements
	Demonstrate leadership to staff
	Maintain customer service standards
	Take charge of each emerging situation - show overall leadership