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

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

Туре	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				

Туре	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				
• landline/s				
• mobile/s				
• VOIP				
Water supply				

Letter Of Authority

(on letterhead)

TO WHOM IT MAY CONCERN,

(name)	
(position in and name of business)	
(address)	
Hereby authorise	
ame)	(position in and name of business)

Finance/Insurance/Lease Details

Business Bank Details								
I have Business Accounts								
the ti	•	choice. Do not r	ecord the	sswords to be accessed only by m here unless you are absolutely document)				
My b	ousiness banker is		Contact	t Details				
Banl	ζ.							
	Name of account	Account nu	mber	BSB number				
	Direct	debits associat	ted with	this account (if any)				
	Company (&contact details)	Amount of d	lebit	Date of Debit				
Bank	<							
	Name of account	Account nu	mber	BSB number				
	Direct	debits associat	ted with	this account (if any)				
	Company (&contact details)	Amount of d	lebit	Date of Debit				
	EFTPOS transactions & machine maintenance							

Insurance	Insurance							
		Company	Policy No.	Renewal Date	Location of Policy			
Building								
Contents								
Other insurance (e.g disability, trauma etc)	(1) (2) (3)							

(**Note:** If any insurance policy is paid by direct debit rather than by invoice, be sure to make a note of that.)

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

Registers

Staff

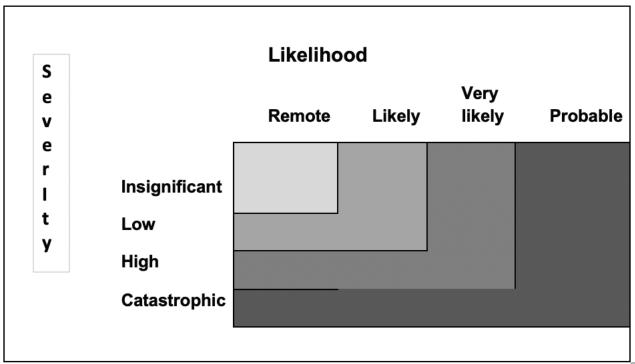
Name	Address	Contact Number	In case of emergency contact	Relationship	Contact no.

Supplier Contact Register

Assets

Description	Quantity	Serial Number	Date Purchased	Photo/ Numbers

Risk Severity Matrix



Risk Prioritisation Template

Priority (1 - 5)	Identified risk description	Likelihood from risk matrix	Severity from risk matrix	Responsibility	Minimisation action description	Contingency action description	Actioned by	Actioned	Reviewed by	Review date

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)

Data Backup

System/data Type of data - email, spreadsheet, payroll systems	Frequency of backup Daily/weekly/monthly	Backup /location USB/extra hard drive/online - indicate where they can be located	Person Responsible

Recovery Checklist

Tick when complete	Action
	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