

[Insert your business logo]

[Enter your business name]

# Emergency management and recovery plan

**Date:** Select a date

*[Use the italicised guidance throughout this template for help completing your business plan. You may wish to remove this text before you finalise your plan.]*

Download the latest version of this template from [www.business.gov.au/emergencyplan](http://www.business.gov.au/emergencyplan)

## Plan management

Date last updated

Select date

Person responsible

## Business details

### Registration details

Business name

Australian business  
number (ABN)

Australian company  
number (ACN)

If a company.

### Contact details

Name

Phone

Mobile

Email

Address

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## The continuity plan

This plan outlines **how we'll prepare our business for an emergency** or disruption such as a major flood, bushfire or disease outbreak. Our continuity plan identifies essential areas of our business and how we'll keep them running in an emergency situation.

### Our key products/services

*[List your 3 most important or most profitable products or services at the top of the following 3 pages. For example: shopfront coffee sales or online sales. For each one, list the essential things that help you provide that product or service in the task details row.*

*Describe your current arrangements and what you'd do if they failed – your back up options for an emergency.]*

***[Insert name of first product or service. Example: Online coffee bean sales]***

**Essential jobs/people**

<b>Task details</b>	<i>[Example: Preparing orders.]</i>		
<b>Training/skills required</b>	<i>[Example: Online order system training.]</i>		
<b>Current arrangements</b>	<i>[Example: Lee – trained and experienced.]</i>		
<b>Back up options</b>	<i>[Example: Train 2 other staff in system.]</i>		

**Essential services/supplies**

<b>Task details</b>	<i>[Example: Supply of coffee packaging.]</i>		
<b>Current arrangements</b>	<i>[Example: ExpressO Supplies provides our branded packaging.]</i>		
<b>Back up options</b>	<i>[Example: Baggit has suitable plain packaging.]</i>		

**Essential equipment/systems**

<b>Task details</b>	<i>[Example: Online order system.]</i>		
<b>Current arrangements</b>	<i>[Example: Dodgy-connect Online Sales.]</i>		
<b>Back up options</b>	<i>[Example: Website notification if system is down with alternative arrangements.]</i>		

***[Insert name of second product or service]***

**Essential jobs/people**

<b>Task details</b>			
<b>Training/skills required</b>			
<b>Current arrangements</b>			
<b>Back up options</b>			

**Essential services/supplies**

<b>Task details</b>			
<b>Current arrangements</b>			
<b>Back up options</b>			

**Essential equipment/systems**

<b>Task details</b>			
<b>Current arrangements</b>			
<b>Back up options</b>			

*[Insert name of third product or service]*

**Essential jobs/people**

<b>Task details</b>			
<b>Training/skills required</b>			
<b>Current arrangements</b>			
<b>Back up options</b>			

**Essential services/supplies**

<b>Task details</b>			
<b>Current arrangements</b>			
<b>Back up options</b>			

**Essential equipment/systems**

<b>Task details</b>			
<b>Current arrangements</b>			
<b>Back up options</b>			



## Our main customers

[Which important customers will need to know about an emergency situation? How will you tell them what has happened?]

The key customers we need to notify in the case of an emergency.

Customer or business name	Contact method
<i>[Example: MiniMart store that purchases 50 bags of our coffee per month.]</i>	<i>[Example: We will contact MiniMart directly via phone (6543 3210) to inform them that their order may be delayed or unable to be filled.]</i>

## Insurance

[List your insurance for business risks such as building, contents, car or business interruption insurance. For each insurance policy check your product disclosure statement and list the main things your policy covers and any policy exclusions. Review the definition of terms such as floods – they vary between insurers. Check our [Insurance](#) topic for more information.]

<b>Insurance type</b>	<i>[Example: Building insurance.]</i>	<i>[enter type]</i>	<i>[enter type]</i>	<i>[enter type]</i>
<b>Policy coverage</b>	<i>[Examples: damage from fire, floods, storms]</i>			
<b>Policy exclusions</b>	<i>[Example: Damage from landslides.]</i>			
<b>Insurance company</b>				
<b>Contact name</b>				
<b>Phone number</b>				
<b>Date product disclosure statement reviewed</b>	Select date			
<b>Payments due</b> Amount and frequency.	<i>[Example: \$XXX monthly.]</i>			

## Property and infrastructure

*[Describe how you protect your property and infrastructure from damage or theft. For example, alarms, security staff or cameras to protect against intruders, fire retardant or flood resistant building materials, fuel reduction to reduce fire risk.]*

How we protect our property and infrastructure.

*[Example: We regularly clear grass and leaves from around the building and clean gutters every X months.]*

## Relocation options

*[Consider attaching a map of temporary accommodation options to your plan.]*

Temporary business accommodation we can quickly access in an emergency situation.

<b>Location type</b>	<i>[Examples: private home, hotel, business centre]</i>		
<b>Address (and name if a business)</b>			
<b>Resources and equipment available</b>	<i>[Examples: computers, furniture, photocopiers, phones, internet access]</i>		
<b>Resources needed</b>	<i>[Examples: software, staff, business records, storage space]</i>		

## Other continuity arrangements

[Check our [Online topic](#) for ideas about using digital tools to continue running your business during an emergency.]

Other ways we will keep our business going in an emergency.

[Examples: virtual office service, digital collaboration tools, e-commerce]

## Staff training

Job title	Name	Expected staff turnover	Skills or strengths	Training needed
[Example: Sales manager.]		[Example: 12 to 18 months.]	[Example: Marketing degree. 5 years' experience in the industry. First aid certificate 2021.]	[Example: Requires training in online order and financial systems.]

## How we maintain staff skills

How we document and regularly review staff skills to make sure we maintain required skills.

[Example: We maintain a staff skills and training register and review it every X months.]

## Information back up

[Find out about [backing up and securing your data.](#)]

How we back up our essential business information.

Information type	How often	Who's responsible Name and mobile number.	Procedure
<i>[Examples: customer records, financial records, contact lists]</i>	<i>[Examples: weekly, monthly]</i>		<i>[Example: Records are backed up using cloud-based storage.]</i>

# The emergency action plan

This plan outlines **what to do in an emergency** and who to contact.

## Communication methods

*[What are your ways to communicate in an emergency situation? What method will you use to contact staff? Will one person contact all staff or will the responsibility be divided? Examples of communication methods include telephone, 2-way radio or social media.]*

*[Example: In an emergency situation we use our attached phone tree to contact all staff and use social media to communicate with the public.]*

## Emergency contacts

*[List your local emergency services numbers and any additional contacts you will need to phone in an emergency, such as employees and their emergency contacts. Include the details for your [state or territory emergency services](#).]*

Organisation name	Contact	Position title	Phone number
<i>[Example: Emergency services – triple zero]</i>	<i>[Examples: Fire, police, ambulance]</i>		<i>[Example: 000]</i>
<i>[Example: State Emergency Services (SES)]</i>			
<i>[Example: Poison information line]</i>			

## Emergency procedures

[List your emergency/evacuation procedures for events such as fires or storms. It may be useful to attach a copy of detailed emergency procedures and floor plan with the location of emergency exits, emergency kit and safety equipment clearly marked. Your emergency procedures should also include a map of evacuation locations for all emergencies.]

Emergency procedure	What to do	Evacuation location	Where to find the full procedures	Supporting documents
<i>[Example: Fire evacuation procedure]</i>	<p><i>[Example:</i></p> <ol style="list-style-type: none"> <li><i>1. Alarm raised and relevant emergency services authorities contacted.</i></li> <li><i>2. Wait for evacuation signal.</i></li> <li><i>3. Follow fire warden instructions.</i></li> <li><i>4. Calmly evacuate the premises from nearest emergency exit.</i></li> <li><i>5. Arrive at evacuation location.</i></li> <li><i>6. Locate and account for all staff.]</i></li> </ol>	<i>[Example: Corner of Safe Street and Sound Lane, City]</i>	<i>[Example: The Fire and emergency procedures.doc is in the shared drive under the 'Emergency' folder. A printed copy is also in the staffroom.]</i>	<i>[Examples: office floor plan, map of evacuation locations]</i>

## Emergency action plan drill schedule

[Use this table to schedule regular drills of your emergency procedures.]

Procedure type	How often	Position/person responsible	Next drill date
[Examples: fire, flood or cyclone evacuation]	[Example: Monthly]	[Example: S Jones]	Select date

## Emergency kit

### Location

[Where is your emergency kit located/stored? Make sure it is clearly visible and labelled. Make sure your staff know where it is.]

[Example: We store our emergency kit in the kitchen.]



## Emergency kit contents

*[List the contents of your emergency kit and the date each item was last checked/reviewed. Add extra rows if you need to.]*

<b>Object</b>	<b>Checked/reviewed date</b>	<b>Person responsible</b>
Emergency management and recovery plan	Select date	
Emergency and recovery contacts	Select date	
Insurance documents	Select date	
Financial documents	Select date	
Torch	Select date	
First-aid kit	Select date	
Portable radio	Select date	
Plastic bags	Select date	
Spare batteries	Select date	
Adhesive tape	Select date	
Pen/pencil and notepad	Select date	
List of employees and contact details	Select date	
Bottled water	Select date	
Non-perishable food	Select date	
Other	Select date	

## Emergency team roles and responsibilities

*[Important responsibilities that need to be covered.]*

Role	Details of responsibilities	Person responsible	Email	Phone numbers
<i>[Example: First Aid Officer.]</i>	<i>[Example: Administer first aid support in an emergency. Contact ambulance services when necessary. Attend regular first aid training courses.]</i>			
<i>[Example: Chief Fire Warden.]</i>	<i>[Example: Communicate procedures to all staff. Supervise and action emergency evacuation procedures. Attend relevant training courses. Conduct regular drills. Update procedures regularly.]</i>			
<i>[Example: Fire Warden.]</i>	<i>[Example: Attend relevant training courses. Help evacuate staff according to evacuation procedures. Assist with regular drills. Assume Chief Fire Warden duties when required.]</i>			

## The recovery plan

We complete this plan **after an emergency** happens to help recover our business.

[Find services and tools to [help your business recover.](#)]

### Business impact assessment

[Based on your assessment of the damage to your business, complete the table below.]

Damage	Impact to business	Severity	Action	Recovery steps	Resources needed	Actioned by	Estimated completion
[Examples: broken packaging equipment]	[Examples: orders unable to be completed, repackaging cannot be completed on site]	Select severity	Select action	[Examples: lodge insurance claim, get quotes to repair damaged equipment]	[Examples: temporary packaging provider]		Select date
		Select severity	Select action				Select date
		Select severity	Select action				Select date



## Insurance claims

[What insurance policies have you claimed for? Use the table below to record any discussions you have with insurers about your claims.]

Insurance company	Contact details	Date of contact	Details of conversation/claim	Follow up actions
[Example: XYZ Insurance]	[Example: D Higgins, Phone number]	Select date	[Example: The assessor will visit on Tuesday 14 May. Estimated claim amount is \$XXX]	[Examples: estimating the damage, locating and listing serial numbers for stolen equipment, providing photos, do not clean up the property until inspected]

## Market assessment

[Based on your assessment of the damage to your business, surrounding area and customer base, list any areas of your market that have changed. Alternatively, attach a complete market assessment to the back of this plan. Check our [marketing plan template](#) for further guidance.]

Market changes	Impact to business	Business options
[Example: Due to road damage, customers are not purchasing our product directly from our shopfront.]	[Example: We will experience a drop in shopfront sales and may have to reduce staff hours.]	[Example: We can increase online trade from our warehouse.]

## Marketing strategy

*[Detail your marketing strategy after the emergency. If your business is reopening its doors, how will you get the message out? What channels will you use to target customers? How does this strategy differ in light of any changes in the market?]*

Activity	Channel(s)	Message
<i>[Example: Social media campaign]</i>	<i>[Examples: Instagram, Facebook, Twitter, Snapchat]</i>	<i>[Example: We're back! We are reopening our doors on 24 May. To celebrate, we're giving the first 200 customers to visit us a free coffee. We can't wait to see you.]</i>

## Finances

### Current creditors

[List all current debts or loans you are responsible for paying during the recovery period. Detail any changes or special arrangements you've made.]

Creditor name	Contact details	Special arrangement details	Period of special arrangement	Amount (\$)
[Example: Banking Corp.]	[Example: J Harmer, Business Loan Adviser, phone number, email]	[Example: Loan temporarily changed to interest only arrangement for the period of recovery.]	[Example: 6 months, ending on Day/Month/Year]	\$

### Current debtors

[List all current payments that you are owed, the relevant contact, their agreed payment amount and date.]

Name	Contact details	Details	Agreed payment date	Amount (\$)
[Example: MiniMart]	[Example: P Fred, phone number, email]	[Example: We are owed for 50 bags of coffee.]	Select date	\$

## Government funding

[List government funding you've applied for and the amount. You can find government funding by searching in our [Grants & Programs](#) tool.]

Program name	Contact details	Funding details	Date of application	Amount (\$)
<i>[Example: Flood relief package.]</i>	<i>[Example: R Smith, Rural Assistance Authority, phone number, email]</i>	<i>[Example: Our business is eligible for funding that goes towards repairing and restoring damaged equipment.]</i>	Select date	\$



## Expected cash flow during recovery

EXPECTED CASHFLOW [YEAR]						
	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6
<b>OPENING BALANCE</b>	\$0	\$0	\$0	\$0	\$0	\$0
<b>Cash incoming</b>						
Sales						
Asset sales						
Debtor receipts						
Insurance payout						
Government funding						
Other income						
<b>Total incoming</b>	\$0	\$0	\$0	\$0	\$0	\$0
<b>Cash outgoing</b>						
Bank fees & charges						
Interest paid						
Credit card fees						
Utilities (electricity, gas, water)						
Telephone						
Fuel						
Lease/loan payments						
Rent & rates						
Motor vehicle expenses						
Stationery & printing						
Membership & affiliation fees						
Licensing						
Insurance						
Superannuation						
Income tax						
Wages (including PAYG)						
More...						
<b>Recovery costs</b>						
Purchases (stock, equipment, supplies)						
Cleanup costs						
Rebuilding/repairs						
Security fees						
Accountant fees						
Solicitor fees						
Data recovery fees						
Advertising & marketing						
More...						
<b>Total outgoing</b>	\$0	\$0	\$0	\$0	\$0	\$0
<b>Monthly cash balance</b>	\$0	\$0	\$0	\$0	\$0	\$0
<b>CLOSING BALANCE</b>	\$0	\$0	\$0	\$0	\$0	\$0

## Supporting document checklist

Attached documents (where relevant):

- Emergency procedures
- Financial documents
- Floor plan
- Impact assessment
- Insurance information
- Market assessment
- Staff contact list