

Three Henderson Templates - Contents

BUSINESS IMPACT ANALYSIS TEMPLATE OUTLINE

- I. Executive Summary

- II. Business Operations
 - A. General Operations
 - B. Business Units (Support Departments & Operational Groups)
 - C. Critical Business Operations
 - D. Critical Applications

- III. Risk & Vulnerability Analysis
 - A. Identification of Threats
 - B. Risk Probability
 - C. Expected Scope of Damage
 - D. Expected Impact
 - E. Risk Evaluation

- IV. Critical Support Infrastructure
 - A. Buildings
 - B. Building Contents
 - C. Interdependencies
 - D. Other Businesses
 - E. Community Infrastructure

- V. Physical Environment
 - A. Controls in Place
 - B. Exposures

- VI. Recovery Time Objective
 - A. Operational Groups
 - B. Support Departments - non-IT
 - C. Support Departments - IT

- VII. Business Recovery Strategies
 - A. Analysis of Disaster Risks
 - B. Business Factors
 - C. Recovery Strategy

BUSINESS CONTINUITY PLANNING TEMPLATE OUTLINE

- I. Executive Summary
 - A. Purpose
 - B. Scope
 - C. Mission
 - D. Business Objectives
 - E. Assumptions

- II. Business Operations
 - A. General Operations

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- B. Business Units
- C. Business Operations

- III. Organization
 - A. Emergency Management Team
 - B. Emergency Response Team
 - C. Business Units
 - D. Individuals with Critical Responsibilities
 - E. Overall Organization

- IV. Plan Activation & Operation
 - A. Level of Response
 - B. Plan Notification & Activation
 - C. Command Posts
 - D. Business Recovery
 - E. Recovery Strategies

- V. Preparation & Response Checklists
 - A. Checklist Organization
 - B. Action Step Execution
 - C. Business Services - Finance, Risk Management & Legal
 - D. Facilities
 - E. Human Resources
 - F. Information Technology
 - G. Sales & Marketing
 - H. Security
 - I. Business Operations - Operational Groups
 - J. Manufacturing Operations
 - K. Engineering R & D
 - L. Purchasing/Shipping/Receiving
 - M. Warehouse Operations

- VI. Emergency Operations Center
 - A. Location
 - B. Personnel
 - C. Specifications

- VII. Facility Restoration & Relocation
 - A. Facility Restoration
 - B. Relocation Requirements - Office
 - C. Relocation Requirements - Manufacturer
 - D. Relocation Requirements - Distribution Center

- VIII. Communications
 - A. Communication Responsibilities
 - B. Employee Communication

- IX. Appendices
 - A. Damage Assessment: Facility

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- B. Damage Assessment: Office
- C. Communications with the Media
- D. Sample Emergency Announcements
- E. Important National Weather Service Terms
- F. Important Seismic Terms
- G. Fire Safety & Prevention
- H. Hazardous Materials Safety
- I. Equipment Operation Instructions
- J. Personnel Status Report
- K. Critical Suppliers & Contractors
- L. Physical Facility Fortification
- M. Alternate Site Planning Levels
- N. Alternate Site Service Providers
- O. Incident Command System
- P. Ongoing Exercise, Training & Update

X. Attachments

- A. External Contacts
- B. Internal Contacts
- C. Equipment Requirements (by Business Unit)
- D. System Requirements (by Business Unit)
- E. Vital Records Management
- F. Business Impact Analysis
- G. Crisis Management Protocols
- H. Emergency Response Plan for Employees
- I. Additional Attachments

A COMPLETE BUSINESS PLAN

The organization will need to develop a complete scope of plans to address multiple purposes and the needs of a wide variety of users. We believe that the following specific plans are needed:

- Business Continuity Plan (BCP) – This is the central or overarching plan for the business. In addition to defining the overall actions of the organization during an emergency, the primary objective of the BCP is to maintain or rapidly restore business operations.

- Crisis Management Protocols for Business – This Plan provides the Company Incident Commander and the Emergency Response Team with emergency instructions to be executed during specific disaster events. The primary purpose of the Crisis Management Protocols for Business is the direction of corporate resources and life safety.

- Emergency Response Plan for Employees – This Plan provides all employees with emergency instructions to be executed during specific disaster events. Individuals who may have received only basic emergency response training use this plan during emergency situations. As such, this plan focuses on basic first responder steps. The primary purpose of the Plan is life safety.

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- Business Unit Plans – Each Business Unit (the various support departments, operational groups or other defined infrastructure entities of the business) with important disaster preparation and/or response assignments needs to develop a Plan. This Plan defines the Unit's actions before, during and after a disaster event.

OUTLINE

General Procedures

Section I Pre-Disaster Action Steps

Section II Disaster Event

Section III Business Recovery Steps

Natural Disasters

Section IV Earthquake

Section V Flood

Section VI Hurricane

Section VII Severe Winter Storm

Section VIII Thunderstorm

Section IX Tornado

Man-Made Disasters

Section X Civil Disturbance

Section XI Criminal Acts

Section XII Hazardous Release

Section XIII Hostile Intruder/Violent Employee

Section XIV Sudden Emergency

Section XV Terrorist Attack - WMD

Other Disasters

Section XVI Accidents

Section XVII Medical Emergency

Section XVIII Utility Disruption

Section XIX Wildfire

Appendices

A: Business Unit Responsibilities

B: Incident Command System

C: Communications

D: Emergency Operations Center

E: Damage Assessment Forms

F: Resources

G: Contact Information

Attachment A: Emergency Response Plan for Employees

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ABOUT THE AUTHOR

DOUGLAS M. HENDERSON, FSA, CBCP, President of Disaster Management, Inc., has 30 years of experience in the management and human resources fields with national consulting firms, including nine years as a consultant in a major accounting firm.

In August of 1992, Doug was the key associate of the Emergency Response Team for a consulting firm located in South Miami-Dade County. Inspired by the real life business experience with Hurricane Andrew and the lack of preparation within the business and academic community, Doug founded Disaster Management, Inc.

Doug has a B. S. Degree from the University of Arizona and is a Fellow, Society of Actuaries (FSA). Doug is a Certified Business Continuity Professional (CBCP), a member of FEPA (Florida Emergency Preparedness Association), the editor of DisasterALERT, the author of the book *Is Your Business Ready for the Next Disaster?*, the author of the *Emergency Management Plan for Colleges & Universities* (a COOP planning template) and the co-author of the *Business Continuation Plan for Academic Institutions*. Doug has also made presentations at the National Hurricane Conference, the Florida Governor's Conference, and to numerous other organizations.