

Business Preparedness Plan How to guide

Get your business
ready now.



CHECKLIST



Business Preparedness Planning Guide

Step by Step

Business preparedness planning –it’s not as hard as you think! A disruption could come in many forms – a major earthquake, flood, a prolonged power cut or even the sudden unavailability of you or a skilled member of your staff. A business preparedness plan identifies how you can keep its essential functions up and running during a time of disruption.

Planning in advance will give you a better chance of recovering quickly. If you are a small to medium sized business or organization and are finding it hard to make the time to complete a plan, then this guide to business continuity planning is designed to help you.



Vanuatu Business Resilience Council

The Vanuatu Business Resilience Council (VBRC) is a sub-committee of the VCCI and provides a coordination mechanism for the private sector to engage with government and partners on resilience building, response and recovery activities.

Established in October 2017, the VBRC is supported by the Connecting Business Initiative (CBi), in collaboration with the UNDP Pacific Risk Resilience Programme (PRRP). VBRC’s role is to coordinate and strengthen engagement of the private sector in disaster risk reduction, emergency preparedness, response and recovery, and climate change adaptation and mitigation in Vanuatu.

Before you start

- Download the template plan at www.vcci.vu/vbrc/business
- Come to the Chamber to talk to us about your business plan



1. Core products and/or services

Start to complete your template plan. Follow each step and look for the icons at the bottom of each page to guide you to the relevant section of your plan. Your key products and/or services define the purpose of your business or organization, or provide the majority of your income.

Key considerations:

- What is your business about?
- What are your products and/or services?
- Which of these are critical to maintaining essential customer relationships?
- What products and/or services could you stop delivering and still continue to function?



Example: Core products/services for a café

Priority 1: Making great coffee

Priority 2: Making great food

Priority 3: Exceptional customer service

Your progress



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2. Your Staff

People are your most important asset. They bring unique skills and knowledge, hold key relationships, and provide high level of flexibility to your organization. During a time of disruption, your staff could be the difference between success and failure.

- Discuss with staff what a potential disruption might mean for your organization and any vulnerabilities or commitments that might impact their availability after a disruption.
- Encourage staff to take steps to be better prepared personally for an emergency.
- Consider storing items at work to support staff after a disruption (e.g. dried food, emergency water, emergency toilet, BBQ, etc.).
- Practice your emergency evacuation plans with staff.
- Confirm staff contact details and next of kin contacts are up to date.



Advice

Book time with relevant staff members to step your way through this guide and complete your template plan.

Your progress



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3. Essential roles and services

Which tasks in your business or organisation are vital to the delivery of the core products and/or services identified in Step 1?

Key considerations:

- What are the essential tasks for delivering your core products and/or services?
- Are there any tasks that require specialist skills, qualifications or licenses?
- Do any tasks rely on a single person?
- Can others from inside or outside the business or organization step into complete these tasks?
- Are there any business processes that require authority – such as financial delegation? Single points of failure If you identify key personnel, equipment or supplies without alternatives, these are risks you need to address.
- Consider cross training members of your team. Add this information under Step 3 of your template plan.



Your progress



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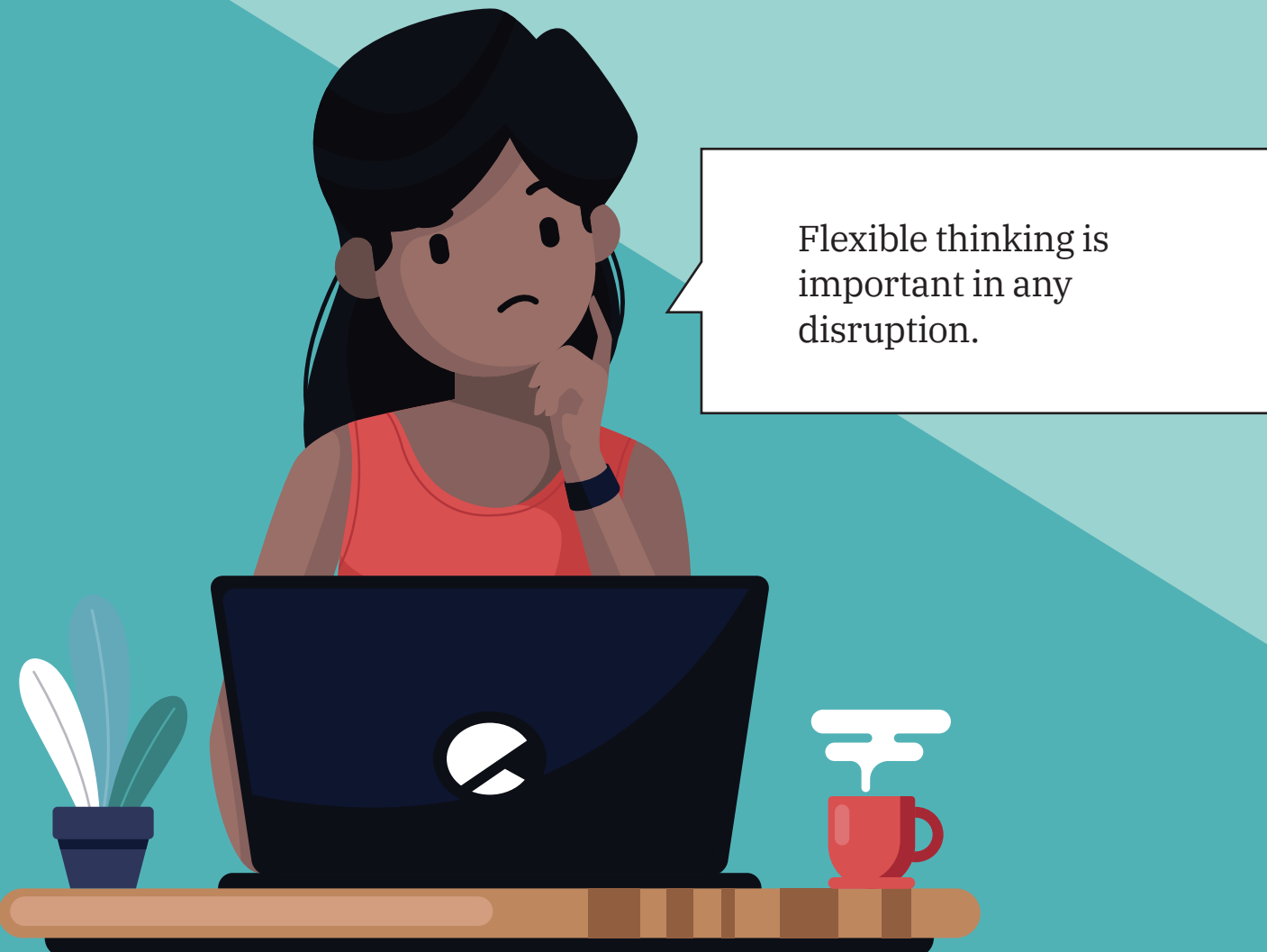
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4. Essential equipment

What tools, equipment and technologies are needed to deliver your core products and/or services identified in Step 1?

Key considerations:

- Do you rely on any specialist equipment? If so, is it easily replaced and how long could it take to get a replacement?
- Can you get replacement equipment from a local store, or borrow or hire from another source?
- Is there alternative equipment that can be used instead?
- Do you have an up-to-date list of alternative equipment options?



Flexible thinking is important in any disruption.

Your progress



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5. Essential supplies

What are the resources and supplies needed to create and deliver your core products and/or services identified in Step 2?

Key considerations:

- Who supplies your required resources and are there alternative suppliers who can provide the same resources?
- Are there alternative products that could be substituted into your processes?
- Do any supplies take a long time to arrive? List your essential resources, suppliers and alternative supply options.

Add this information under Step 4 of your template plan. List the equipment essential to delivering your core product and/or services, and the options for getting replacement equipment. Add this information under Step 5 of your template plan.



Your progress



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6. Key customers/clients

Who are your key customers or clients, and what are some options for getting your product or service to them?

Key considerations:

- Which customers/clients provide you with the majority of your income?
- Which customers/clients have strong relationship with your business or organization?
- Are they reliant on your product or service? Do they have other supply options?
- How can you maintain contact with them?
- What are some alternative payment options?



Your progress



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7. Relocation options

Some disruptions may mean you cannot continue operations at your current premises. What would you need to consider if your business or organisation needed to move to another location, even just for a short time?

Key considerations:

- Is the location of your business reorganization critical? If so, why?
- Could you share premises alongside similar organizations?
- Could you work from home, or would a short-term lease be an option?
- How would you go about relocating your business reorganization if you needed to?
- Are relocation options accessible for people with disabilities?
- Do you have a contact list for your relocation options?



List some possible location options for relocating your business.

Note down any advantages or disadvantages with each option. Add this information under Step 7 of your template plan.

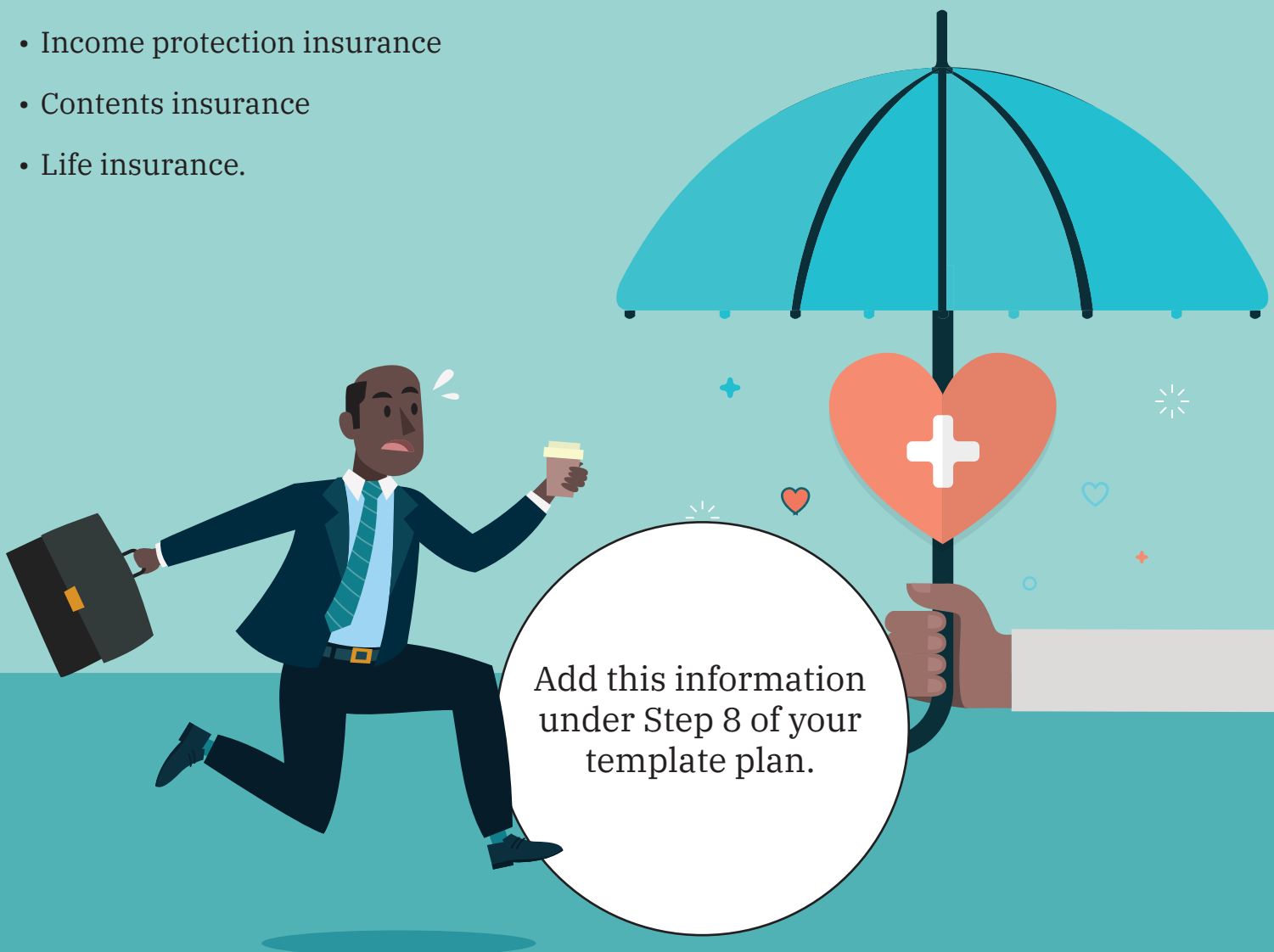
8. Insurance requirements

There are various forms of business insurance that will help improve the chances of your organization's survival in the event of a disruption. Some types of insurance you may want to consider:

- Business interruption insurance
- Income protection insurance
- Contents insurance
- Life insurance.

Key considerations:

- Is your insurance policy tailored to your business or organization's needs?
- Do you have sufficient funds and insurance cover to either close temporarily or operate in a more Record your insurance policy type, provider and number.



9. Delegation of authority

Who can step in to run your business or organisation and make key decisions in the place of the owner or manager? Making decisions about delegating authority and taking action in advance will help prevent further disruption to your business.

Key considerations:

- Who can run the business in my absence?
- Who can make strategic decisions, order supplies, pay staff bills, update your website, access your intellectual property etc.?
- Is there an assistant manager, team leader or family member who could step in?
- Have a conversation with them to make sure expectations are set.
- Seek legal advice – an individual might require a power of attorney to operate on your behalf.
- Ensure key people are aware of the plan and the process to follow. What information do you need to back up and what processes do you have in place to ensure your records can't be lost?

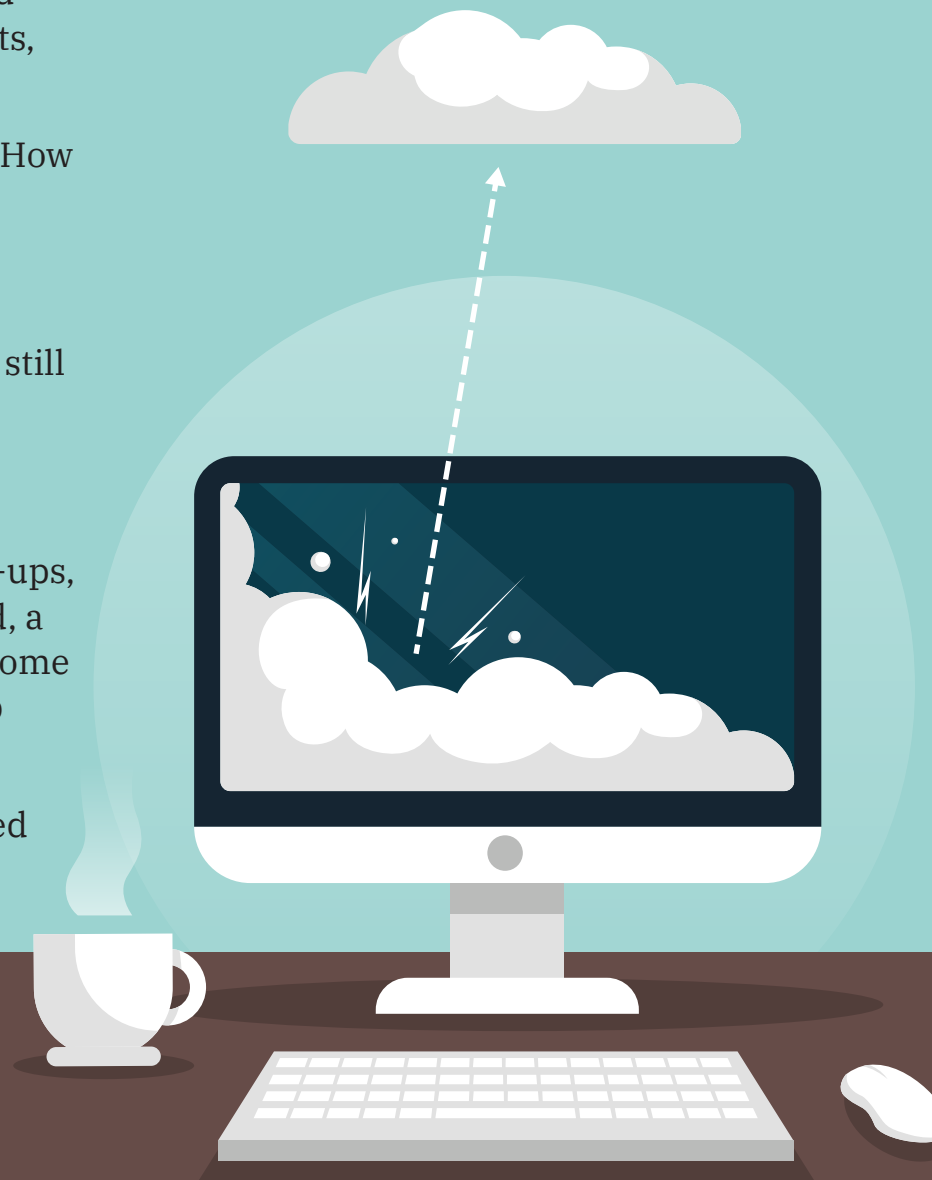


10. Back up your records

What type of information and records do you need to back up?

Key considerations:

- What type of information and records do you need to back up? This could include customer records, accounts, emails, contact lists, etc.
- Do you depend on paper records? How will your business reorganization continue if you lose access to your paper files?
- If your computer crashes, can you still access your data, including your business continuity plan, from somewhere else?
- Have you considered off-site back-ups, such as online storage in the cloud, a portable hard drive that is taken home every day, or professional back-up services?
- How regularly do your records need to be backed up?

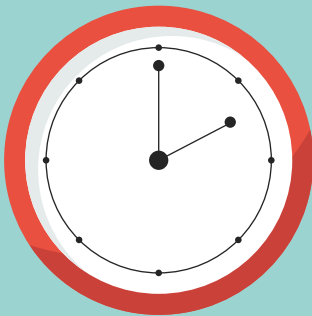


11. Save this plan

It is important that this plan is available to all critical staff, and is accessible in as many ways as possible. Save your business continuity plan multiple locations that can be accessed in different ways.

Key considerations:

- Save a copy on your computer.
- Print a hard copy and keep it in an appropriate, accessible location.
- Store a copy online.
- Email a PDF of your plan to key staff members and encourage them to save it somewhere offline.
- Save a copy on your smartphones you have an offline copy when you are out and about.



Congratulations!
You should now have
your business
preparedness plan!

Your progress



Practice the plan



Here are some suggested next steps:

- Schedule a date to practice your plan.
- Develop a scenario – for example, what steps would you take following an earthquake if key management staff were unable to get to work?
- Get feedback from your staff. What went well? What needs improvement? Make any necessary adjustments to your procedures, update the plan and set a date for the next session.
- Check you also have dates to regularly practice your emergency procedures, such as fire evacuation and earthquake response.
- Include updating your plan in your processes, such as when you take on a new employee or change supplier.

More Support?

For further support on business preparedness or help with your plan please contact the Vanuatu Business Resilience Council team at the Vanuatu Chamber of Commerce through reception@VCCI.com.vu, or call us on **7123678**.

