# [COMPANY NAME]

# Business Continuity Plan

Updated as of [DATE]

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# Purpose

The following policy outlines rules and guidelines regarding how [COMPANY](the “Company”) would respond in the event of an emergency impacting the Company office or business operations, including how staff would continue critical business operations in the face of an event disrupting routine practices and how staff should message our business continuity plan to customers.

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# Emergencies Occurring Near or In the Office

[COMPANY’S] office is located at [STREET ADDRESS] in [CITY, STATE]. The building is managed by [REALTOR/ MANAGEMENT COMPANY]. While some employees work remotely on a full-time basis, when this policy refers to the [COMPANY] office, it is referring to the official headquarters located at this address.

The building management has developed a comprehensive emergency response plan, including protocols for issues that require building occupants to shelter in place, relocate within the building, or evacuate. In the event of an emergency, the building’s emergency response system will be used to communicate a message to all building staff via the emergency response system public address speakers or floor warden station phone:

* **Shelter in Place**
  + In the event of an emergency requiring that occupants shelter in place, all employees should remain calm and remain in the current space, so long as it is safe to do so. In some instances, employees may be advised to take shelter under their desks.
* **Relocate Within the Building**
  + In the event of an emergency requiring occupants to relocate, all employees should remain calm and follow the provided directions, typically to move to a space away from any windows. [On this floor, the file room, server room, and the hallway leading to the bathroom are all generally out of range of the windows.] **[Insert areas that are generally out of range of windows.]** In some instances, employees may be advised to move to a different floor or part of the building.
* **Evacuate**
  + In the event of an emergency requiring occupants to evacuate, all employees should remain calm and follow the provided directions, which will be announced via the public address speakers:
    - Immediately exit the building. Please do not delay to gather your belongings or attend to other issues.
    - [Do not attempt to use the elevators (neither passenger nor freight elevators) to exit, as they will be locked for the purposes of providing assistance to individuals who cannot use the stairs. If there is a chronic issue that renders you incapable of using the stairs, please contact the floor warden or deputy floor warden as soon as you become aware of the issue, so they can notify building emergency response staff and make arrangements in case of an emergency. If during the course of an emergency, you come to believe that you are incapable of using the stairs to exit, you should immediately inform the floor warden or deputy floor warden, who will contact the building’s emergency response staff via the floor warden station phone. In the case of an employee who is incapable of using the stairs, the building’s emergency response staff will bring the elevator to the 8th floor to assist you in exiting via the elevators, or otherwise take steps to provide you with assistance in exiting the building.] [**Delete if building does not have elevators.**]
    - [Use Stairway A (located next to the elevators) or Stairway B (located at the back of the office, down the hall between ]the largest conference room] and the [HVAC room]) to exit the building.] **[Insert company specific stairway directions.]** Before opening a stairway door, check for smoke and heat. Upon entering a stairwell, check for signs of smoke. Due to a fire or other hazard, it may not be possible to use a stairwell. [Stairway A will lead down into the main office lobby end exit to the street via the lobby, and Stairway B will lead to a hallway on the first floor that leads to an exit to the street on the far side of the building from the main lobby, next to the [main floor business].] **[Please list where the stairways will lead to.]**
    - Once you exit the building, please proceed to the evacuation gathering point for further instructions. Our evacuation gathering point is [ADDRESS] In the event that this area is closed, we will gather at [ALTERNATE LOCATION] Once gathered, the floor wardens will ensure that everyone has safely evacuated and provide further instructions and assistance.

The building will conduct regular drills regarding these protocols. These drills will happen at least twice per year. In addition, the building will conduct regular tests on the emergency response system public address speakers and floor warden phone system to ensure their functioning.

If you have additional questions, please contact the [FL #]Floor Warden (NAME) or one of the [FL #]Floor Deputy Wardens (NAME or NAME).

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# Circumstances Requiring Full-Staff Remote Work Days

In the event of a full office closure, all staff will be required to work remotely. All employees are supplied with equipment that should permit them to work remotely. If an employee believes that they need additional equipment, they should contact their direct manager.

In anticipation of remote work, employees should ensure that they have adequate equipment and internet connectivity at their home or their remote work location. Everyone should use their company-issued laptop for remote work (unless they will have a home computer with appropriate security protocols that has been approved for work purposes by the Company’s [Chief Technology Officer] **[insert other appropriate individual, if necessary]**).

During a full-staff remote work days, all regularly scheduled meetings will take place via Google Meet. Additionally, staff should make use of [regular communication channels (Slack, Gmail, Gchat)][**Specify regular communication tools**] and other collaboration tools to ensure routine completion of their regular work duties and other assigned tasks.

While full-staff remote work days are not regularly tested, all employees typically work from home at some point through the Company’s Telework Policy.

## Weather-Related Emergencies

In anticipation of a weather-related emergency that may prevent travel (including regular travel into the office), [COMPANY] will message out to all staff regarding the possibility of a full office closure. However, employees should expect a regular day at the office, unless they are informed otherwise through [normal communication channels (Slack and Gmail)][**Specify normal communication channels**]. In the event that the office is closed due to a weather-related event, staff should follow the protocols outlined in “Circumstances Requiring Full-Staff Remote Work Days.”

Even if there is not a full office closure and an employee believes that the weather will substantially impact their commute, they should make a request to their manager to work from home, in line with the urgent circumstances rationale set out in the Company’s Teleworking Policy.

If the weather-related emergency leads to school, daycare or other closings that result in an employee being unable to work, the employee should notify their manager about this issue as soon as possible. Employees may use [personal time, sick time or vacation time to take paid leave for these purposes] [**update with company policies on PTO and/ or unpaid leave].** If there is no paid time available to that employee, or they do not wish to use it, they may take unpaid leave.

## Public Health Issues and Emergencies

[COMPANY] will regularly message out to all staff through [normal communication channels (Slack and Gmail)][**Specify normal communication channels**] in the event of a developing public health issue or public health emergency event. However, in the event of a public health crisis, employees should also monitor the messaging from government authorities and follow the prescribed protocols.

In some circumstances, [COMPANY] may keep the office officially open, but permit employees to work from home if they feel like their personal circumstances merit the precaution and they have informed their manager as such. For employees who continue to work out of the office during a developing public health issue, [COMPANY] cautions these employees against larger group meetings held in the same room, and advises employees to participate in such meetings by joining a Google Meet or similar online event from their desk. [COMPANY] also asks that in-office employees exercise necessary caution in their personal activities, to prevent the spread of any contagion, including frequent and thorough hand washing and staying home whenever they are ill or believe that they may be becoming ill.

In other circumstances, either by recommendation of or by order of the government, or due to an infection having an impact on or connection to an employee, [COMPANY] may require a full office closure. In the event of a full office closure due to a public health issue or emergency when remote work is possible, staff should follow the protocols outlined in “Circumstances Requiring Full-Staff Remote Work Days.” During a closure due to public health concerns, the Company will continue to inform employees of the possibility and advisability of an office reopening date.

If the public health issue or other event leads to school, daycare or other closings that result in an employee being unable to work, or an employee is required to take care of an ill family member, the employee should notify their manager about this issue as soon as possible. Employees may use [personal time, sick time or vacation time to take paid leave for these purposes] [**update with company policies on PTO and/ or unpaid leave**]. If there is no paid time available to that employee, or they do not wish to use it, they may take unpaid leave. In some public health emergency circumstances, special, one-time types of leave may be made available to impacted employees, either as required by law or at the discretion of Company leadership.

If the public health issue otherwise interferes in an employee’s ability to do work, the employee should use their best efforts to contact their manager in a timely manner to let them know of these issues. However, the Company understands that in some circumstances, a lack of access to or means of communication may prevent this.

Upon reopening of the Company office, the Company may put restrictions on travel and take other precautions to prevent a possible contamination or infection issue in the office. These precautions and restrictions will likely be incident-specific, and will be messaged out by the Company, but employees should re-verify all travel arrangements with their manager for at least one month after reopening (or as advised by the Company).

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## Other Emergency Issues Requiring Closure of the Office

[COMPANY] will attempt to message out to all staff through [normal communication channels (Slack and Gmail)][**Specify normal communication channels**] in the event of any other issue or emergency event requiring a full office closure. However, such messaging may not always be possible, so employees should also monitor the messaging from government authorities in the case of such events and follow the prescribed protocols. In the event that the office is closed due to an emergency event, and remote work is possible, staff should follow the protocols outlined in “Circumstances Requiring Full-Staff Remote Work Days.”

If the emergency event leads to school, daycare or other closings that result in an employee being unable to work, the employee should notify their manager about this issue as soon as possible. Employees may use [personal time, sick time or vacation time to take paid leave for these purposes] [**update with company policies on PTO and/ or unpaid leave]**. If there is no paid time available to that employee, or they do not wish to use it, they may take unpaid leave.

If the emergency event otherwise interferes in an employee’s ability to do work, the employee should use their best efforts to contact their manager in a timely manner to let them know of these issues. However, the Company understands that in some circumstances, a lack of access to or means of communication may prevent this.

# Messaging to Customers

As explained above, [COMPANY] is completely capable of supporting a fully-remote workforce in the case of an emergency or other urgent circumstance impacting travel or the [COMPANY] main office. When messaging that to customers who may ask about our ability to maintain critical business functions during the kinds of issues outlined in this policy, we ask employees to keep in mind the following:

[COMPANY] understands that [insert applicable business function/ domain] services are [an around-the-clock operation] [describe nature of business]. Because of that understanding, we have made uninterrupted service a priority.

In the event of a disaster:

* [list ways in which your business has prepared for emergency, in respect to planning regarding customers]

[COMPANY] has taken several steps on ensure that appropriate security will continue during times when operations are shifted to a fully remote workforce:

* [list ways in which your business has prepared for emergency, in respect to security planning]