

Business Continuity Plan

DISCLAIMER

This Business Continuity Plan Template was developed by the City of Boston Office of Emergency Management to assist businesses in establishing a foundation for a comprehensive business disaster preparedness, response, and recovery program. It is not intended to replace or override any laws, regulations, standards or OSHA requirements applicable to your business or facility. This plan is not a substitute for local, state, or federal regulations, nor does it replace industry standards. It should be used in conjunction with all applicable legal and regulatory requirements.

This template includes the fundamental components of a business continuity plan. However, businesses should carefully review all relevant requirements and customize the template to align with their unique operations, processes, and needs. Adjustments beyond those suggested in brackets may be required to develop an effective and tailored program.



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1. PLANNING CHECKLIST

HUMAN RESOURCES

- ☐ Collect and document employee information (See [Appendix A - Employee Identification](#)).
- ☐ Employee contracts
- ☐ Training records
- ☐ Disciplinary records

FACILITIES

- ☐ Building lease
- ☐ Building systems contracts and maintenance records (HVAC, lighting, plumbing, electrical, water heating, fire safety, security, utilities, telecoms, energy management, etc.)
- ☐ Custodial and/or landscaping contracts

OPERATIONS

- ☐ Standard operating procedures
- ☐ Safety plans

MARKETING/SALES

- ☐ Marketing plans
- ☐ Customer lists
- ☐ Branding guidelines

PUBLIC RELATIONS

- ☐ Media contacts, including name, company, role, phone, and email.

SUPPLIERS & VENDORS

- ☐ List key suppliers and vendors with contact information, contract details, and materials procured (See [Appendix B - Key Vendor and Supplier Identification](#)).

EQUIPMENT (NON IT)

- ☐ Inventory and document non-IT equipment (See [Appendix C - Equipment Identification](#)).
- ☐ Maintenance records

INFORMATION TECHNOLOGY

- ☐ Inventory and document IT equipment (See [Appendix D - IT Equipment and Process Identification](#))
- ☐ Document details of critical software and data sources, including usage and specialist contacts.
- ☐ List IT assistance contacts and contractors with details on services and items provided.
- ☐ Software License Documentation
- ☐ IT Service Agreement Documentation
- ☐ IT Policy Documentation

FINANCE

- ☐ Maintain a directory of financial contacts, such as accountants, tax advisors, and banking representatives (See [Appendix E - Finance and Insurance Information](#)).
- ☐ Tax returns
- ☐ Invoices
- ☐ Bank statements
- ☐ Payroll records

INSURANCE

- ☐ Insurance contacts with policy types and notes (See [Appendix E - Finance and Insurance Information](#)).

LEGAL

- ☐ Maintain a list of legal counsel and law firm contacts.
- ☐ Business licenses
- ☐ Articles of incorporation
- ☐ Contracts
- ☐ Insurance policies

COMPLIANCE

- ☐ OSHA
 - ☐ Reporting procedures for emergencies.
 - ☐ Clear evacuation procedures and assignments.
 - ☐ Methods to account for employees post-evacuation.
 - ☐ Rescue and medical duties procedures.
 - ☐ Employee alarm systems and training.
 - ☐ Regular review of the Emergency Action Plan (EAP).
- ☐ Environmental Permits

2. INTRODUCTION

PURPOSE

The _____ Business Continuity Plan outlines strategies to ensure the resilience of essential business functions during and after disruptions. The plan addresses the most relevant potential business impacts, outlines actions to mitigate impacts during crises, and provides strategies to sustain essential functions and restore normal operations. It assumes that critical business functions remain possible, proper authority has been delegated, and necessary resources are available to implement the strategies within.

SCOPE

This Business Continuity Plan provides a structured approach to:

- **Readiness and Preparedness:** Identifying critical business functions and responsible personnel, assessing potential disruption impacts, setting recovery objectives, determining location needs, analyzing interdependencies, estimating costs, and outlining the resources required to sustain operations.
- **Continuity of Operations:** Maintaining and executing operational strategies that enable the continuation of critical business functions during disruptions.
- **Reconstitution and Recovery Considerations:** Facilitating the restoration of full operations and addressing the impacts of disruptions, ensuring the long-term recovery and stability of the company.

The plan is part of a broader business continuity toolkit which includes planning guidance, an Emergency Action plan, Emergency Response Guides, and training resources.

POLICIES

DELEGATION OF AUTHORITY

Upon plan activation, the _____ is authorized to implement this plan and associated directives, making decisions in the company's best interest while adhering to _____ policies and standards.

3. CONTINUITY AND RESTORATION STRATEGIES FOR ESSENTIAL BUSINESS FUNCTIONS

The following identifies the business's most time-critical and essential functions that drive key products, services, or outputs fundamental to the business. These functions cannot be disrupted for an extended period of time without risking loss of revenue, loss of trust and respect from customers/stakeholders, or failure of the business. In addition to highlighting key aspects of each essential function, outlined below are the continuity strategies to sustain operations during a disruption and the restoration strategies to restore functions to normal operational status according to the function's designated order of importance (Recovery Priority).

*For additional information regarding contact information, equipment, key vendors and suppliers, financial information, and insurance, see the [appendices](#) at the end of this document.

Essential Business Function: Details/Instructions	
Recovery Priority <input type="checkbox"/> Critical <input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low	Recovery Time Objective
Who performs this function? <u>Manager/Supervisor:</u> <u>Additional Staff:</u> <u>Suppliers/Vendors:</u>	Who could act as an alternative/back-up? <u>Manager/Supervisor:</u> <u>Additional Staff:</u> <u>Suppliers/Vendors:</u>
Brief description of how to complete this function	
Required Training	What is needed to perform this function? <u>Equipment:</u> <u>Records/Reports:</u> <u>Supplies:</u> <u>Utilities:</u> <u>Space:</u>

Interdependencies	Who uses the output from this function?
Primary Location	Alternate Location
Obligation <input type="checkbox"/> None <input type="checkbox"/> Legal <input type="checkbox"/> Contractual <input type="checkbox"/> Regulatory <input type="checkbox"/> Financial	Money lost (or fines imposed) without function
Continuity Strategies	
Denial of Access to a Facility:	
Denial of Service Due to a Reduced Workforce:	
Denial of Service Due to an Equipment or System Failure:	
Restoration Strategies	
Denial of Access to a Facility:	
Denial of Service Due to a Reduced Workforce:	
Denial of Service Due to an Equipment or System Failure:	

*Duplicate this table for each essential business function you identify within your organization.

4. COMMUNICATION PROCEDURES

Customize the following Crisis Communication template to ensure clear and consistent updates are shared with employees, customers, key vendors and suppliers, and regulators during a disruption. Utilize the communication systems detailed below.

Refer to [Appendix A - Employee Identification](#), and [Appendix B - Key Vendor and Supplier Identification](#) for contact information.

CRISIS COMMUNICATION TEMPLATE

Subject: Important Update Regarding [Business Disruption/Emergency]

Dear

We want to inform you of a recent disruption affecting our operations. Currently, we are experiencing [describe disruption or emergency].

What We Are Doing:

- [List specific steps being taken to resolve the issue].
- [Provide an estimated timeline for resolution, if possible].
- [Mention any temporary solutions or alternative services in place].

What We Ask From You:

To assist us in managing this situation effectively, please:

- [List specific actions recipients should take, such as using alternate contact methods or being patient with delays].
- [Highlight any critical deadlines or updates they need to know].

Questions or Concerns?

If you have questions, please contact [appropriate contact information]. We appreciate your understanding and support during this time and will continue to provide updates as needed.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]

COMMUNICATION SYSTEMS

Communication Need	Primary System/Tool	Backup System/Tool	Notes/Directions
Internal Communication			
External Communication <i>(Customer/Vendor/Supplier/Regulator)</i>	Customer Communication		
	Vendor Communication		
	Supplier Communication		
	Regulator Communication		

5. TEST AND UPDATE PLAN

PLAN MAINTENANCE

The plan is reviewed _____ or following a plan exercise, a disruption, or a significant change to the business. The plan is updated as appropriate to reflect current risks, strategies, resources, and responsibilities. Changes to the plan will be authorized by _____ and distributed to _____. Modifications to the plan are documented below.

Date	Description of Changes	Authorization

PLAN TRAINING AND EXERCISES

Plan training is conducted by _____ to ensure all staff with responsibilities outlined in the plan are prepared and understand their roles. Training is conducted:

1. When changes occur to the plan;
2. When an employee's plan responsibilities change; and
3. _____, as refresher training.

Scenario-based exercises are conducted _____ by _____ to ensure plan effectiveness. Example exercises are located in the continuity toolkit.

All training and exercises are documented and records are maintained at _____.

_____ is responsible for creating an improvement plan to address gaps and updating the plan based on exercise results.

APPENDICES

APPENDIX A - EMPLOYEE IDENTIFICATION

Item	Employee Information
Employee Name	
Position Title	
Essential Business Function(s) Employee is Responsible For	
Employee Mobile #	
Employee Email	
Special Needs/Considerations	
Certifications/Licenses	
Emergency Contact	
Notes	

*Duplicate this table for each employee within your organization necessary to carry out Essential Business Functions.

APPENDIX B - KEY VENDOR AND SUPPLIER IDENTIFICATION

Item	Stakeholder Information
Contact Type	<input type="checkbox"/> Current Supplier/Vendor <input type="checkbox"/> Backup Supplier/Vendor
Company Name (if applicable)	
Account Number	
Essential Business Function(s) Vendor is Responsible For	
Street Address	
City, State, Zipcode	

Company Phone #	
Company Website	
Primary Contact	
Primary Contact Title	
Mobile Phone #	
Email	
Alternate Contact	
Alternate Contact Title	
Mobile Phone #	
Email	

*Duplicate this table for all vendors and suppliers within your organization necessary to carry out Essential Business Functions.

APPENDIX C - EQUIPMENT IDENTIFICATION

Item	Equipment Information
Name	
Primary User/Operator	
Serial Number	
Model Number	
Purchase Date	
Cost	
Location	
Backup/Spare Availability	
Essential Business Function(s)	
Warranty Status	

Operational Instructions	
Manufacturer	
Company Contact	
Mobile Phone #	
Email	

*Duplicate this table for all equipment within your organization necessary to carry out Essential Business Functions.

APPENDIX D - IT EQUIPMENT AND PROCESS IDENTIFICATION

EQUIPMENT AND PROCESS IDENTIFICATION

Item	Details/Instructions
IT Equipment/Tool Name	
Purpose	
Essential Business Function	
Primary User/Operator	
Serial Number	
Model Number	
Purchase Date	
Location	
Backup Availability	
Recovery Time Objective	
Maintenance Schedule	
Configuration Settings	
Cost	
Warranty Status	

Data Backup Process	
Software Dependencies	
Manufacturer	
Company Contact	
Mobile Phone #	
Email	

*Duplicate this table for all IT equipment or tools within your organization necessary to carry out Essential Business Functions.

DATA PROTECTION

List where business-critical data is securely stored and backed up. Reference the [Planning Checklist](#) in Section 1 for specific document types.

Data/Documentation Type	Primary Storage Location (Online Service/Platform)	Backup Location	Credential Details
Human Resources			
Facilities			
Operations			
Marketing/Sales			

Public Relations			
Suppliers & Vendors			
Equipment (Non IT)			
Information Technology			
Finance			
Insurance			
Legal			
Compliance			

APPENDIX E - FINANCE AND INSURANCE INFORMATION

FINANCIAL CONTACTS

For additional financial support, consult the following subject matter experts to guide you through the process.

Name	Contact Information	Area of Expertise

INSURANCE POLICY INFORMATION

Use the following chart as an insurance inventory guide. Refer to the listed policies to simplify the claims process and navigate insurance requirements effectively after a disruption. Keep in mind:

1. **Coverage Types:**
 - a. Review your insurance policies to understand what is covered and the differences between coverage options
2. **Policy Limits:**
 - a. Regularly check for policy updates, changes, or cancellations. Be aware of any exclusions.
3. **Additional Coverage Riders:**
 - a. Evaluate local risks and determine whether additional coverage, such as earthquake or flood insurance, is necessary.

Policy Name/Type:		
Insurance Provider:	Policy Number:	Policy Effective Dates:
Insurance Agent:	Phone:	Email:

*Duplicate this table for additional policies

APPENDIX F - RESOURCES

RECOVERY RESOURCES

The following list outlines recovery resources to access if additional support is needed.

Recovery Resource	For more information:
National Flood Insurance Program	Boston One-Sheet Visit Website
FEMA Individual Assistance Program	Boston One-Sheet Visit Website
Small Business Administration Disaster Loan	Boston One-Sheet Visit Website
Insurance Institute for Business and Home Safety EZ-PREP	Visit Website
American Red Cross	Visit Website
DisasterAssistance.gov	Visit Website
Ready Business (ready.gov)	View Website
FEMA's National Business Emergency Operations Center (NBEOC)	View Website
Operation Hope	View Website

BUSINESS IMPROVEMENT DISTRICTS / MAINSTREET ORGANIZATIONS

	Organization Name	Location	Contact Information
Business Improvement Districts	Downtown Boston Alliance	101 Arch Street, Suite 160m Boston, MA 02110	Phone: (617) 482-2139 Email: info@bostonbid.org Website
	Greenway Business Improvement District	14 Beacon Street Suite 402 Boston, MA 02128	Phone: (617) 502-6240
Boston Main Street Organization	Allston Village Main Streets	161 Harvard Ave. Suite 11 Alston, MA 021234	Alex Cornacchini Phone: (617) 254-7564 Email: alex@allstonvillage.com
	Bowdoin Geneva Main Streets	200 Bowdoin Street Dorchester, MA 02122	Haris Hardaway Phone: (617)-436-9980

			Email: harishardaway@yahoo.com
	Brighton Main Streets	358 Washington Street Brighton, MA 02135	Phone: (617) 779-9200 Email: Director@brightonmainstreets.org
	Chinatown Main Streets	2 Boylston Street Suite G07 Boston, MA 02116	Debbie Ho Phone: (617)-350-6303 Email: Bostoncmsed@gmail.com
	Roxbury Main Streets	2343 Washington Street, Roxbury, MA 02119	Robert George Phone: (617) 541-4644 Email: robertmgeorge268@gmail.com
	East Boston Gateway Main Streets	145 Maverick Street, East Boston, MA 02128 P.O. Box 584	Phone: (617)-974-6213 Email: miguel@eastbostonmainstreets.org
	Egleston Square Main Street	3134 Washington Street, Roxbury, MA 02119	Denise Delgado Phone: (617) 637-2270 Email: denise@eglestonsquare.org
	Fields Corner Main Street	1444 Dorchester Ave. 2nd Floor Dorchester, MA 02122	Jackey West Devine Phone: (617) 474-1432 Email: director@fieldscorner.org
	Greater Ashmont Main Street	1914 Dorchester Ave Dorchester, MA 02124	Elle Marrone Phone: (617) 825-3846 Email: exec@greaterashmont.org
	Greater Grove Hall Main Streets	320-B Blue Hill Ave. Dorchester, MA 02121	Ed Gaskin Phone: (617) 460-2326 Email: ewgaskin@gmail.com
	Hyde Park Main Streets	11 Fairmount Ave. Suite 10 Hyde Park, MA 02136	Thien Simpson Phone: (617) 361-6964 Email: (617) 361-6964
	JP Centre/South Main Streets	670 Centre Street Suite 7 Jamaica Plain, MA 02130 P.O. Box 302712 Jamaica Plain, MA 02130	Ginger Brown Phone: (617) 942-2439 Email: director@jpcentresouth.com
	Mattapan Square Main Streets	524-A River Street Suite 800	Benjamin Echevarria Phone: (617) 322-3061

		Mattapan, MA 02126	Email: ben@mattapansqmainstreets.org
	Mission Hill Main Streets	1542 Tremont Street Boston, MA 02120	Courtney Wright Phone: (617) 232-0182
	Roslindale Village Main Street	4236A Washington Street Roslindale, MA 02131	Anna VanRemoortel Phone: (617) 327-4065 Email: director@roslindale.net
	Three Squares Main Streets	329 Centre Street Jamaica Plain, MA 02130	Warren Williams Phone: (617) 522-3694 Email: warren@threesquaresmainstreet.org
	Upham's Corner Main Street	545 Columbia Road Dorchester, MA 02125 P.O. Box 255917 Dorchester, MA 02125	Val Daley Phone: (617) 265-0363 Email: director@uphamscorner.org
	Washington Gateway Main Street	450 Harrison Ave, #415 Boston, MA 02118	Michael Sanchez Phone: (617) 542-1234
	West Roxbury Main Streets	1842 Centre Street Suite 206 West Roxbury, MA 02132	Jacob Robinson Phone: (617) 325-6400 Email: director@wrms.org