

# BUSINESS CONTINUITY PLANNING

A Guide to Business Continuity Planning for your business

**Every business has unique needs and attributes; consider what yours are.**

- How many people are employed by your business?  
\_\_\_\_\_
- How many buildings does your company operate in?  
\_\_\_\_\_
- What type of Business are you involved in?  
\_\_\_\_\_
- Does your business have adequate insurance?  
\_\_\_\_\_
- What exactly is covered?  
\_\_\_\_\_
- What are your business' critical functions (functions that are vital to the successful operation of your business)?
  1. \_\_\_\_\_
  2. \_\_\_\_\_
  3. \_\_\_\_\_
  4. \_\_\_\_\_
  5. \_\_\_\_\_

What is the **Maximum Allowable Downtime** (MAD) for each critical function?

- MAD means how long can your business go without that critical function before being impacted from that downtime.
- MAD gives you a time frame from which you can work from before your critical functions must be back in working order.
- Use the following table to determine your MAD for your business.



For more information, visit the **Mississauga Emergency Management Office** Website at:  
<http://www.mississauga.ca/emergencymanagement>

### Maximum Allowable Downtimes

Critical Function	When Internal Impact Felt	When External (stakeholders) Impact Felt	Maximum Allowable Downtime
1.			
2.			
3.			
4.			
5.			
<b>Example:</b> Manufacturing	<b>2 Hours</b>	<b>24 Hours</b>	<b>5 Hours</b>

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## Strategies

- Ensure that you have enough money on hand to cover costs of a disruption (bills, employee wages, rent, etc.)
- Does your business have redundancies in place such as:
  - Land-line phone connections (wireless phones may not work in a power outage).
  - Process orders manually (If not, create manual systems in case computers or software is down).
  - Temporarily outsourcing your business to another company during the disruption.
  - Conducting business from home.
  - Data backups (off-site backup servers)?

## Alternative Sites

If your current facility becomes unusable due to a disruption, you may need to consider using an alternative location.

1. **Cold Site**- An empty space where your business could move resources to and temporarily conduct business.
2. **Warm Site**- A usable space that already has some of the resources your company needs to conduct business.

3. **Hot Site**- A space that has all the resources that your business requires to resume business.

### When selecting an alternative site, it is important to consider a number of things:

- Have a solid agreement with a property owner that clearly states the time frame required should your business need an alternative site.
- Find the option that best suits your business (cold, warm or hot site).
- How accessible is the facility to you and your staff?
- Is it a further distance than the regular facility? How will employees get there?
- Does the facility have the necessary amenities such as bathrooms, lunchroom, etc.?

## Training & Exercises

It is important to train employees in case of a business disruption or emergency. This means training them in all your resumption plans, the location of your alternative site, how to setup an alternative site, important contacts and all other processes involved.

Exercising/practicing these procedures is important in order to ensure that they will work and that employees will know what to do. Try to exercise your plan at least once a year.