



MINISTRY OF TOURISM



Tourism  
Enhancement  
Fund  
Tourism - Better working for jobs

# BUSINESS CONTINUITY PLAN GUIDEBOOK

Prepared by  
Phoenix Business Insight Ltd.  
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[www.phoenixbil.com](http://www.phoenixbil.com)

A systematic step-by-step approach to plan, implement, manage and improve a Business Continuity Management system in alignment with the ISO 22301:2019 Standard



# TEMPLATES

## HOW TO USE THIS DOCUMENT

1. The Guide to completing the **Business Continuity Plan** and the **Business Continuity Plan Template** are designed to work together.
2. First, read the document: **to Business Continuity Plan Guidebook**, which explains how to complete the **Business Continuity Plan Template**.
3. Then, fill out the **Business Continuity Plan Template**. You may choose to either complete the template by printing out the document and filling it out by hand, or by saving it as an MS Word file and completing it electronically. If needed, expand or delete sections which are relevant for your business.
4. When you are finished, do not forget to save, and print your Business Continuity Plan to ensure that all fields print correctly.

## QUESTIONS?

Feel free to reach out to the Ministry of Tourism or the Tourism Enhancement Fund for support or assistance if you have any questions.

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## **HOW TO DEVELOP YOUR BUSINESS CONTINUITY PLAN**

Remember, each business is unique. These are six steps to developing an effective Business Continuity Plan.

1. STEP ONE: Analyze your business
2. STEP TWO: Assess the risks
3. STEP THREE: Develop strategies
4. STEP FOUR: Make a Business Continuity Plan
5. STEP FIVE: Test and assess your plan
6. STEP SIX: Continuous Improvement

# BUSINESS CONTINUITY PLAN INFORMATION

<b>Company Name</b>	
<b>Name of person responsible this for plan</b>	
<b>Alternate person responsible this for plan</b>	
<b>Business plan location (where can I find a copy of this plan?)</b>	

## REVISION LIST

<b>Version</b>	<b>Details of any significant changes</b>	<b>Revised by</b>	<b>Revision Date</b>
1			
2			
3			
4			

# BCM FRAMEWORK

BCM PURPOSE	
Protect People	
Protect Business Activities	
Protect Premises	

BCM SCOPE	
Functions/Departments to introduce BCM	

BCM Leader and Team	
BCM Leader	
BCM Team Members	

**HINT: refer to page 12 of the Guidebook for more information on how to fill out this section**

# SWOT ANALYSIS

SWOT ANALYSIS	
<b>Strengths</b>	<b>Weaknesses</b>
Your Advantages	Areas for Improvement
<b>Opportunities</b>	<b>Threats</b>
Situations to apply your advantages	Where you are at risk

**HINT: refer to page 17 of the Guidebook for more information on how to fill out this section**

# BUSINESS DESCRIPTION

**What is the purpose of your business?**

**What products or services do you provide?**

**How and where do you provide your products/services? (e.g., shop, hotel)**



# IDENTIFY BUSINESS FUNCTIONS

Select those functions that are relevant to your business. Include any additional functions which may be missing.

Product Design	
<input type="checkbox"/>	Product Design
<input type="checkbox"/>	Production
<input type="checkbox"/>	Service Delivery
<input type="checkbox"/>	Transporting Product

Administration	
<input type="checkbox"/>	Appointment bookings
<input type="checkbox"/>	Payroll/Accounts
<input type="checkbox"/>	Reception
<input type="checkbox"/>	Record Keeping

Sales/Marketing	
<input type="checkbox"/>	Advertising
<input type="checkbox"/>	Customer Service
<input type="checkbox"/>	Provide Quotations

Supply Chain Management	
<input type="checkbox"/>	Ordering Supplies
<input type="checkbox"/>	Receiving Goods
<input type="checkbox"/>	Storage/Stocking
<input type="checkbox"/>	Procurement

Staff	
<input type="checkbox"/>	House keeping
<input type="checkbox"/>	Guest Services
<input type="checkbox"/>	Reservations
<input type="checkbox"/>	Security
<input type="checkbox"/>	Maintenance

Technology	
<input type="checkbox"/>	Website maintenance
<input type="checkbox"/>	On-line security
<input type="checkbox"/>	

**HINT: refer to page 18 of the Guidebook for more information on how to fill out this section**

# PRIORITIZE CRITICAL BUSINESS FUNCTIONS

In an emergency, energies and resources must be focused on the essential, critical products or services that draw customers. Prioritize business functions in the table below. Delete/add functions as required. The purpose of this step is to identify what functions must be prioritized following an emergency.

Using the list of business functions selected in the previous step, identify the level of priority for each. Select the maximum timeframe for which a key business function can be interrupted. In other words, what is the longest period that your business can delay the function without serious consequences.

Business Function	High Priority (must be done immediately)	Medium (Can wait a few days)	Low (Can wait a few weeks)	Notes

**HINT: refer to page 19 of the Guidebook for more information on how to fill out this section**

# RISK ASSESSMENT



Hazard	Likelihood	Severity	Risk Level (Likelihood X severity = Risk Level)

Hazard	Risk level (extreme, High, medium, or low)	Planning Measures

**HINT:** refer to page 20 of the Guidebook for more information on how to fill out this section

# BUSINESS IMPACT ANALYSIS

THREAT	RISK	PROBABILITY	IMPACT

**HINT: refer to page 25 of the Guidebook for more information on how to fill out this section**

# CRISIS COMMUNICATION PLAN

<b>1. Roles and Responsibilities</b>		
<b>Who is responsible for Managing Communications</b>	Internal	Name: Contact Details:
	External:	Name: Contact Details:

<b>2. Contact Hierarchy</b>
Draw your contact hierarchy here- that is, who is responsible for contacting who

<b>3. Staff Briefing Notice</b>	
Description of incident	
Current assessment of the situation	
What is being done?	
Message to customers	

**HINT: refer to page 30 of the Guidebook for more information on how to fill out this section**

# PLANNING STRATEGIES

Strategies to employ BEFORE an emergency


Strategies to employ DURING an emergency


Strategies to employ AFTER an emergency


**HINT: refer to page 39 of the Guidebook for more information on how to fill out this section**

# BUSINESS CONTINUITY PLAN INFORMATION

Company Name	
Name of person responsible for this plan	
Business Continuity Plan Location (where can I find a copy of this plan?)	

# VITAL RECORDS INFORMATION

Business License Number	
Insurance company, Policy, and contact info	
Critical Paper records location	
Back up computer records location	

**HINT: refer to page 41 of the Guidebook for more information on how to fill out this section**

# KEY CUSTOMER CONTACTS

Name	Position	Phone number	Email address

# OTHER KEY CONTACTS

SERVICE PROVIDER	NAME	PHONE NUMBER	EMAIL

# BUSINESS CONTINUITY PLAN DISTRUBUTION LIST

(WHO HAS RECEIVED THIS DOCUMENT?)

NAME/POSITION	DETAILS (receive by email or hard copy)	DATE

**HINT:** refer to page 41 of the Guidebook for more information on how to fill out this section



# BUSINESS CONTINUITY - ACTION PLAN

<b>Hazard</b>		
Risk Level		
High Priority- <b>Business Functions affected</b>		
Immediate Actions (within the first 24 hours)	<b>Task</b>	<b>Persons Responsible</b>
		Owner
Short term actions (within 1week)		
Medium term actions (1-6 weeks)		
Long Term Actions to reduce risks (1-12 months)		
Resources needed		

**HINT: refer to page 43 of the Guidebook for more information on how to fill out this section**

# TESTING AND ASSESSING THE PLAN

Date of BC Plan test and assessment: \_\_\_\_\_

The following changes will be made to improve the BC Plan	Person Responsible for making the changes	Date completed
1		
2		
3		
4		
5		
6		

**HINT:** refer to page 44 of the Guidebook for more information on how to fill out this section

# REVISION LIST

(Have changes been made to the document?)

VERSION	DETAILS OF SIGNIFICANT CHANGES	REVISED BY	REVISION DATE
1			
2			
3			

**HINT:** refer to page 45 of the Guidebook for more information on how to fill out this section

# VENDOR/SUPPLIER INFORMATION

Identify your main Vendors/Suppliers. Include at least alternate supplier for key goods and services.

Vendor/Supplier	Goods supplied	Telephone	Email

# VITAL BUSINESS INFORMATION

<b>Business License Number</b>	
<b>Insurance Policy Number</b>	
<b>Critical Paper Records Location</b>	
<b>Back-up Computer Records Location</b>	

# IT CHECKLIST

Information Technology is such an integral part of modern-day business activity. Tourism operators must ensure that the equipment they purchase is suitable for their business environment.

**Below is a list to get your started.**

<input type="checkbox"/>	<b>High-speed Internet and Network Connection</b>
<input type="checkbox"/>	<b>Computer Hardware and Equipment</b>
<input type="checkbox"/>	<b>Up-to-date Software Solutions e.g., Microsoft 365</b>
<input type="checkbox"/>	<b>Website and Email Hosting Providers</b>
<input type="checkbox"/>	<b>Data Storage and Backup Systems</b>
<input type="checkbox"/>	<b>Phone and Fax Systems</b>
<input type="checkbox"/>	<b>IT Support Services</b>
<input type="checkbox"/>	<b>Cellular Phone</b>

# INFECTIOUS DISEASES CHECKLIST - (Dengue, Zika, Chikungunya Pandemic)

Using the pandemic as an example

<p>As businesses, you can plan and make decisions now that will protect the health of your staff during an infectious disease outbreak. Plan policies and strategies to increase space or limit face-to-face contact between staff. These measures may help more staff stay well and keep the workplace running smoothly. Use this checklist to help you take steps to plan and protect the health of your staff.</p>		
Before a Pandemic PLAN	During a Pandemic TAKE ACTION	After a Pandemic FOLLOW UP
<input type="checkbox"/> Work with your health authorities and Tourism Network on planning efforts	<input type="checkbox"/> Stay informed about the pandemic and government shutdowns, curfews etc.	<input type="checkbox"/> Discuss and note lessons learned.
<input type="checkbox"/> Create or update your pandemic and communication plans.	<input type="checkbox"/> Update staff, customers, and suppliers with information about how your business is responding to the pandemic.	<input type="checkbox"/> Improve your plans accordingly
<input type="checkbox"/> Share your plans with staff	<input type="checkbox"/> Encourage staff and customers to practice healthy behaviors	<input type="checkbox"/> Maintain community partnerships
<input type="checkbox"/> Strategize how to increase space or limit contact between staff, guest, customers etc.	<input type="checkbox"/> Provide supplies (such as hand sanitizer, masks etc.)	<input type="checkbox"/> Test and update your plans regularly
<input type="checkbox"/> Establish refund, cancellation policies for guest during a pandemic.	<input type="checkbox"/> Clean frequently touched surfaces and objects.	<input type="checkbox"/> Share best practice with other businesses in your community, as well as through industry associations
<input type="checkbox"/> Develop a monitoring system for tracking absences	<input type="checkbox"/> Use a monitoring system to track staff absences due to the pandemic	
	<input type="checkbox"/> Co-ordinate with external organisations e.g., MoT, Tourism Network	
	<input type="checkbox"/> Revised your marketing strategies	

