

# Leading your business during disasters

A checklist for business response and continuity to help you when disasters strike.

This quick reference checklist will help you protect your people and assets as you respond to a disaster. It will also help you to continue operating until you return to normal business operations.

Tick as relevant to your business operations.

## EVACUATION & EMERGENCY CONTACTS

- Are you activating your evacuation and emergency response plan?
- Do you have emergency and key business contact details, including for your employees?
- Can you and your employees access your emergency contacts?
- Do you have local and regional contacts including your local business community?
- Do you have a process to maintain your emergency contacts and keep them up to date?

## INFORMATION, DATA & SYSTEMS IT

- Have you prioritised critical business information and data? This includes:
  - › employee details
  - › payroll
  - › contracts
  - › product
  - › intellectual property
  - › software details
  - › client relationship management information
- Can you and your key people access critical business information and data?
- Are you able to access and use your business systems remotely?
- Are all your online business assets protected? Do you have all your software keys and registration details?

## PEOPLE, ASSETS, RESOURCES & OPERATIONS

- Is it safe for you and your people to keep operating during this disaster?
- Do you have a wellbeing program in place for you and your affected staff? Do you have a workforce plan if you can't maintain normal staffing?
- Are your assets and resources operational and maintained? This includes:
  - › fuel
  - › back-up pumps
  - › machines and generators
  - › uninterruptible power supplies
- Do you need extra people, assets or resources, including appropriate personal protective equipment (PPE), to maintain minimum service levels?
- What functions are critical to maintain business operations? Do you have them protected?

## PRODUCTS, GOODS & SERVICES

- Can all your products, goods and services continue operating as normal?
- Will you need to change any products or services or deliver them differently?
- Do you have a back-up venue for your business and employees if you can't access your premises?
- Have you lost regular customers? Do you need to market to a new audience for sales?

## FINANCES & FINANCIAL MANAGEMENT

- Have you reviewed your financials, including cash flow, revenue, expenses and balance sheet? Have you identified your main financial risks?
- Have you discussed your financial position with your accountant or financial adviser?
- Have you prioritised your finances for the coming weeks and months?
- Have you discussed your financial position with your bank? What are your arrangements for loans, overdrafts and lines of credit?

## REVIEW COMMERCIAL ARRANGEMENTS

- Have you reviewed your arrangements with service providers, suppliers and customers? Can you get business relief during the disaster?
- Have you identified opportunities to minimise the effect on your business? Can you reduce service agreements or change payment arrangements for IT services?
- Can you renegotiate commercial arrangements? Can you suspend services for a limited period?  
This might include:
  - > waste
  - > telecommunications
  - > utilities
  - > rates
- Do you have alternatives if there are disruptions to utilities like water, gas and electricity? This might include:
  - > back-up generators
  - > water supplies

## PARTNERSHIPS & COMMUNICATIONS

- Have you contacted other local businesses to see how you could help each other during the disaster response?
- Do you know which local community support organisations you could help, or could help you?
- Are your customers aware of any changes to how your business trades?
- Do your staff feel informed and connected during each disaster response stage?

## LOGISTICS, SUPPLY CHAINS & INSURANCE

- Do you have alternate suppliers if your supply chain can't supply you?
- Can you collaborate, share logistics and supply chains with other local businesses?
- Have you got appropriate levels of business insurance?

## PROFESSIONAL SUPPORT & NETWORKS

- Can you connect to a local or regional professional network to support your response?
- Have you contacted your business or industry association to see if there is any sector-wide response or advice?
- What other contacts or support networks would help you right now?

## GRANTS & GOVERNMENT FUNDING

- Do you know which grants or government funding you may be eligible for?
- Do you have grants organisations and government entities on your key emergency contact list?
- Can you respond to grants and funding support opportunities? If not, where can you get help?
- Can you access the information you need for grant and government funding applications?