**Business Continuity Planning Guide**

This purpose of this guide is to assist affiliate leadership in developing procedures to follow in the event normal business operations are interrupted to due to a natural disaster or emergency situation. Careful contingency planning can minimize interruption, allowing for return to pre-crisis state as quickly as possible. Procedures will be reviewed periodically with all employees to ensure they are prepared to act if the need arises. It is imperative that procedures are regularly reviewed and updated to ensure the accuracy of information; electronic and hard copies are distributed to all employees. The procedures should be designed to provide clear, concise and essential directions for recovering from interruption of normal business operations. The primary areas of focus for such board-approved procedures are: communication, relocation and data recovery.

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| **Communication** |
| Employees – Establish who is responsible for contacting employees and prioritize methods of communication:* Telephone
* Text
* Email
* Facebook
* Twitter
 | Maintain list of all current contact information including land line, mobile devices, email addresses (work and persona), Facebook and Twitter accounts.Ensure list is readily retrievable in case of emergency. |
| Board Members – Establish who is responsible for contacting board members and prioritize methods of communication:* Telephone
* Text
* Email
* Facebook
* Twitter
 | Maintain list of all current contact information including land line, mobile devices, email addresses (work and personal), Facebook and Twitter accountsEnsure list is readily retrievable in case of emergency. |
| Determine which key constituents should be communicated with and by whom, such as:* Superintendent of Local School District
* School principals
* City and/or County Manager
* Chair of City Council and/or County Commissioners
* CIS of North Carolina
* Major donor/funders
* Significant partners
* Leaders of local civic organizations
* Banks where CIS funds are on deposit
* Insurance company/companies
* Vendors & suppliers
* Payroll Service Provider
* Local media
* Volunteers
 | Maintain list of all current contact information including land line, mobile devices, email addresses, Facebook and Twitter accountsEnsure list is readily retrievable in case of emergency.Designate a point of contact for local mediaLeadership develops messaging and consistent messaging is delivered to all constituents |
| Telephone System:* Change voice mail messages to relay the temporary location and telephone numbers where employees may be reached
* Arrange to have phone calls forwarded to the new temporary telephone number
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| Prepare a list of emergency phone numbers and web site addresses to include:* Emergency services – police, fire, ambulance
* Communications providers
* Weather information – NOAA, radio stations, television weather channel, weather web site
* Maintenance and repairs – janitorial, HVAC, electrical, plumber, carpentry
* IT services – hardware, software, network equipment
* Utilities – electrical, gas, water, sewer, sanitation
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| **Relocation** |
| Designate emergency meeting location away from administrative office so all employees will know where to report in case of disaster. Designate first and second choices that are likely to have wireless internet service. Make sure all employees are aware of the location and how to get there. This predetermined meeting place will serve as a location to plan your response to the incident. | Options to consider: * Restaurant
* Coffee Shop
* Public Library
* United Way office
* Chamber of Commerce
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| Explore options for temporarily relocating operations to a safe and secure alternate work site with adequate work space and communication capabilities. Designate first and second choices. Consider reciprocal arrangements with others.  | Options to explore:* Share space with another nonprofit
* Space at board member’s workplace
* Nearby CIS affiliate
* Newly rented space
* Work from home
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| **Data Recovery** |
| The key to rapid access and retrieval of important organizational data from a remote location is developing a sound strategy before a crisis arises. There are two options worth exploring:* All data is backed up through a commercial online backup service, storing data in the cloud.
* A back-up of essential files is made weekly and placed in a secure location away from the CIS administrative office. The backed up files are checked periodically to make sure viable back-ups are made. Should a loss of files occur, or the on-site data cannot be accessed, documents can be restored from the most recent back-up file.
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| Some critical documents may be paper-based and converting them to an electronic format is a sound practice. Scanning these to create digital images to store electronically will ensure these documents can be accessed from remote locations. These documents could include: * Contracts
* Insurance documents
* Donor information
* Employee files
* IRS Determination Letter
* Articles of Incorporation
* Bylaws
* Audit Reports
* IRS 990 Tax Returns
* Materials of Historical Value
* Property Deeds
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