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BUSINESS RESILIENCE PLAN

[Document subtitle]

Author

[COMPANY NAME]

BUSINESS RESILIENCE PLAN

The Timely Entrepreneur Resource and Research Centre

1. Business Overview

Company Name:

Date Prepared:

Prepared By:

Key Stakeholders:

NAME	ROLE	CONTACT

2. Risk Assessment

Identify potential threats and their impact (High/Medium/Low).

(Customize with risks specific to your industry.)

HIGH	MEDIUM	LOW

3. Critical Business Functions

List essential operations that must continue during a disruption (rank by priority). Eg:

1. Payroll & Employee Support
2. Customer Service/Communication
3. Inventory Management & Order Fulfillment
4. IT & Data Security
5. Financial Operations (Cash Flow, Invoicing)

4. Resilience Strategies

A. Financial Resilience

- Maintain 3–6 months of operating cash reserves.
- Diversify funding sources (e.g., lines of credit, grants).

EMERGENCY SOURCE OF FUNDS	AMOUNT \$

- Cut non-essential costs (identify these in advance).

NON-ESSENTIAL	COST \$

B. Operational Resilience

- Cross-train employees for critical roles.

EMPLOYEE (NAME)	ROLE TRAINING

- Backup suppliers (list 2–3 alternatives for key inventory/services).

INVENTORY TYPE	ALTERNATE SUPPLIER

- Remote work capabilities (tested and ready).

C. Customer & Communication Plan

- Crisis messaging templates (for email/social media).
- Key contacts list (customers, vendors, media).
- Loyalty retention strategies (e.g., discounts for long-term clients).

D. Technology & Data Backup

- Cloud-based systems for remote access.
- Weekly data backups (stored off-site/encrypted).
- Cybersecurity protocols (e.g., VPNs, MFA).

5. Emergency Response Plan

Step-by-step actions for immediate crises (e.g., fire, cyberattack, sudden lockdown).

- Step 1: Activate crisis team (list names/roles).
- Step 2: Secure people/assets (evacuation, IT shutdown).
- Step 3: Communicate with stakeholders (use pre-drafted templates).
- Step 4: Switch to backup systems (e.g., remote work, alternate suppliers).

6. Recovery Roadmap

How to restore normal operations post-disruption.

- Short-term (0–7 days): Resume critical functions (e.g., payroll, customer support).
- Medium-term (1–4 weeks): Rebuild inventory, assess financial damage.
- Long-term (1–6 months): Revise strategy based on lessons learned.

7. Testing & Maintenance

- Quarterly drills (e.g., mock supply chain disruption).
- Annual plan review (update risks/strategies).
- Employee training (new hires, refresher courses).

8. Resources & Support

- The Timely Entrepreneur's Resilience Team
- Local emergency contacts (e.g., IT support, backup suppliers).
- Insurance policies (review coverage annually).