

**Business Continuity Toolkit**

**Generic Emergency Response Plan Template**

*The information contained herein is of a general nature and is not intended to address the circumstances of any particular individual or entity. Although we endeavor to provide accurate and timely information, there can be no guarantee that such information is accurate as of the date it is received or that it will continue to be accurate in the future. No one should act on such information without appropriate professional advice after a thorough examination of the particular situation.*

Document review and approval

Revision history

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| --- | --- | --- | --- |
| Version | Author | Date | Revision |
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This document has been approved by

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Purpose

Emergency response plans include documented guidance and procedures to enable emergency and incident response teams to effectively mitigate negative events, which require an immediate reaction to protect the organization’s people, its assets and the environment in which it operates.

Scope

This emergency response plan focuses on *<specific situation, e.g., building evacuation>*.

Additional response plans have been documented for the following situations:

* *<TBD – list all other emergency and incident response plans maintained by the organization, e.g., cybersecurity incident response plan, chemical spill containment plan, pandemic response plan, IT operational incident response plan, etc.>*
* *<TBD>*
* *<TBD>*
* *<TBD>*

Plan possession

All personnel identified in section 5 as having emergency response responsibilities will have a copy of the latest version of this response plan through SharePoint access and either printed copies or digital copies on encrypted USB storage devices.

Key assumptions

1. All personnel with business emergency/incident response responsibilities have been trained on the use of this response plan and have been given a copy of the latest approved version
2. Response procedures assume the worst-case scenario for the emergency scenario being considered. Personnel authorized to activate the emergency response plan will have to determine whether to execute the full response procedures, depending on the severity and scope of the negative event/incident.

Roles and responsibilities

The following roles are required to ensure successful execution of emergency response procedures:

| **Role** | **Responsibilities** | **Primary** | **Alternate(s)** |
| --- | --- | --- | --- |
| Emergency Response Lead | * Assesses the impact of an event and decides on whether to activate response procedures as per section 6
* Authorizes warnings/alerts to be issued
* Oversees and support the execution of specific emergency response procedures
* Informs the business continuity coordinator that the emergency response plan is being activated and the nature of the event.
 | *<Add>* | *<Add>* |
| Business Continuity Coordinator | * Once notified of emergency response plan activation, confirms the event severity and determines whether to escalate to the crisis management team (CMT)
* Liaises between the CMT and Emergency Response Lead, and facilitates timely information sharing.
 | *<Add>* | *<Add>* |
| HR / Succession Lead | * Oversees delegation of responsibilities and the execution of the succession plan
* Provides counseling to personnel during the disruption, as required.
 | *<Add>* | *<Add>* |
| Communications Lead | * Issues external communications and mass internal communications (other than warnings and alerts issued by the Emergency Response Lead)
 | *<Add>* | *<Add>* |
| Emergency Response Team Members | Consists of specific trained personnel who support emergency response activities, such as fire wardens distributed across operating areas. | *<Add>* |
| External agencies | External parties may be drawn upon to support emergency response efforts and have been identified in the specific procedures when their involvement is required. | *<Add>* |

Detection, monitoring and escalation

**Detection and monitoring**

Successful response and mitigation of incidents and emergencies relies heavily on early detection to minimize potential damage and allow sufficient time for response activities.

The following detection and monitoring mechanisms are in place for *<specific situation, e.g., fire>*:

* *<TBD>*
* *<TBD>*
* *<TBD>*
* *<TBD>*

**Classification and escalation**

Although each incident/emergency is unique and requires a specific response, these events can be classified into ‘Low’, ‘Moderate’ and ‘High’ severity incidents/emergencies, as defined in the table below. This classification is based on an initial assessment of the extent of the emergency by the Emergency Response Lead.

Low and moderate severity events may be dealt with by the operations teams or emergency response team, and all high severity events must be escalated to the crisis management team for consideration.

|  |  |
| --- | --- |
| **Severity** | **Definition** |
| Low | * Potential or actual incident which does not materially affect business operations
* Limited media coverage
* Response is managed by operations teams.
 |
| Moderate | * Incident is localized to one site with limited impact on business operations
* The situation is attracting minor media response and minimal social media attention
* Response is managed by incident/emergency response teams.
 |
| High | * Major incident/emergency requiring intervention from local authorities
* Broad coverage in traditional and social media
* Response is managed by incident/emergency response teams and local civil defense authorities
* Senior management intervention and external communications required.
 |

Assessment & declaration of an emergency situation

Once an event is detected and classified based on the initial assessment of the situation, the Emergency Response Lead may decide to activate the emergency response plan and the procedures within it.

Once an emergency is declared, the Emergency Response Lead authorizes warnings/alerts to be issued to provide guidance to people, e.g., to evacuate the building, and continues to oversee and support the execution of specific emergency response procedures. The Emergency Response Lead also informs the business continuity coordinator that the emergency response plan is being activated and the nature of the event.

Response procedures and damage control

*Add the specific steps required to respond to the emergency situation, e.g., the steps to evacuate a building or to contain a cyber-attack.*

* *<Step 1>*
* *<Step 2>*
* *<Step 3>*
* *<Step 4>*
* *<Step 5>*

Communication and alerting

Timely warnings and alerts can prevent further damage and provide key instructions to impacted personnel.

The following pre-defined alerts and warnings may be issued with authorization from the Emergency Response Lead:

| **Alert details/content** | **Delivery method** |
| --- | --- |
|
| *<Add contents of the warning/alert>* | *<Add how this alert will be communicated to stakeholders>* |
| *<Add contents of the warning/alert>* | *<Add how this alert will be communicated to stakeholders>* |
| *<Add contents of the warning/alert>* | *<Add how this alert will be communicated to stakeholders>* |

Appendix 1 – Emergency contact information

| **Name** | **Role** | **Phone number(s)** | **Email address** |
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