

Contingency Planning

Example 2 – A Significant Business Disruption

Scenario	Trigger	Response	Who to inform?	Key Responsibilities		Timeline		
				Who	What	What	When	
Severe flooding of offices and warehouse.	Trigger one: flood warning issued from weather service.	Alert employees, suppliers and customers to risk.	Employees.	CEO.	Oversee implementation of the plan.	Contact those who will be affected / need to be notified.	Immediately.	
				Marketing/ PR.	Handle media inquiries.			
			Customers.	Team leaders.	Issue tasks to relevant employees.	Restrict operations to business-critical tasks only.		Within four hours of alert.
				Legal team.	Advise on issues as appropriate.	Divert resources as needed to address crisis.		As soon as possible.
	Trigger two: flooding occurs.	Close premises during flood and recovery phase. Employees to use portable equipment. Incoming stock to be redirected to an alternative location, or held at suppliers' premises.	Suppliers.	All employees.	Monitor event and share relevant information.	Maintain constant communications between teams.	Ongoing.	
				IT/technical support.	Monitor systems.			