BUSINESS RECOVERY PLAN

2025

Disclaimer

This Emergency Action Plan was developed by Providence Emergency Management Agency (PEMA) to assist businesses in establishing a comprehensive disaster preparedness, response, and recovery program. This template is the last template in the Business Continuity Toolkit, and includes the components of a Business Recovery Plan. However, businesses should complete the customizable template to align with their unique operations, processes, and needs. Adjustments beyond those suggested in brackets may be required to develop an effective and tailored program.

This plan is not intended to supersede any laws, regulations, standards, or OSHA requirements applicable to your business or facility. This plan is not a substitute for local, state, or federal regulations, nor does it replace industry standards. It should be used in conjunction with all applicable legal and regulatory requirements.

Provided as a public service by the
Providence Emergency Management Agency (PEMA).

PROVIDENCE EMERGENCY MANAGEMENT AGENCY
591 Charles Street | 401-680-8000
www.providenceri.gov/PEMA

CONTENTS

1. Business Recovery Plan

The objective of the Business Recovery Plan is to ensure policies, procedures, and SOPs exist and are implemented when situations arise that constitute recovery operations.

An additional objective of this plan is to ensure company approved vendors are chosen and; if the situation warrants, contracts established in advance of a crisis or disaster thereby expediting the restoration of services, equipment, and business operations.

This plan is designed to be flexible and adaptable based on the scope of the recovery scenario. This plan is also designed to complement the Emergency Action Plan and the Business Continuity Plan.

ASSIGNMENT OF RESPONSIBILITY

Business Recovery Team

The Business Recovery Team is responsible for implementing the procedures in this plan in an emergency activation to complete the following goals:

- Gather information about the incident.
- Conduct a preliminary damage assessment.
- Initiate emergency salvage, disposal, and reclamation procedures.
- Coordinate with vendor partners as needed to;
    - Restore critical services
    - Execute restoration cleanups
    - Execute debris removal
- Open facilities maintenance work orders.
- Return facilities to normal functionality.

The Business Recovery Team are as follows:

Business Recovery Manager	Email Address	Primary Phone & Alternate Phone

Business Recovery Manager (Alternate / Deputy)	Email Address		Primary Phone & Alternate Phone
Primary Name and Position	**Role**	**Email Address**	**Primary Phone & Alternate Phone**

PLAN IMPLEMENTATION

Activation Protocol

Should an emergency or crisis situation arise, _____ is/are authorized to contact _____ and initiate this plan.

For the purposes of this plan, a crisis situation will be defined as:

1. a severe disruption, uncertainty, or a threat to operations at a fundamental level; or
2. a sudden or impending emergency situation in which business impacts are expected.

The use of this plan is not limited to emergency or crisis situations. Vendors outlined in this plan may be used as a reference for non-emergency needs.

RESTORATION STRATEGIES FOR ESSENTIAL BUSINESS FUNCTIONS

The Essential Business Functions, identified in the Business Continuity Plan (02), cannot be disrupted for an extended period of time without risking loss of revenue, loss of trust from customers/stakeholders, or failure of the business. In addition to the identified Continuity Strategies, the Business Recovery Plan introduces Restoration Strategies - meant to restore functions to normal operational status according to order of importance. Both the Business Continuity Plan and the Business Recovery Plan can be used during your business' recovery period.

Essential Business Function:	
Restoration Strategies	
Denial of Access to a Facility: *Outline the steps to restore the function to normal operational status after your business is denied access to a facility.*	
Denial of Service Due to a Reduced Workforce: *Outline the steps to restore the function to normal operational status after your business is denied service due to a reduced workforce.*	
Denial of Service Due to an Equipment or System Failure: *Outline the steps to restore the function to normal operational status after your business is denied service due to an equipment or system failure.*	

Duplicate this table for each essential business function you identify within your organization. For additional information regarding contact information, equipment, key vendors and suppliers, see the Appendices at the end of this document.

INSURANCE

In the event of a crisis or disaster situation, conditions may exist in which an insurance claim will be filed by _____(Company Name) or against _____(Company Name). For this reason, all efforts must be made

to collect appropriate documentation, photographs, statements, and evidence as outlined in company policy.

Policy

Insert company policy on incident / accident reports:

Insurance Information

Insert company insurance information here:

FINANCE

All records pertaining to purchases made must be preserved and filed according to company policy. Examples of documents to retain:

- Receipts
- Invoices
- Bill of Sale
- Contracts
- Bids
- Statements of services

Emergency Purchasing

Emergency situations may create a need to make rapid purchases, call on services, or establish emergency contracts with vendors. In such instances, all vendors must be approved vendors through _____ (your business' headquarters *or* established external vendors identified in Appendix B).

During an emergency, an emergency purchasing account should be utilized if available to allow for more efficient financial accountability and reporting.

Mitigation / Preparedness Activities

Some situations may present advanced notice of potential impacts; or, may be known threats that the company has chosen to take preparedness actions against. In these cases, _____ should contact the finance department to determine the appropriate account to be used.

In some circumstances, an emergency purchasing account may already exist and be approved for use in these activities.

Add any additional company specific policy or SOPs here:

Required Forms / Documentation

All required forms and documentation must be properly filled out and maintained as per company policy. *Insert company police below:*

RESTORATION AND REMEDIATION

Restoration services may be required when adverse conditions have created a potentially hazardous or unsanitary condition within the facility; or when conditions inside the facility such as water or smoke have caused damage. Examples of such situations are;:

- Smoke
- Water
- Sewage / contaminated water
- Mold
- Biohazards / Crime scenes
- Unsanitary Conditions
- Hazardous Materials

_____ has determined that the following vendors are the preferred resource for the listed restoration activities. _____ will contact the listed vendors when services are deemed necessary, or as plan elements listed in the Emergency Action Plan or Business Continuity Plan dictate.

General Restoration

Service	Company	Contact	Phone #	Email
Smoke				
Water / Sewage				
Mold				
General Cleaning				

Biohazard / Bloodborne Pathogen

Service	Company	Contact	Phone #	Email
Biohazard				

Hazardous Materials

Service	Company	Contact	Phone #	Email
Hazardous Materials				

SALVAGE, DISPOSAL, RECLAMATION

In accordance with _____ policy, the following strategies have been developed for use when situations dictate. In some instances, products will need to be destroyed and disposed of.

In other situations, products may be sold to a salvage company, or placed in a reclamation process. _____ will make appropriate determinations based on the circumstances present at the time.

Salvage Strategy

Preferred Vendor

Company Name	Contact Person	Phone #	Email

Disposal Strategy

Preferred Vendor

Company Name	Contact Person	Phone #	Email

Reclamation Strategy

Affiliated Organization(s)

Organization Name	Contact Person	Phone #	Email

DEBRIS REMOVAL

In a disaster situation where; major property damage, heavy product losses, or environmental debris (such as tree limbs, earth, etc.) have occurred and require removal and/or disposal _____ have identified the following vendors as preferred resources.

Debris Removal Company

Company Name	Contact Person	Phone #	Email

Open-Top Dumpsters

Company Name	Contact Person	Phone #	Email

Compactor

Company Name	Contact Person	Phone #	Email

Cardboard Bales

Company Name	Contact Person	Phone #	Email

Tree Removal / Remediation

Company Name	Contact Person	Phone #	Email

Spoiled (refrigerated) Product Disposal

Company Name	Contact Person	Phone #	Email

FACILITIES MAINTENANCE

Facilities Maintenance operations for _____ will be handled by _____ (single Vendor/Internal/multiple vendors).

The needs of an emergency or crisis situation may require additional support and/or expertise depending on the outcome. For situations where _____ has/have deemed necessary, the following vendors have been approved by _____ as preferred resources.

General Facilities Maintenance

General Facilities Maintenance	Company Name	Contact Person	Phone #	Email

Electrical				
Plumbing				
HVAC				
General Construction				
Parking Lot / Sidewalks				
Signage				
Telecom				

Doors and Locks				

Special Equipment

Equipment	Company Name	Contact Person	Phone #	Email

IT RECOVERY STRATEGIES

_____ (business name) has identified the following critical areas as integral to business continuity operations. Priority will be given to the monitoring and restoration of these systems during an emergency or crisis situation.

The following recovery strategies will be developed and executed by _____ (IT department) and overseen by the (IT Manager). These recovery strategies will align with Business Impact Assessment functions and processes as defined in the Business Continuity Plan.

1. Computer Room Environment

The Computer Room Environment will be monitored by _____ (Person, System, Alarm, Etc.). During an emergency situation the following attributes of this environment will be monitored;

- Climate control and ambient temperature.
- Conditions.
- Electricity and Backup power supply.
- Physical security.

_____ will monitor these attributes as instructed and report to the _____ (IT Manager) as needed.

Recovery Strategy

Insert recovery strategy here:

Key Contacts

		Name	Phone #	Email
Climate Control	HVAC			
Conditions	Telephone call tree			
Electricity and Backup Power.	Electricity			
	Battery Backup			
Physical Security	Security			

2. Hardware

Hardware systems will be monitored by _____ (Person, System, Alarm, Etc.). During an emergency situation the following systems will be monitored:

- Network equipment.
- Servers.
- Desktop computers.
- Laptop Computers.
- Wireless Devices.
- Peripheral equipment.

_____ will monitor these systems as instructed and report to the _____ (IT Manager) as needed.

Recovery Strategy

Insert recovery strategy here:

Key Contacts

		Name	Phone #	Email
Network Equipment	Hardware			
	Software			
Servers	Hardware			
	Software			
Desktop Computers	Hardware			
	Software			
Laptop Computers	Hardware			
	Software			

Wireless Devices	Hardware			
	Software			
Peripheral Equipment	Hardware			
	Software			

3. Network Status and Service Provider Connectivity

During normal business operations, Network status will be monitored by _____ (IT Department) as will network security and connectivity to internet service providers (ISP). During an emergency situation the following attributes of network systems will be monitored:

- Network status.
- Network security.
- ISP connectivity.

_____ will monitor these systems as instructed and report to the _____ (IT Manager) as needed.

Recovery Strategy

Insert recovery strategy here:

Key Contacts

		Name	Phone #	Email
Network Status	Signal Status			
Network Security	Internal Contact			
	Vendor			
ISP Connectivity	ISP			

4. Software Applications

Software applications will be maintained and monitored by _____ (IT Department) on a daily basis per normal business operations. During an emergency situation the following attributes of network systems will be monitored:

- Electronic data Interchange
- Email
- Enterprise resource management
- Office Productivity
- Point of Sale (POS)
- Inventory Management
- Other

_____ will monitor these systems as instructed and report to the _____ (IT Manager) as needed.

Recovery Strategy

Insert recovery strategy here:

Key Contacts

	Application	Name	Phone #	Email
Electronic data interchange				
Email				
Enterprise resource management				
Office Productivity				
Point of Sale (POS)				
Inventory Management				
Other (Describe)				
Other (Describe)				

5. Data and Restoration

The _____ (IT Department) will monitor data security, ensure backups are occurring on scheduled intervals, and maintain backup copies of software for restoration needs.

If _____ has hired a 3rd party vendor to assist with backup operations, or restoration operations, IT Department will partner with these vendors on a regular basis.

During an emergency situation the following attributes of network systems will be monitored:

- Data security.
- Backups.
- Restoration software.

_____ will monitor these systems as instructed and report to the _____ (IT Manager) as needed.

Recovery Strategy

Insert recovery strategy here:

Key Contacts

		Name	Phone #	Email
Data Security	Internal			
	Vendor			
Backups	Internal			
	Vendor			
Restoration Software	Internal			
	Vendor			
Other (Describe)				

Priorities for IT Recovery

_____ has conducted a Business Impact Analysis (BIA) (in the Business Continuity Plan template) in order to define what hazards pose the greatest threat to business interests. The resulting business functions identified have been aligned with corresponding IT resources.

In a crisis or emergency situation, _____ (IT Manager) will implement the strategies listed within this plan to re-establish the following time-sensitive business functions - aligning with the recovery time objectives established in the Business Continuity Plan for that impacted business function:

IT Resources Required to Support Time-Sensitive Business Functions				
IT Resource	**Business Function / Process**	**Recovery Time Objective**	**Priority**	**Resource Recovery Strategy Description**

2. Appendices

Appendix A – Disaster Recovery Event Recording Form

All key events that occur during the disaster recovery phase must be recorded.

The disaster recovery team leader shall maintain an event log beginning at the onset of the emergency, documenting all key events until responsibility is handed over to the business recovery team. A copy of the log should be provided once initial dangers are under control.

Situation Description:
Commencement Date:
Date / Time BRT Mobilized:

Activities Undertaken by BRT	Date and Time	Outcome	Follow-Up / Action Required

Appendix B - Key Vendor and Supplier Identification

Item	Stakeholder Information
Contact Type	☐ Current Supplier/Vendor ☐ Backup Supplier/Vendor
Company Name (if applicable)	
Account Number	
Essential Business Function(s) Vendor is Responsible For	
Street Address	
City, State, Zipcode	
Company Phone #	
Company Website	
Primary Contact	
Primary Contact Title	
Mobile Phone #	
Email	
Alternate Contact	
Alternate Contact Title	
Mobile Phone #	
Email	

*Duplicate this table for all vendors and suppliers within your organization necessary to carry out Essential Business Functions.

Appendix C - Equipment Identification

Item	Equipment Information
Name	
Primary User/Operator	
Serial Number	
Model Number	
Purchase Date	
Cost	
Location	
Backup/Spare Availability	
Essential Business Function(s)	
Warranty Status	
Operational Instructions	
Manufacturer	
Company Contact	
Mobile Phone #	
Email	

*Duplicate this table for all equipment within your organization necessary to carry out Essential Business Functions.

Appendix D - IT Equipment and Process Identification

Item	Details/Instructions
IT Equipment/Tool Name	
Purpose *Specify the purpose of the equipment or tool (e.g., data storage, communication, security).*	
Essential Business Function	
Primary User/Operator	
Serial Number	
Model Number	
Purchase Date	
Location	
Backup Availability	
Recovery Time Objective	
Maintenance Schedule	
Configuration Settings	
Cost	
Warranty Status	
Data Backup Process	
Software Dependencies	
Manufacturer	

Company Contact	
Mobile Phone #	
Email	

*Duplicate this table for all IT equipment or tools within your organization necessary to carry out Essential Business Functions.

Appendix E - Inventory of IT Systems

	System	**Location(s)**	**Quantity**
Hardware	Servers		
	Desktops		
	Laptops		
	Wireless Devices		
	System	**Source(s)**	**Quantity**
Data	Internal		
	External (Physical)		
	Cloud Based		

	System	Application Type / Name
Software Applications	Critical	
	Non-Critical	

Appendix F - IT Data Backup Plan and Schedule

The _____ will oversee the data backup plan for the company. This includes processes for;

- Scheduled backups.
- Manual and/or emergency backups.
- Software re-installation processes.
- Emergency and non-emergency hardware replacement.

	Priority	Data Type	Backup Process/ Method	Schedule	Vendor/ Internal
Network Servers	Critical Data				
	Non-Critical Data				
Desktop and Laptop Computers	Critical Data				

	Non-Critical Data				
Wireless Devices	Critical Data				
	Non-Critical Data				

Process

Company-specific plan for data backup schedule here:

Vendor Contact Information				
Data Serviced	**Vendor Name**	**Vendor Contact**	**Phone #**	**Email**

Appendix G – Plan Distribution + Revision History

Plan Distribution and Access

The Plan will be distributed to members of the emergency response team and department heads. A master copy of the document should be maintained by the emergency response team leader. The plan will be available for review by all employees.

Multiple copies should be stored to ensure that team members can quickly review roles, responsibilities, tasks, and reference information when the team is activated. An electronic copy of

this Plan should be stored on a secure and accessible website that would allow team member access if company servers are down.

Revision History

Revision	Date	Description of Changes	Authorization
1			
2			
3			
4			
5			
6			
7			