



COMPANY LOGO

REPLACE WITH YOUR COMPANY LOGO

Business Resiliency Plan

The Bagelry

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Person Responsible for Business Resiliency Plan:

Additional Resources (Consultants):

Presented by



For additional support
and resources, please
visit nhsbdc.org

Introduction

This Business Resiliency Plan is meant to work with America's SBDC Business Resiliency Guide, the goal is for you to create a plan that will help you respond to most emergency situations and recover as quickly as possible. If more space is needed on any of the tables provided in this worksheet, they are provided on a single page, so that you can print out more copies.

Start by identifying your critical business functions and their supporting resources. Using the Business Resilience Guide, identify risks your business could face, including ones that may not be listed in the guide. Analyze how these risks could affect your critical business functions and resources, including cashflow. With this information you can create your business continuity plan (as well as the communications plan from the Business Resiliency Guide). Then fill in the preventative measures you can take to mitigate risk from your most likely hazards, and perhaps unlikely sources. The final step is making the necessary contacts or preparations so that you are ready to implement your plan when it is needed.

In the identify section of the Business Resource Guide you identified the hazards your business is most exposed to and their severity. The last section of this business resiliency plan provides a template for you to take those hazards and develop emergency response plans. These plans encompass both preparation for hazards and the appropriate actions to take in reaction. The America's SBDC website has resources you can use to help develop your emergency response plans, including a workbook specific to Emergency Procedures.

Business Goals (p. 4 of the Business Resiliency Guide)

Goals	
1.	Use products that are more sustainable
2.	Engage employees more in company goals
3.	Have a more robust management team
4.	Be able to offer better health insurance benefits
5.	Stay more current in financial reporting

NOTES:

The company downsized from multiple units to a single location 10 years ago. We are pleased with revenue growth and we utilize budgeting to help management assess performance relative to gross margins.

The company has historically been a leader in the QSR segment in the Oyster River community and we give back to the communities we serve. We engage employees in decisions, but motivation is lacking in many on the supervisory team.

Our benefits are good, but health insurance continues to be an area that cost employees too much money as a percentage of their salaries.

Critical Business Functions and Resources: (p. 6 of the Business Resiliency Guide)

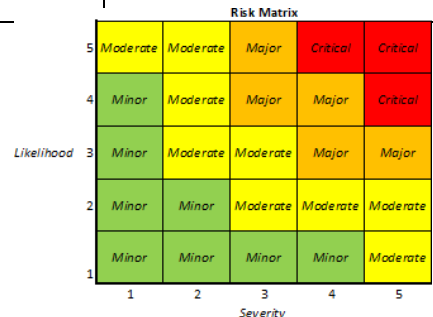
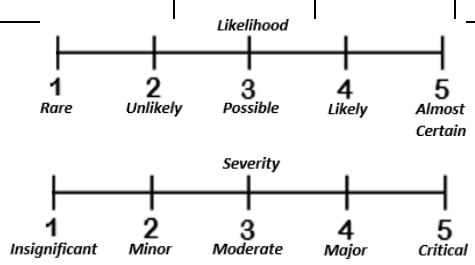
These are our critical business functions and the resources they need. Without these our company cannot continue to operate.

Critical Business Function	Supporting Resource(s)	Function of Resource	Backup Resource(s)
Power	Electricity	Critical to operation	None – should purchase generator
Excellent products	Employees	Fully trained for maximum performance	Cross training
	Supply chain	Products consumed by customers	At least 2 good vendors for each critical product
	Equipment	Efficiency	Service technicians on call and equip maintenance plan
Employee morale	Training	Maintain goal of excellent product	Cross training
	Benefits	Satisfied and fulfilled employees	Constantly seeking new ideas for benefits
	Teams	Employee engagement	Change as needed
Financial reporting	QuickBooks	Provides timely financial data	None – files are always backed up
	Accountant	Annual taxes	Will seek another accountant if lose this one
	Management financial understanding	Provide timely financial data	none

Hazards (p. 9 of the Business Resiliency Guide)

Our business is exposed to the following hazards. These could affect our critical business functions, preventing us from continuing business.

HAZARD	How Likely? (1-5)	How Severe? (1-5)	Risk	NOTES
Flooding	4	5	med	One area of the kitchen is low lying and floods easily
Hurricane	2	2	Low	The hazards would be window breakage and loss of power
Blizzard	4	4	Med	Loss of business for the length of the storm and potential loss of power
Pandemic disease	4	5	High	Tremendous business loss with very high risk. Government programs are key to survival
Mechanical breakdown	5	4	High	There are some key items we cannot live without
Cyber attack	2	2	Low	If a cyber attack would involve credit cards, PR would be very bad.
Internet loss	5	4	High	70% of transactions are with credit cards



Our backup Suppliers: (reproduce this page as needed) (p. 10 of the Business Resiliency Guide)

Supplier Name	Resources Supplied	Threats They Face	How Likely? (1-5)	How Severe? (1-5)	Risk
Favorite Food	Food	Loss of power	2	2	Low, they have solar power and generators
Backup Supplier 1:					
Company Name: Shaheen Bros. Address:					
Phone:	Fax:	E-mail:			
Contact Name:		Account Number:			
Materials/Service Provided:					
Backup Supplier 2:					
Company Name: Address:					
Phone:	Fax:	E-mail:			
Contact Name:		Account Number			
Materials/Service Provided:					
Backup Supplier 3:					
Company Name: Address:					
Phone:	Fax:	E-mail:			
Contact Name:		Account Number:			
Materials/Service Provided:					
Backup Supplier 4:					
Company Name: Address:					
Phone:	Fax:	E-mail:			
Contact Name:		Account Number			
Materials/Service Provided:					

Our backup Distributors: (reproduce this page as needed) (p. 10 of the Business Resiliency Guide)

Distributor/Client Name	Product Distributed	Threats They Face	How Likely? (1-5)	How Severe? (1-5)	Risk

Backup Distributor/Client 1:		
Company Name:		
Address:		
Phone:	Fax:	E-mail:
Contact Name:		Account Number:
Materials/Service Provided:		
Backup Distributor/Client 2:		
Company Name:		
Address:		
Phone:	Fax:	E-mail:
Contact Name:		Account Number:
Materials/Service Provided:		
Backup Distributor/Client 3:		
Company Name:		
Address:		
Phone:	Fax:	E-mail:
Contact Name:		Account Number:
Materials/Service Provided:		
Backup Distributor/Client 4:		
Company Name:		
Address:		
Phone:	Fax:	E-mail:
Contact Name:		Account Number:
Materials/Service Provided:		

Business Impact Analysis (p. 12 of the Business Resiliency Guide)

If one of the above threats takes place these will be the likely business functions and resources affected. If one of these resources or functions is lost, we should work quickly to replace it.

Disaster	Business Functions Impacted	Resources Impacted	Recovery Time Objective	Operational Impacts	Financial Impacts

Business Continuity Plan (p. 16 of the Business Resiliency Guide)

This is our plan of action following a disaster. By following this we will be able to keep our business in operation or return to operation as quickly as possible.

These are the critical business functions we need run our business:

Critical Function	Recovery Time Objective	Staff in Charge	Resources Needed	Backup Resources

This is our backup location we will use if our primary offices are compromised: (p. 17 of the Business Resiliency Guide)

Backup Location:

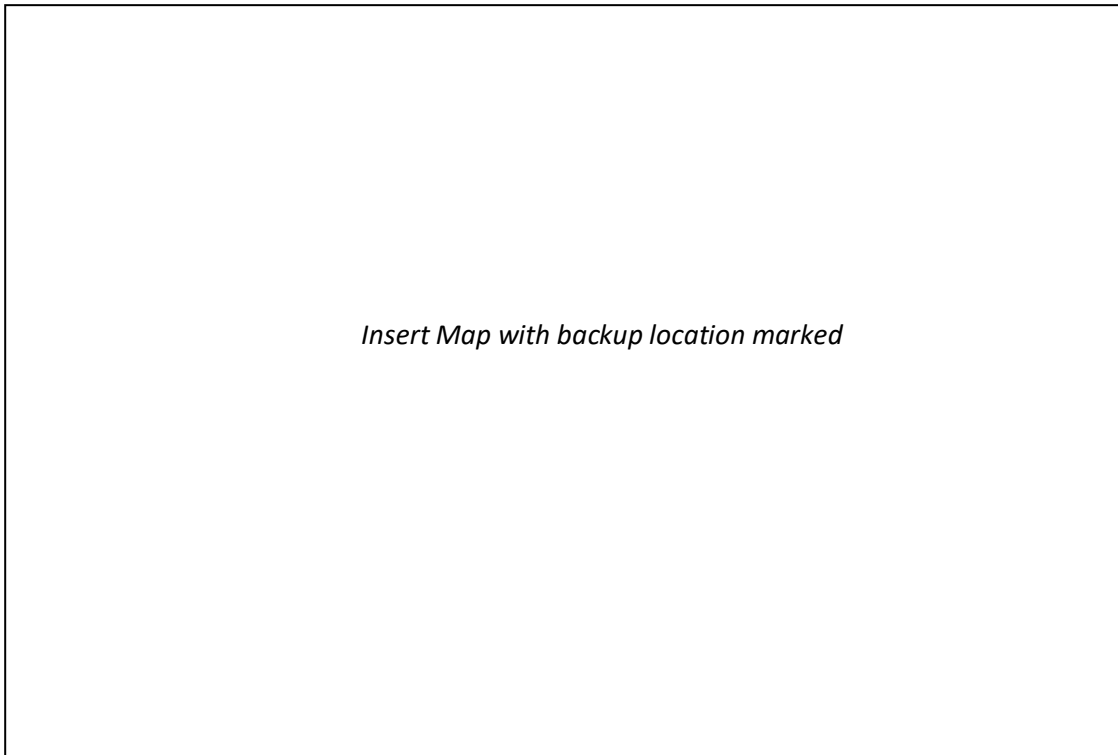
Address:

Phone number:

Person Responsible for Contacting:

Name:

Contact Info



Preventative Measures (p. 18 of the Business Resiliency Guide)

What are some proactive preventative measures your business could take to mitigate risk?

Hazard	Preventative Measures

Emergency Response Plans (reproduce this page as needed) (p. 13 of the Business Resiliency Guide)

<Insert Emergency> Emergency Response Plan

<Insert Company Name>

Last Updated:

Next update:

Person Responsible For This Plan:

Preparation:	Person Responsible:
Action:	