



COVID-19 WEBINAR RESOURCE

Practical approaches and strategies
to your business continuity planning

BDO AND QUEENSLAND DEPARTMENT OF AGRICULTURE AND FISHERIES (DAF)

This document has been compiled in conjunction with BDO and Queensland Department of Agriculture and Fisheries (DAF) as part of the business continuity webinar series.

The webinar series (<https://www.bdo.com.au/en-au/dafwebinarseries>) is being delivered to support the agriculture sector to minimise the impact of COVID-19 on their businesses.

Webinar #2 covered practical approaches and strategies for documenting your business continuity planning.

This document provides the worked examples from Webinar 2, in a Microsoft Word format so that you may copy and paste the format into your own planning materials and then tailor to your organisation's needs.

This document contains 4 theoretical examples of components of your overall planning. These examples are generic. The content and format will need to be customised and tailored to your organisation. For example, a smaller organisation may have fewer staff to assign continuity responses compared to a larger organisation.

The approach outlined in the webinar is relevant across organisation sizes.

1. Document a list of your business processes.
2. Consider which business processes are critical.
3. Commence developing strategies continuity of your critical processes.
4. Continue monitoring whilst the COVID-19 pandemic continues and current state changes.

1. Document your business processes

This is a high level example of a format for documenting business processes for a theoretical organisation. It is not intended to be comprehensive.

#	Process <i>List your processes (logical groupings will occur)</i>	Responsible <i>Who owns this?</i>	Priority assessment <i>Critical/high/medium/low</i>
1	Staff management	Jane Doe	Critical
2	Crop management	Carl Crop	Critical
3	Cleaning	John Smith	High
4	Maintenance		
4.1	Premise maintenance	Mack Roger	Low
4.2	Machinery maintenance	Patty Fisher	Medium
5	Supplier management	Jane Doe	High
6	Customer management	Jane Doe	High
...

2. Create your response strategy

This is a high level example of a format for documenting continuity strategies for a theoretical organisation. It is not intended to be comprehensive. For example, a smaller organisation may seek to partner with a neighbouring organisation to ensure continuity.

Process	Crop management – distribution of customer orders			
Process description	This process covers all elements associated with the distribution of customer orders, including the transport of materials by contracted third parties			
Business impact	Critical	High	Medium	Low
Key timings:	This activity occurs daily; orders dispatched on a daily basis			
Acceptable interruption (time)	2 days, goods have a shelf life of 5 days			
Accountable role	Head of Sales			
BCP leader	Carl Crop			
Alternate BCP leader	Sam Second			
CONTINUITY STEPS (<i>across preparation, monitoring, and restoration stages</i>)				
Stage (preparation, monitoring, restoration)	Activity	Timing	Responsibility	Dependencies
Preparation	Assess the current situation and cause Confirm mitigations	<2 day	Head of Sales	Involve other business unit managers as needed
Preparation	Confirm impacted customers	<2 day	Head of Sales	
Preparation	Contact transport provider	<2 day	Head of Sales	
Preparation	Confirm contractual requirements	<2 day	Head of Sales	Head of Operations

Preparation	Seek temporary storage of delivery	<2 day	Head of Sales	Head of Operations
Preparation	Notify business stakeholders including finance	<1 day	Head of Sales	CFO, CEO
Monitoring	Contact transport provider for regular updates	<1 day	Head of Sales	
Monitoring	Contact alternate transport provider	<0.5 day	Head of Sales	
Monitoring	Contact customer	<0.5 day	Customer Manager	
Monitoring	Dispatch order via alternate means	0	Head of Sales	
Recovery	Communicate return to normal operations	Post	Head of Sales	
Recovery	Conduct debrief	Post	Head of Sales	

RESOURCES *(across items such as buildings, equipment, technology, workforce, third parties)*

Category	Description
Buildings	Storage shed, head office
Equipment	Forklifts, Packing equipment
Technology	CRM, email, document management, telephone
Workforce	Head of Operations, CEO, CFO, Head of Sales, Customer Manager
Third parties	Transport company A (primary transport provider)
Third parties	Transport company Z (Backup transport provider)

NOTES

For authorisation of transport company Z usage, CFO and Head of Sales sign-off is required

3. Event log

This is a high level example of a format for documenting actions taken in relation to continuity of a critical business processes for a theoretical organisation. It is not intended to be comprehensive.

Business process: Crop management (distribution of customer orders)

REFERENCE	DATE	TIME	ACTION TAKEN	NOTES	WHO
1	17/03/2020	11:00am	Received advice from Janet that borders may close preventing our product supply to Customer X in NSW from being completed.		Carl Crop
2	17/03/2020	11:10am	Established monitoring of media for further announcements		Carl Crop
3	17/03/2020	3:15pm	Spoke to Jim at Transport Company A to confirm impacts of COVID-19 on their organisation	Confirmed Jim implementing measures and lobbying for borders to remain open for food supplies	Carl Crop
...

4. Contact information

This is a high level example of a format for documenting contact information in relation to a theoretical organisation. It is not intended to be comprehensive.

TYPE	NAME	TELEPHONE	MOBILE	EMAIL	BCP LIST
<i>Contact details across management, staff, customer, suppliers, service providers</i>					
Management	Kim Keo, CEO	5412 0000	0411 111111	kim.keo@sample.com.au	Yes
Management	Carl Crop, Head of Sales	5412 0100	0400 000 000	carl.crop@sample.com.au	Yes
Transport company A	Jim Truck	3999 999	0422 222 222	jim@trancompany.org.au	No
Service provider	Mark Cushing, BDO	3237 5835		mark.cushing@bdo.com.au	No
...	...				

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Strategy and transformation:

- Strategic planning
- Optimising and transforming services
- Business continuity, disaster recovery and crisis planning.



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QUEENSLAND DEPARTMENT OF AGRICULTURE AND FISHERIES - MORE INFORMATION

DAF is working closely with industry to plan for current and emerging issues, particularly around supply chains, labour impacts and movement of essential goods. We will work with industry as a priority to sure up supply chains but this will be consistent with direction provided by Queensland Health in relation to COVID-19 risks.

This is a rapidly evolving situation, as such, we encourage you to regularly check the main websites:

- **General** - the Queensland Government has launched a new COVID-19 website: www.covid19.qld.gov.au/
- **Industry** - for general enquiries about industry impacts and business assistance, see the Queensland Government's COVID-19 website at business.qld.gov.au/covid19-agriculture
- **Health** - Queensland Health is the lead agency for this response and should always be your first port of call for accurate, up to date information - www.health.qld.gov.au/coronavirus
- **COVID-19 Australia** - the Federal Government is providing a central source of information on COVID-19 at www.australia.gov.au.
- **Can't find what you need?** - if you still can't find the information you need, email dafcovid19enquiries@daf.qld.gov.au.



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