Downloadable Contingency

Planning Template

[Project Name or Description]

Issued: [Date]

Issued BY: [Company]

POC Name] [POC email]

[POC Phone]

Step 1: Assess  
*Perform a risk assessment within your warehouse. Start by mapping out business-critical processes, procedures, technologies, and personnel to create a foundation for your warehouse contingency plan.*

1. **Processes and Procedures**

*List business-critical processes and procedures here:*



1. **Technologies**

*List business-critical technologies here, examples include: Warehouse management systems, enterprise resource planning systems, transportation management systems:*



1. **Personnel**

*List business-critical personnel here*

1. **Situations**

*Perform an assessment of the potential situations when you’d need to implement a contingency plan and list them below. Examples include: Natural disaster, pandemic, fire, etc.*

*For each situation, outline how your warehouse processes will have to change to respond to the situation. For example, how would your process for receiving shipments need to change in the event of a natural disaster?*

* Situation 1: Insert situation description
  + Processes Impacted: Insert processes affected by situation 1
  + Response: Insert process changes required if situation 1 were to occur
* Situation 2: Insert situation description
  + Processes Impacted: Insert processes affected by situation 2
  + Response: Insert process changes required if situation 2 were to occur
* Situation 3: Insert situation description
  + Processes Impacted: Insert processes affected by situation 3
  + Response: Insert process changes required if situation 3 were to occur

1. **Emergency Contacts**

*Fill out the table below with emergency personnel contacts.*

|  |  |  |  |
| --- | --- | --- | --- |
| **Position** | **Name/Company** | **Phone** | **Email** |
| Fire Department |  |  |  |
| Police Department |  |  |  |
| Hospital |  |  |  |
| Power Company |  |  |  |
| Internet Provider |  |  |  |
| Water Company |  |  |  |
| Public Works |  |  |  |
| Tow Company |  |  |  |
| Poison Control |  |  |  |
| Insurance Company |  |  |  |

Step 2: Plan

*Once you’ve completed your risk assessment, you’re ready to create your warehouse contingency plan. Every Warehouse contingency plan should outline:*

1. **Specific Triggers**

*Put the specific triggers that will initiate the plan. For example, if a hurricane is in the area, do you initiate the contingency plan during a hurricane warning or hurricane watch?*

1. **Key Roles, responsibility and Leadership**

*Put the key roles, responsibilities and leadership in the table below. This list should clearly define who is responsible for enacting different parts of the plan and what is expected of them:*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Title** | **Name** | **Phone** | **Email** | **Responsibility** | **Back-up Person** |
| Regional Operations Manager |  |  |  |  |  |
| Site Health and Safety Manager |  |  |  |  |  |
| HR Manager |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

1. **Leadership Depth and Training**

*Write out your plan to stay operational when key leaders are not able to be present. Align primary and secondary fallback resources for mission-critical responsibilities. Have a plan here for continuous training and cross-training efforts.*

1. **Technology**

*For each of the business-critical technologies listed in the Assess section above, come up with a back-up plan to access it in the event of your data becoming unavailable through primary means. This should include redundancy, connection points, storage, etc.*



1. **Labor**

*Outline a plan for your labor force for each situation listed in the Assess section above. Think about leadership, full-time and part-time employees, contract workers, etc.*

1. **Timeline**

*Outline a timeline for each step of your contingency plan and when it should take place. For example, does the action need to occur within the first hour of the plan, or within the first day?*



1. **Alternative Work Schedules**

*Some emergencies will require a reduced number of onsite employees. Outline an alternative work schedule for use in these cases to ensure all of your business-critical operations are completed even with a reduced workforce.*

1. **Remote Work Arrangements**

*Your contingency plan should include which workers are considered “essential” and which ones can work from home. Outline a plan to ensure you can provide the necessary resources and equipment to remote workers.*



1. **Attendance Requirements**

*Create an outline for employee attendance and requirements to be used If mitigating circumstances (such as compromised immune system or a lack of childcare) cause employees to be unable to attend work.*



1. **Payment and Benefits Information**

*Outline specific information regarding payment and benefits to be referenced during times of emergency.*



1. **Corporate Responsibility**

*Especially for high-risk scenarios, outline how your organization is going to take the necessary precautions to ensure employee safety. Be sure to provide detailed explanations of workplace safety protocol and offer a point of contact who can answer any employee questions or concerns.*

* Precaution 1:
* Precaution 2:
* Precaution 3:
* Contact Person:
  + Contact Person Email:
  + Contact Person Phone:

1. **Evacuation Plans**

*In cases such as flood or fire, outline specific instructions on how to proceed in an evacuation of your building. Be sure to include a clear evacuation route.*

1. **Communication Models**

*Map out a structured flow of communication and prepare message templates so they are readily available. This is imperative to both internal and external communication in case of media attention.*

Include a templated message:

Step 3: Communicate

*Now it’s time to enact your contingency plan across all levels of your business, and the first step is communicating your plan to all levels of your business. To do this:*

1. **Define Groups**

*Determine different groups within your warehouse in order to start to build your communication chain.*

*Some examples of these groups could include:*

* Site Leadership Team
  + Facility Manager
  + HR Manager
  + Operations Manager
  + Supervisors
* Senior Leadership Team
  + VP’s
  + C-Suite Executives
* Warehouse Staff
  + Separate by status (full-time, part-time, temporary, etc.)
  + Or by role (receiving dock, inventory control, shipping, etc.)

1. **Using your groups, create a tiered chain of communication.**

*This will ensure individuals in leadership positions have a clear understanding of whom they’re responsible for delivery information to. Fill in the chart below accordingly:*

1. **Knowledge Base and Documentation**

*Your knowledge base should consist of documentation that your employees can refer to for guidance on how to respond to different disaster scenarios. Each topic should have specific instructions included in your knowledge base. We also recommend that you create an employee FAQ that your staff can reference. Note: These should be considered “living documents” and should be regularly updated with new information to ensure accuracy. Some examples include:*

* Travel and work-from-home guidelines
* Attendance and time off policy adjustments
* Protocol for handling onsite vendors and visitors
* Related human resources policies, forms and documentation
* FAQ:
* A:
* FAQ:
* A:

1. **Communications Cascade**

*A communications cascade should reach all groups across multiple channels. Outline your process of communicating your contingency plan to your employees. One way to consider doing this is with meetings (stand-up meetings, work group meetings or town halls)*

* Outline your communications cascade plan here

1. **Reinforcement**

*Outline how your organization will reinforce your contingency plan before it’s needed. You should communicate your plan to your employees early and often (once per month, once per week, every day)*

* Enter your timeline for reinforcement here

1. **Engagement**

*Engaging your employees is important to the success of your contingency plan being properly understood and implemented. Feedback channels such as surveys, quizzes, train-the-trainer events and suggestion boxes help establish a two-way dialog to reinforce the understanding of your contingency plan*

* Outline your means of engagement here

1. **Testing**

*Creating a mock scenario where key staff are required to activate certain elements of your contingency plan is key to preparation and proper execution. Pieces of your plan that can be tested in a controlled environment can include: practicing technology fail-overs, picking and processing orders manually to moving large groups of people to a safe area.*

* Outline your test plans here