



FREE TEMPLATE · WINTER READINESS

Business Continuity Plan Template

For multi-location operators. Decide who closes a site, how every location hears about it, and how you reopen, before the first storm.

1 Risk assessment

2 Critical functions

3 Decision authority

4 Communication tree

+ Location sheet

5 Staffing backups

6 Vendors and facilities

7 Closure triggers

8 Reopening

+ Testing and review log

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How to use this template

Fill in Sections 1 to 8 once for the whole business. Then give every location its own Location Sheet, near the end. Example rows are suggestions: replace, cross out or add your own.

Plan details	Your answer
Business name	
Locations and regions covered	
Plan owner (HQ) and backup	
Executive sponsor	
Version and date approved	
Next review date	
Where the plan is stored (phone access)	
Where printed copies are kept	

Keep a copy every manager can open from a phone during an outage, plus a printed copy at each site. Leave passwords and alarm codes out. Review every October, and within a week of any closure.

SECTION 1

Risk assessment

Rate each hazard per location. A flat roof or pipes on an exterior wall raise the risk at that site.

Hazard	Locations affected	Likelihood L / M / H	Impact L / M / H	Early warning to watch
Snow and ice				<i>NWS watch or warning for the county</i>
Extreme cold				<i>NWS cold alerts; forecast lows</i>
Power loss				<i>Ice storm forecast; utility outage map</i>
Frozen or burst pipes				<i>Overnight lows; heat failures</i>
Roof snow load				<i>Snow totals over several days</i>
Internet or phone outage				<i>Provider status page</i>
Staff unable to travel				<i>Road conditions; transit closures</i>
Supplier delays				<i>Delivery notices</i>
Other:				

NWS alert criteria vary by local forecast office. Check yours at [weather.gov/safety/winter](https://www.weather.gov/safety/winter).

SECTION 2

Critical functions and recovery targets

Maximum tolerable downtime is when an outage starts doing real harm. The **recovery time objective (RTO)** is how fast you plan to restore the function, so keep it shorter.

Function	Owner and backup	Max tolerable downtime	Recovery time objective	Manual workaround
Taking payment				Offline card reader, cash procedure
Check-in and bookings				Paper sign-in, printed appointment list
Scheduling and time clock				Printed schedule, paper time sheet
Payroll and essential purchasing				
Customer and member messages				
Refrigeration and temperature-sensitive stock				
Safety systems (alarm, emergency lighting)				
Other:				

Cost of one closed day at a typical location: _____

Check each workaround against a regional storm. A sister location is a poor fallback if it shares the same power grid, roads or snow contractor.

SECTION 3

Decision authority

Safety first. If anyone is in immediate danger, the manager on site acts first and reports after. Safety calls never wait for a sign-off.

Decision	Primary	Backup	If neither answers by
Close or delay one location			
Close part of a location (one room or area)			
Close several locations or a region			
Approve emergency spending (limit \$_____)			
Reopen after a closure			

SECTION 4

Communication tree

Who tells whom, and by when. Keep a paper copy, because phones die too.

Step	Role	Backup	Tells	By when
Watches the forecast			Decision-maker	e.g., 9 p.m. the night before
Makes the call			District and location managers	e.g., 4:30 a.m. for a 7 a.m. open
Location managers			Team members on the schedule	e.g., 5:30 a.m.
Customer messages			Customers, members, bookings; online hours	
Vendor calls			Snow removal, utilities, repair vendors	
Next update			Everyone above	Set a time, even if nothing changes

Primary channel: _____ Backup channel: _____

Closure message (fill in and reuse)

[Location] will [close / open late at TIME] today because of [reason]. Team members on the schedule: [instruction]. Customers with bookings: [option]. Next update at [time] by [channel].

SECTION 5

Staffing backups

Question	Your answer
Minimum crew to open each location	
Who's cross-trained to cover each role	
Which locations can borrow staff from each other	
Call-out procedure on a storm day	
Travel rule: when nobody is expected to drive in	
Pay and attendance on a closure day (HR to confirm)	
Can the backup manager get in if the primary can't?	

For staff who do come in: train on cold stress and slippery surfaces, provide a warm break area, and keep a way to reach everyone if work has to stop.

Source: [OSHA winter weather preparedness](#).

SECTION 6

Vendor and facility contingencies

Complete one per location. Call every vendor in October, confirm they still cover the site, and write the date.

Trade	Vendor	After-hours number	Priority winter response? Y/N	Backup vendor	Last verified
Plumber					
HVAC					
Electrician					
Snow removal					
Generator or power					
Roofer					
Internet and phone					
Utility company					
Landlord or property manager					
Insurance contact					

Before the first freeze

- ☐ Heating serviced
- ☐ Exposed pipes insulated
- ☐ Water shutoff located and labeled
- ☐ Emergency lighting tested
- ☐ Roof and gutters checked
- ☐ Snow contract confirmed
- ☐ Thermometer in each cooler or freezer
- ☐ Generator tested (if you have one)

If a building sits empty in cold weather, keep the heat at 55°F or higher ([American Red Cross](#)). Run generators outdoors only, at least 20 feet from windows and doors, and discard refrigerated food held at 40°F or higher for more than 4 hours ([Ready.gov](#)).

SECTION 7

Closure triggers

Section 3 says who decides. This section says when.

Trigger	Response (close, delay or partial)	Decision deadline
NWS Winter Storm Warning for the county		
No power, no heat or no water		
Parking lot or entrance unsafe		
Crew below minimum		
Temperature below _____°F		
Other:		

Closure checklist

- ☐ Sign on the door
- ☐ Online hours updated
- ☐ Customers, members and bookings told
- ☐ Freeze protection on and heat set
- ☐ Water off where the plan says so
- ☐ Alarm set and doors locked

SECTION 8

Reopening

Walk the site before staff arrive.

- ☐ Checked for leaks, ice and roof damage
- ☐ Equipment, refrigeration and alarm tested
- ☐ Walkways, entrances and parking cleared
- ☐ Crew confirmed for the reopening shift
- ☐ Reopen approved by the person in Section 3
- ☐ Customers and members told you're open
- ☐ Damage logged with photos
- ☐ A work order opened for each repair, with an owner and due date

Keep each repair open until someone confirms the work is done.

One per site

Copy this page and the Section 6 vendor table for each location. The location manager keeps it current.

Field	Your answer
Location name and address	
Location manager (mobile)	
Backup manager (mobile)	
District or regional contact	
Water shutoff location	
Gas shutoff location	
Electrical panel location	
What freezes first here	
Partial-closure options (rooms or areas)	
Accessible exit and shelter procedure	
Where the printed plan is kept	
Sheet last updated	

Testing and review log

Run a 30-minute tabletop exercise each November: pick a regional storm scenario, remove one backup, walk the plan, and time how long every location takes to confirm a test message.

Gap found	Fix	Owner	Due date	How you'll know it's done

Review date	Reason (annual, after closure, owner change)	Reviewed by	Changes made



Run this plan across every location

Woven keeps your plan, storm-day messages, checklists, open shifts and work orders in one place, so every location gets the same call at the same time.

[Book a demo at startwoven.com](https://startwoven.com)