OPERATIONAL MANAGEMENT PLAN

NSPM PTY LTD

(NSPM PROPERTY SERVICES PTY LTD ACN 683 949 162)

for

THE BELEVEDERE

1. EXECUTIVE SUMMARY ~

This Operational Property Management (OPM) Plan outlines the day-to-day operations, resources, procedures, and responsibilities for Property management at **The Belvedere** under **NSPM Property Services Pty Ltd ACN 683 949 162**

The plan ensures a high standard of property management service, supports resident satisfaction, and maintains building compliance and safety.

The key focus areas include operations management, stakeholder communication, emergency planning, contractor liaison, and compliance oversight.

This OPM is subject to SSD consent conditions and will be implemented in accordance with any future SSD consent conditions issued by the Department of Planning, Housing and Infrastructure (DPHI).

2. BUSINESS OVERVIEW ~

NSPM Property Services Pty Ltd ACN 683 949 162 is a professional **Property Management** company that provides on-site property management services for residential and mixed-use developments.

The business specialises in maintaining the operational and amenity standards of property management while delivering exceptional service to residents, tenants, and stakeholders.

NSPM Property Services Pty Ltd ACN 683 949 162 works closely with strata management, contractors, and developers to ensure seamless operations and long-term asset preservation.

For the avoidance of doubt. NSPM is not a **Building Management Company,** but a **Property Management** Company as outlined with Strata responsible for the Building Management. This OPM is specific only to **Property Management**

3. OPERATIONAL SCOPE ~

This OPM plan applies to the daily **management** and operational **oversight** of the **properties**, including:

- Rent Collection
- Concierge services and tenant liaison
- Leasing & Application Processing
- Advertising of rental property

- Key and record security
- Emergency response protocols
- Communication and complaints handling

- Compliance with WHS, fire safety, and strata obligations

4. GOALS AND OBJECTIVES ~

- Provide an accessible and responsive on-site property manager
- Ensure streamlined communication between residents and management
- Maintain building amenity and safety through proactive oversight
- Enhance tenant satisfaction and retention
- Support compliance with regulatory and strata obligations

5. RESOURCE ALLOCATION ~

Staffing (2–5 personnel rotating)

- **Vanessa Tsokos ~** (Visitor to Office)
  Managing Director: Oversees company operations, governance, and strategic implementation.
- **Spiro Tsokos** ~ (Visitor to Office)
  Business Development Manager: Manages external relations, project growth, and contractor negotiations.
- **Office Manager** ~ (Stationed at Office)
  Oversees internal operations, scheduling, and team coordination.
- **Office Administrator** ~ (Stationed at Office)
  Handles admin tasks, digital records, and contractor logs.
- **Office Assistant ~** (Stationed at Office)
  Assists with concierge duties, documentation, and logistics.

Equipment & Office Setup ~

- Computers: $10,000
- Printers & Scanners: $3,000
- Paper shredder: $500
- Furniture (desks, chairs): $2,000
- Fridge: $1,000
- CCTV system: 16-camera DVR setup in Comms Room

6. HOURS OF OPERATION ~

- Monday to Friday: **10:00 AM – 5:00 PM**
- Saturday: **10:00 AM – 3:00 PM**

7. CONTACT PROTOCOLS ~

Business Hours Contact:

- Vanessa Tsokos – Managing Director & Licensee in Charge
  e: vanessa@nspmps.com.au
  m: +61 417 538 876

- Spiro Tsokos – BDM
  e: spiro@nspmps.com.au
  m: +61 457 110 775

24 hours & After-Hours / Emergency Contact:

Protocol: Contact Vaneesa or Spiro directly via mobile,

- Vanessa Tsokos – Managing Director & Licensee in Charge
  e: vanessa@nspmps.com.au
  m: +61 417 538 876

- Spiro Tsokos – BDM
  e: spiro@nspmps.com.au
  m: +61 457 110 775

Emergency contact list (fire, police, lift services, etc.) maintained and visible in the office

8. ROLES AND RESPONSIBILITIES ~

- Building Management: Handled by Strata Manager (e.g. PICA) with support from **NSPM Property Services Pty Ltd ACN 683 949 162.**
- Daily Operations & Tenant Liaison: **NSPM Property Services Pty Ltd ACN 683 949 162** team
- Emergency Procedures & Safety Protocols: **NSPM Property Services Pty Ltd ACN 683 949 162** in coordination with builder and safety consultant

  Contractor Liaison: Coordinated by **NSPM Property Services Pty Ltd ACN 683 949 162** with strata support

9. RISK MANAGEMENT ~

- See Business Continuity Plan (BCP) – ***Annexure A***. Covers operational disruptions, system failures, WHS incidents, and property damage.

10. CONTINGENCY PLANNING ~

See BCP – ***Annexure A*****.** Outlines lockdown protocols, restricted access measures, and alternate operational procedures in emergencies.

11. KEY OPERATIONAL PROCEDURES ~

- Visitor & Contractor Sign-In/Out: Physical register at reception; WHS briefing for all contractors
- Key & Record Storage: Keys in lock box; resident and strata records stored digitally and securely
- Office Access: Via intercom to lobby and key access
- CCTV Monitoring: DVR system (16 cameras) in communal areas, monitored from Comms Room
- Resident Behavior & Noise Complaints: Logged and investigated in consultation with strata and through CCTV if needed
- Maintenance & Compliance: Regular inspections, contractor scheduling, fire system checks, AFSS compliance

12. COMMUNICATION & COMPLAINTS PROCEDURE ~

Our Commitment:
We value your feedback. This procedure outlines how you can provide compliments or complaints about our services, staff, or processes. We are committed to handling all feedback fairly, efficiently & confidentially.

How to Provide Feedback:
You can submit feedback via:

- Vanessa Tsokos – Managing Director & Licensee in Charge
  e: vanessa@nspmps.com.au
  m: +61 417 538 876

- Spiro Tsokos – BDM
  e: spiro@nspmps.com.au
  m: +61 457 110 775

In Writing: 30 Westminster Rd, Gladesville NSW 211

We accept anonymous feedback, but this may limit our ability to follow up directly with you.

Our Process:

Step	Action	Description
1	**Receive & Record**	All feedback is logged immediately upon receipt.
2	**Acknowledge & Assess**	We will acknowledge your feedback within **[e.g., 3 business days]**. We assess the issue and assign it to an appropriate team member.
3	**Investigate**	The assigned officer will gather all necessary information and ensure procedural fairness for all involved parties.
4	**Resolve & Respond**	We will inform you of the outcome and the reasons for our decision, usually within **[e.g., 21 business days]**.
5	**Review & Improve**	We use all feedback to identify systemic issues and improve our services.

Need an External Review:
If you are not satisfied with our final response, you have the right to seek an external review. Depending on the nature of the complaint, you may contact:

- **NSW Ombudsman:** For complaints about NSW government agencies and community service providers.
- **NSW Fair Trading:** For consumer complaints.
- Other relevant external bodies,

13. NOISE AND AMENITY MANAGEMENT, SECURITY AND SAFETY

The effective management of residential flat building (RFB) developments in Australia requires comprehensive operational and management plans that address key areas crucial to the safety, comfort, and harmonious living of all occupants. Among the most common and essential inclusions are Noise and Amenity Management, Security and Safety, and Emergency and Evacuation Procedures. These areas are not only vital for day-to-day operations but are also subject to various state and national legislative requirements and Australian Standards.

Noise and Amenity Management:
Noise management is a significant challenge in high-density living environments and is typically regulated by a combination of state environmental legislation (e.g., NSW's *Protection of the Environment Operations Act 1997*) and the strata scheme's own by-laws. The goal is to strike a balance between everyday living noises and "offensive" noise that unreasonably disturbs other residents.

Key Aspects and Best Practices:

- **By-laws:** Strata schemes have specific by-laws that outline acceptable noise levels and time restrictions for activities such as using power tools, playing music, or operating air conditioners. Adherence to the NSW model by-laws or customised alternatives is essential.
- **Acoustic Design:** Modern RFBs are encouraged to exceed minimum National Construction Code (NCC) sound insulation requirements (e.g., for floors and common walls) during design and construction to mitigate noise transfer.
- **Resident Communication:** Building management plans emphasise proactive communication. Residents are encouraged to inform neighbours of upcoming noisy activities (e.g., renovations, parties) and to resolve minor issues amicably through direct conversation first.
- **Dispute Resolution:** Formal procedures, often involving the strata committee, strata manager, or external mediation services like NSW Fair Trading, are established for unresolved noise complaints. Continued breaches can result in formal notices and action at the NSW Civil and Administrative Tribunal (NCAT).

Security and Safety:
Maintaining a secure and safe environment is a fundamental responsibility of RFB management. This encompasses the physical safety of residents and visitors, as well as the protection of property and common areas.

Key Aspects and Regulatory Framework:
- **Physical Security Measures:** The implementation and maintenance of security systems are standard. This includes:
    - CCTV surveillance in common areas.
    - Access control systems (intercoms, electronic key fobs/cards) for entry points and restricted areas.

    - Adequate lighting in corridors, stairwells, and car parks to deter crime and prevent accidents.

- **Fire Safety:** This is a major component of building safety. Building owners must ensure all fire safety measures are operational, regularly tested by licensed professionals, and certified annually via a fire safety statement lodged with Fire and Rescue NSW (FRNSW) and the local council.
- **Ongoing Maintenance:** Regular inspections are conducted to identify and remove hazards, such as trip risks in common areas or obstructions in exit routes.
- **Emerging Risks:** Management plans must also address contemporary safety concerns, such as the safe charging and storage of lithium-ion batteries in e-micromobility devices to prevent fires, a growing area of regulation in NSW.

Emergency and Evacuation Procedures:

Robust emergency and evacuation procedures are mandatory and critical for safeguarding lives during incidents such as fires, floods, or structural failures. These plans are governed by Australian Standards (specifically AS 3745-2010 for emergency planning) and Work Health & Safety (WHS) regulations.

Key Requirements and Operational Procedures:

- **Comprehensive Emergency Plan:** A written plan on completion of construction and prior to Occupation, accessible to all occupants, must detail procedures for various emergency scenarios. It should include contact details for wardens and emergency services, and methods for alerting building occupants (e.g., alarms).
- **Evacuation Diagrams:** Clearly visible and up-to-date evacuation diagrams must be displayed in common areas. These diagrams are oriented to the viewer's position ("You Are Here") and show evacuation routes, exits, and the location of fire-fighting equipment and assembly points.
- **Emergency Control Organisation (ECO):** An appointed team of wardens is responsible for directing and controlling the emergency response.
- **Training and Drills:** All residents and staff are required to receive training on emergency procedures and participate in site-specific emergency response exercises (fire drills) at least every 12 months. This includes specific training for wardens and instruction on using first-attack firefighting equipment.
- **Accessibility:** Evacuation procedures must consider the needs of individuals with disabilities, ensuring accessible egress routes are available.

Noise and Amenity Management, Security and Safety, and Emergency and Evacuation Procedures are foundational pillars of effective RFB management in Australia.

Compliance with relevant legislation and standards, proactive management, and clear communication with residents are essential to create a safe, secure, and liveable environment for all.

14. COMMUNICATION PLAN ~

- Communication Channels: Email, phone, intercom, resident portal/app
- Resident Updates: Digital noticeboards, email newsletters
- Contractor Coordination: Email, app scheduling, onsite meetings
- Emergency Announcements: Text alerts and posted notices

15. REVIEW AND EVALUATION ~

The Operational Management Plan (OMP) will be reviewed annually or upon significant changes

Version control maintained internally

Updates communicated to Owners Corporation and key stakeholders

End

Managing Director
Vanessa Tsokos
NSPM Property Services Pty Ltd

e: vanessa@nspmps.com.au
m: +61 417 538 876

30 Westminster Rd, Gladesville NSW 2111

Annexures 1 - A BCP

BUSINESS CONTINUITY PLAN

NSPM PTY LTD

(NSPM PROPERTY SERVICES PTY LTD ACN 683 949 162)

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1. Definitions

In this document unless the context requires otherwise

Business Continuity Planning means a process that helps develop a plan document to manage the risks to a business, ensuring that it can operate to the extent required in the event of a crisis/disaster.

Business Continuity Plan means a document containing all of the information required to ensure that the Company's business is able to resume critical business activities should a crisis/disaster occur.

Business Impact Analysis means the process of gathering information to determine basic recovery requirements for your key business activities in the event of a crisis/disaster.

Company means NSPM Property Services Pty Ltd ACN: 683 949 162

Key business activities means those activities which are essential to deliver outputs and the achievement of business objectives.

Recovery Time Objective (RTO) means the time from which the Company declares a crisis/disaster to the time that the critical business functions must be fully operational in order to avoid serious financial loss.

Resources are the means that support delivery of an identifiable output and/or result. Resources may be money, physical assets, or most importantly, people.

Risk Management means the process of defining and analysing risks, and then deciding on the appropriate course of action in order to minimise these risks, whilst still achieving business goals.

2. Objectives and Introduction

The objectives of the Business Continuity Plan are to:

(a) undertake risk management assessment;

(b) define and prioritise our critical business functions;

(c) detail our immediate response to a critical incident;

(d) detail strategies and actions to be taken to enable the Company to stay in business;

(e) provide for reviews and updates of this plan on a regular basis.

The purpose of developing a Business Continuity Plan is to ensure the continuation of the Company's business during and following any critical incident that results in disruption to the Company's normal operational capability.

This Business Continuity Plan is based on the Prevention, Preparedness, Response and Recovery (PPRR) framework. Each of the four key elements is represented by a part in the Business Continuity Planning Process as follows:

(f) **Prevention - Risk Management planning -** Incorporates the Prevention element that identifies and manages the likelihood and/or effects of risk associated with an incident.

(g) **Preparedness - Business Impact Analysis -** Incorporates the Preparedness element that identifies and prioritises the key activities of a business that may be adversely affected by any disruptions.

(h) **Response – Incident Response planning -** Incorporates the Response element and outlines immediate actions taken to respond to an incident in terms of containment, control and minimising impacts.

(i) **Recovery - Recovery planning -** Incorporates the Recovery element that outlines actions taken to recover from an incident in order to minimise disruption and recovery times.

In addition to the above, the Business Continuity Plan contains a Rehearse, Maintain and Review section on the basis that these plans should regularly tested, reviewed and updated.

3. Risk Management Plan

3.1 Risk management

Key: **VH = Very High**
H = High
M = Medium
L = Low

Risk Description:	Likelihood	Impact	Priority	Preventative Action
Loss of staff due to sickness, self-quarantining requirements or to force majeure or directions by government	H	H	H	• Implement rotations of staff to minimize the number of potential overall contacts and to mitigate the risk if one staff member becomes sick. • Ensure that staff maintain social distance in accordance with government recommendations; • Reduce the number of people per shift to allow for social distancing; • Implement work from home arrangements for those employees who are not required to attend the work site • Postpone face-to-face meetings, and unnecessary travel. • Cross train employees so they can effectively cover other duties. • Provide supplies for handwashing and personal hygiene.

				• Communicate the importance of employees staying home if they think they are ill, or if they are ill. Allow enough time for people to recover completely and return to work healthy. • Make sure employees know exactly what your policies are for sick leave. • Keep an up-to-date list of all employees for communication purposes. • Track which staff are available to come to work. • Be aware of health and safety, employment or compensation legislation, and any emergency measures acts, and how they may apply in a pandemic situation to your business. • For sites not under the Company's control, ensure that the contractor in control has contractor's business continuity arrangements which are aligned with those of the Company's business continuity plan.

Complete shut down of business operations	H	VH	H	• Ensure adequate insurance cover in place including business interruption and general property • Ensure all data and information is backed up. • Keeping up to date with developments concerning the current outbreak of coronavirus • Ensure stakeholders are made aware that steps are being taken to avoid disruptions to the Company's projects and that both staff, contractors and stakeholders are encouraged to practice proper hygiene and to not attend the work site if they are sick. • Contact financiers and other stakeholders with a view to reducing costs and overheads or to negotiate concessions. • For sites not under the Company's control, ensure that the contractor in control has contractor's business continuity arrangements which are aligned with those of the Company's business continuity plan.

3.2 Insurance

Insurance type	Policy coverage	Policy exclusions	Insurance company and contact	Last revie
Business Interruption	XXXXXXX	XXXXXXX	XXXXXXX	XXXXXXX
Public Liability Insurance	XXXXXXX	XXXXXXX	XXXXXXX	XXXXXXX

Workers' compensation insurance	Employee's loss of wages, medical and rehabilitation expenses for work-related injuries or illnesses	XXXXXXX	XXXXXXX	XXXXXXX
Business property insurance	Full replacement value	XXXXXXX	XXXXXXX	XXXXXXX

3.3 **Data security & backup strategy**

Data for backup	Frequency of backup	Backup media/ service	Person responsible	Backup p
Company database and Server	Weekly	Server Offsite external hard drive/s	IT Supplier	Automati
Emails	Daily	Server	Staff	Emails sh received
Payroll System	Weekly	Server Offsite external hard drive/s	IT Supplier/ Software provider	
Website	Monthly	Server Offsite external hard drive/s	IT Supplier / Hosting service	

3.4 Key personnel contacts training and multiskilling

To avoid the Key Person, Risk the following staff members have been identified as candidates for multiskilling to e
is unavailable their role can still be operated until they return back to work or have a suitable replacement obtaine

Job title	Name	Expected staff turnover	Skills or strengths	
XXXXXXX	XXXXXXX	XXXXXXX	XXXXXXX	XXXXXX
XXXXXXX	XXXXXXX	XXXXXXX	XXXXXXX	XXXXXX
XXXXXXX	XXXXXXX	XXXXXXX	XXXXXXX	XXXXXX
XXXXXXX	XXXXXXX	XXXXXXX	XXXXXXX	XXXXXX
XXXXXXX	XXXXXXX	XXXXXXX	XXXXXXX	XXXXXX
XXXXXXX	XXXXXXX	XXXXXXX	XXXXXXX	XXXXXX
XXXXXXX	XXXXXXX	XXXXXXX	XXXXXXX	XXXXXX
XXXXXXX	XXXXXXX	XXXXXXX	XXXXXXX	XXXXXX
XXXXXXX	XXXXXXX	XXXXXXX	XXXXXXX	XXXXXX
XXXXXXX	XXXXXXX	XXXXXXX	XXXXXXX	XXXXXX
XXXXXXX	XXXXXXX	XXXXXXX	XXXXXXX	XXXXXX

4. Business Impact Analysis

Rank	Critical business areas	Impact if failed	Current protection strategie
1	Work Site	• Loss of Revenue • Increased Costs • Delays to project • Staffing: Staff numbers may need to be reduced, moved offsite and/or stood down. • Product/service: Delays to project will occur. • Fines, interest or penalties may arise due to missed deadlines. • Legal liability, personal damage, public harm: potential for damage to property by vandals where worksite not attended or secured • Loss of good will, public image will occur if unable to meet stakeholder expectations. Stakeholders may seek to terminate or enforce agreements	Implement work from home p and arrangements for those st are not required at the work s Implement risk mitigation stra outlined in 3.1 Backing up of data and inform Insurance of premises, busines interruption and business pro
2	Accounts	• Loss of Revenue • Increased Costs due to late payments	Training employees in multipl the business will reduce key pe

		• Staffing: N/A • Product/service: payment and collection of debts and maintenance of accounts will be reduced until normal operations resumed. • Fines or penalties due to missed deadlines: N/A • Legal liability, personal damage, public harm: N/A • Loss of good will, public image: Will occur if unable to meet supplier and stakeholder expectations.	
3	Staff	• Loss of Revenue • Increased Costs: Additional costs of hiring new staff (if required and available) increased business overheads eg staff wages and delays in progress of development. • Staffing: Staff numbers may need to be reduced, stood down or increased depending on the cause of failure. • Product/service: potential for delays to the delivery of the project and stages of completion	Training employees in multipl the business will reduce key pe Implement risk mitigation stra outlined in 3.1

		• Fines or penalties due to missed deadlines are a potential issue dependant on contracts with stakeholders. • Legal liability, personal damage, public harm: N/A • Loss of good will, public image: Will occur if unable to meet stakeholder expectations. Stakeholder may seek to terminate or enforce agreements.	
4	Information Technology	• Loss of Revenue: • Increased Costs: costs of IT Supplier to rectify issue and loss of information • Staffing: N/A, • Product/service: depending on the type of failure could result in delays to the project, it could impact the sending and receiving correspondence, access to soft copies of documents such as plans, specifications and contacts, or the loss of data. • Fines or penalties due to missed deadlines • Legal liability, personal damage, public harm: N/A • Loss of good will, public image: Will occur if unable to meet stakeholder expectations.	Backing up of data and inform Keep up to date printed copi files and documents

5	Supplies and stock	• Increased Costs: Additional costs of securing new supplies (if required and available) and resulting delays in the progress of development. • Fines or penalties due to missed deadlines • Loss of good will, public image: Will occur if unable to meet stakeholder expectations.	Maintain relationships communication with suppl consider a backup supplier in supplies cannot be made preferred supplier

5. Incident Response Plan

5.1 Immediate Response Checklist

<u>**Incident response**</u>	✓	<u>**Actions taken**</u>
Have you: • assessed the severity of the incident?	❑	
• evacuated the site if necessary?	❑	
• accounted for everyone?	❑	
• identified any injuries to persons?	❑	
• contacted Emergency Services?	❑	
• implemented your Incident Response Plan?	❑	
• started an Event Log?	❑	
• activated staff members and resources?	❑	
• appointed a spokesperson?	❑	
• gained more information as a priority?	❑	
• briefed team members on incident?	❑	
• allocated specific roles and responsibilities?	❑	

• identified any damage?	❑	
• identified critical activities that have been disrupted?	❑	
• kept staff informed?	❑	
• contacted key stakeholders?	❑	
• understood and complied with any regulatory/compliance requirements?	❑	
• initiated media/public relations response?	❑	
• Taken steps to minimize damages and implement recovery plan	❑	

5.2 Emergency procedures

Procedures	Brief outline of procedures	Evacuation point/ address	Su
Evacuation Procedure	1. Alarm raised and relevant emergency services authorities contacted. 2. Wait for evacuation signal. 3. Follow warden instructions. 4. Calmly evacuate the premises from nearest emergency exit. 5. Arrive at evacuation location. 6. Locate and account for all staff.		

	7. arrange for cleaning of premises if required		

5.3 **Emergency team roles & responsibilities**

Role	Details of responsibilities	Person responsible	Email
Emergency Team leader	• Ensure the Business Continuity Plan has been activated • Oversee smooth implementation of the response and recovery section of the plan • Determine the need for and activate the use of remote work arrangements, and other continuity tasks • Communicate with key stakeholders as needed • Keep staff apprised of any changes to situation	XXXX	XXXX
First Aid Officer	• Attend regular first aid training courses. • Administer first aid support in an emergency situation. • Contact ambulance services when necessary.	XXXXXXX	XXXXXXX
Fire Warden	• Attend relevant training courses. • Communicate procedures to all staff. • Supervise and action emergency evacuation procedures (including contacting emergency services, accounting for staff).	XXXXXXX	XXXXXXX

5.4 **Emergency contacts**

Organisation Name	Contact	Phone nu
ALL	N/A	000

State Emergency Services (SES)	N/A	
Police (non urgent matters)	N/A	
Fire (Non emergencies)	N/A	
Ambulance (general enquiries)	N/A	
QLD Health	N/A	
General Insurance	XXXXXX	XXXXXX
Accountant	XXXXXX	XXXXXX
Water and Sewerage Account	XXXXXX	XXXXXX
Electricity Account	XXXXXX	XXXXXX
Telephones	XXXXXX	XXXXXX
Building Manager	XXXXXX	XXXXXX
Information Technology	XXXXXX	XXXXXX
Builder	XXXXXX	XXXXXX
Architects	XXXXXX	XXXXXX
Building Certifier	XXXXXX	XXXXXX

6. Recovery Plan

Critical Business Activities	Preventative/Recovery Actions	Resource Requirements/ Outcomes	Recovery Time Objective	Responsi
Closure of work site due to events of force majeure or directions by government	• re-assess financial position of business including cash flows to meet minimal overheads and the potential delays to the project • minimise overheads – review expenses and develop plan of action to reduce fixed and variable overheads include reduction of casual and permanent staff hours • Organise with IT supplier for the implementation of remote access for key staff where required	• put aside cash reserves to cover costs • reduce costs where able including by negotiating concessions with stakeholders, contractors, financiers and by reducing staff costs. • Reassure stakeholders of the Company's ability to continue or resume work as soon as able. • Secure funding to mitigate impact of incident and ensure the		

	• Reassure stakeholders that business is being conducted as usual subject to any restrictions imposed by government. • Take advantage of any governmental assistance offered to affected businesses.	business is able to continue.		
Loss of staff due to illness or self-quarantine requirements	• Implement risk mitigation strategies outlined in 3.1	• Hire additional staff (if available) or negotiate with an existing staff member to assume temporarily the role/hours of the affected staff member.		

6.1 Incident Recovery Checklist

Incident response	✓	Actions
Now that the crisis is over have you: • refocused efforts towards recovery?	❑	
• deactivated staff members and resources as necessary?	❑	
• implemented remote work arrangements as needed to ensure business continuity.		
• continued to gather information about the situation as it affects you?	❑	
• assessed your current financial position?	❑	
• reviewed cash requirements to restore operations?	❑	
• contacted your insurance broker/company?	❑	
• developed financial goals and timeframes for recovery?	❑	
• kept staff informed?	❑	

Incident response	✓	**Actions**
• kept key stakeholders informed?	❑	
• identified information requirements and sourced the information?	❑	
• set priorities and recovery options?	❑	
• updated the Recovery Plan?	❑	
• captured lessons learnt from your individual, team and business recovery?	❑	
• Applied for any relief or funding provided by government in respect of the incident?	❑	

6.2 Insurance claims

Use the table below to record any discussions you have had with an insurer about your claim

Insurance company	**Date of contact**	**Details of conversation/claim**

6.3 **Market assessment**

Based on your assessment of the damage to your business and/or surrounding area, list any areas of your market

Market changes	**Impact to business**	**Business c**
What has changed in the market?	*What impact will the market changes have on your business?*	*How can y market con*

6.4 **Marketing strategy**

Detail your marketing strategy after the emergency. If your business is reopening its doors after the disaster, hc channels will you use to target customers? How does this strategy differ in light of any changes in the market? e.g. effort (such as a social media campaign) to communicate your business reopening.

6.5 **The Finances**

(a) Compile a list all current creditors and any arrangements you have made during the recovery period; and

(b) Compile a list of all current debtors which have contacted and their agreed payment amount and date.

6.6 **Government funding**

List all government funding you have applied for and the expected amount.

Program Name	**Contact details**	**Funding details**	**Date of application**

7. Rehearse, Maintain and Review

7.1 Rehearsal and Maintenance

Record the dates when the plans in the Business Continuity Plan where tested, checked or rehearsed:

Training Date	Training type	Comment

7.2 Review schedule

Record of reviews and changes to Business Continuity Plan:

Review date	Reason for review	Changes r