*A business continuity plan is a written document that lays out a plan for your firm to function and accomplish critical business processes in the event of an unexpected disaster (such as an earthquake, fire, etc.). Your business continuity plan should specify a process for addressing unexpected events as follows:*

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# Notification Protocol

With Washington Rules of Professional Conduct 1.4 and 1.6 in mind, within the first twelve hours, you need to address the following issues: (1) notifying staff of impacts to work; (2) notifying clients of any potential delays and the means to contact you for urgent issues; (3) notifying opposing counsel and other critical parties regarding changes to your availability and the means to reach you.

#### Notes

#### Staff Contact Information

|  |  |  |
| --- | --- | --- |
| **Name** | **Home/Mobile Number** | **Emergency Contact** |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

##### What are the expectations for communication between members/staff of the firm? Will you check in throughout the day? Provide schedule updates?

#### Communication Checklist

|  |  |  |  |
| --- | --- | --- | --- |
|  | Automatic reply set |  | Call forwarded set |
|  | Voicemail greeting changed and schedule set for regularly checking voicemail |  |  |
|  | Email signature updated |  |  |
|  | Website updated if applicable |  |  |

# Deadlines and Extensions

You need be able to identify all existing deadlines and determine immediately (1) which deadlines are occurring within 4 weeks; (2) which of those deadlines require an extension; and (3) the process for obtaining those extensions.

#### Notes:

##### Where is the backup for your calendar/deadlines located and how can it be accessed out of the office?

##### Where your case information stored (contact information for clients, opposing counsel, etc.)? Do you have a backup?

##### How will you prioritize requests for extensions and how will you make those requests?

# Insurance Coverage

##### Note information regarding your firm insurance policies (malpractice, cybersecurity, etc.) here:

##### Does your insurance provider offer any incident response guidelines? If so where are those stored?

# Hardware

##### List hardware devices here in the event they are destroyed and need to be replaced. Include all devices you use for your work, including scanners, laptops, mobile devices, etc.:

|  |  |  |  |
| --- | --- | --- | --- |
| **Device Description**  **(e.g. “office computer”)** | **Device Model Name** | **Model Number** | **Serial Number** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

##### Are you able to “remote wipe” these devices? If so, what is the process?

##### If you lose access to your existing hardware, what are your options for printing, scanning and other document production needs? Will these options preserve client confidentiality?

# Financial Accounts and Software

##### Where can you find a backup list of your financial institution and account numbers?

##### Where do you store financial records such as trust account records?

##### Do you have a line of credit or other source of cash to cover operating expenses, such as payroll? What is the source and what protocol will determine whether to use it?

##### What is the pay period for your employees? How will you make payroll in the event that you lose access to your office?

##### What recurring payments or vendor expenses do you have? How often is payment expected? How will you make payment if you lose access to your office?

# Facilities

##### Include information about your building here, including after-hours access, contact information, emergency preparedness information, who has building card keys and/or security pass codes, etc.:

##### Note information about your utilities (phone, internet, etc.) here, including account details and contact information:

# Business Custodian

##### Do you have a custodian designated to administer your business if you are impaired? If so, list information here including the custodian’s name and contact information:

##### Where is the written agreement for your custodian arrangement stored, and what is the designated process for notifying the custodian in the event of an incident?

# Other

##### List any other information you want to memorialize for your business continuity plan: