

THE GRAVITY SYSTEM

Risk & Continuity System

How to anticipate disruption, protect people, continue critical work, recover in priority order, and reopen through verified gates.

30 OPERATING TOOLS • 6 CONTROL AREAS • 1 RISK-TO-RECOVERY LOOP

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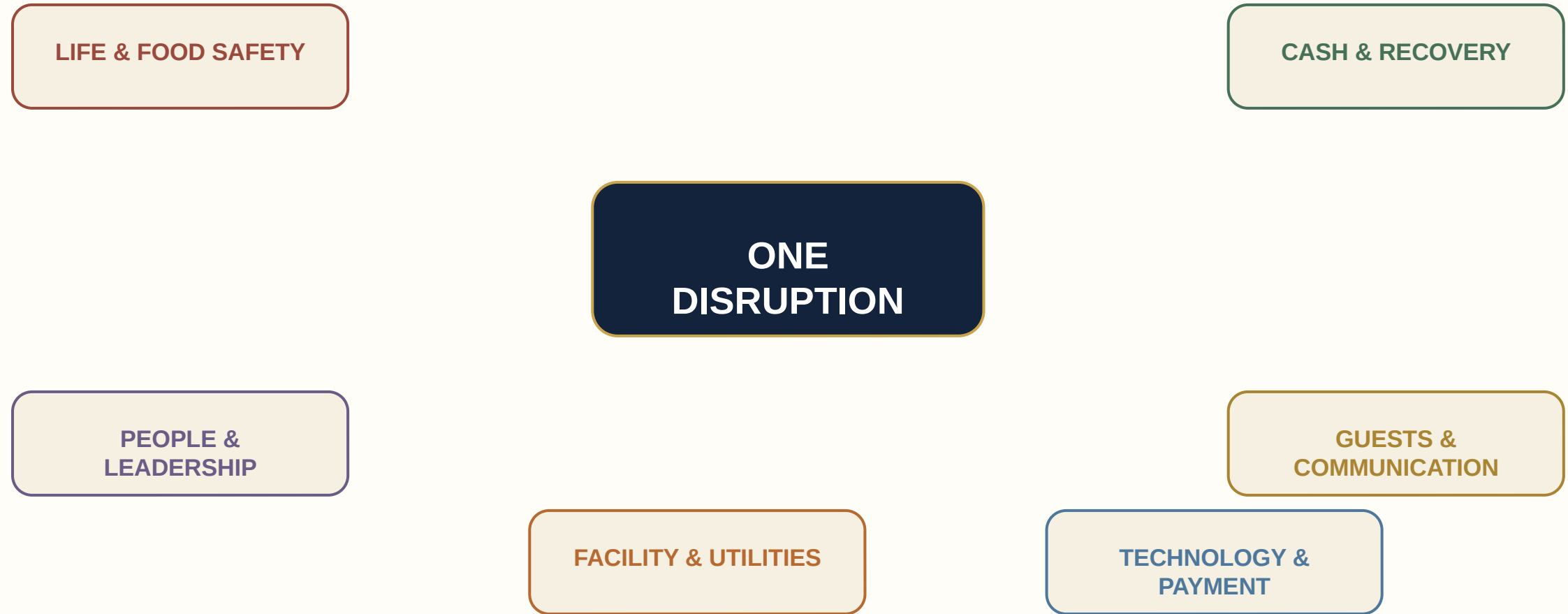
ANTICIPATE

PROTECT

CONTINUE

RECOVER

One interruption can become six management problems at once



Separate binders and one-person knowledge cannot coordinate a cross-system incident.



The risk-to-recovery loop closes only after learning becomes verified change



A plan is not complete because it exists. It is complete when the right people can activate it, continue or stop work safely, recover in priority order, and prove the installed result.

Thirty tools cover the full risk-to-recovery lifecycle

RC01–05

**RISK GOVERNANCE
& PRIORITIZATION**

RC06–10

**CRITICAL OPERATIONS
& DEPENDENCIES**

RC11–15

**PREPAREDNESS &
EMERGENCY RESPONSE**

RC16–20

**CONTINUITY &
ROLE COVERAGE**

RC21–25

**RECOVERY &
RESTART**

RC26–30

**TESTING, LEARNING
& RENEWAL**

Use stable IDs GRV-RC01 through GRV-RC30 in every form, workbook row, review, and change record



GRV-RC coordinates the response without duplicating operating records

GRV-RC OWNS	SOP LIBRARY OWNS	GRV-I OWNS
Operational risk scenarios	Approved step-by-step procedures	Source authority
Critical functions and continuity	Power outage	Current versions and controlled masters
Emergency activation and incident records	Fire and facility response	Evidence rules
Backup leadership	Severe weather	External intelligence
Recovery, restart, drills, and actions	Food and equipment emergency tasks	Formal change and renewal

Other Gravity systems retain leadership, training, labor, service, food, CRM, and financial records. GRV-RC links them during disruption.



Preparedness requires named authority and a tested succession path

EXECUTIVE / OWNER

Risk appetite • major investment • closure/reopening • external specialists

CONTINUITY LEAD

Risk register • plans • contacts • exercises • renewal

INCIDENT LEAD

Life safety • objectives • roles • decisions • handoffs

FUNCTIONAL LEADS

Safety/operations • planning • logistics • finance • communications

BACKUP LEADERS

Documented authority • access • training • availability • test

One person may hold several roles; authority, alternate, decision, and handoff must still be visible.



Prioritize consistently—then apply consequence, uncertainty, and authority

RISK & CONTINUITY SYSTEM | EDITABLE FORMS

RISK GOVERNANCE & PRIORITIZATION | OPERATING TOOL

Enterprise Risk Register

Tool IDGRV-RC01

OwnerOwner/GM

CategoryRisk Governance & Prioritization

FrequencyMonthly and at change

Purpose: Maintains one prioritized view of threats, opportunities, controls, owners, review dates, and residual exposure.

RISK IDENTITY

Risk ID

Scenario/event

Category

Location/function

Date identified

Source/signal

ASSESSMENT

Existing controls

Likelihood 1-5

Impact 1-5

Inherent score

Control effectiveness

Residual rating

OWNERSHIP

Primary owner

Backup owner

Response choice

Action ID

Target date

Next review

MANAGEMENT REVIEW

Reviewed by

Review date

Decision/action

Next review

Control note: Use the approved version of GRV-RC01. Immediate life safety and official instructions override this form. Reference restricted evidence securely; do not record passwords, full payment-card data, alarm codes, or unnecessary personal information.

THE GRAVITY SYSTEM

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INHERENT SCORE

Likelihood × impact before current controls

RESIDUAL RISK

Reassess remaining exposure after proven controls

RESPONSE

Avoid • reduce • transfer/share • accept • prepare

A low-probability life-safety scenario can still require a plan. A score never overrides a mandatory threshold.



Restore outcomes that protect life and lawful operation before full capacity

RISK & CONTINUITY SYSTEM | EDITABLE FORMS

CRITICAL OPERATIONS & DEPENDENCIES | OPERATING TOOL

Business Impact Analysis

Tool IDGRV-RC07

OwnerGM/Finance Lead

CategoryCritical Operations & Dependencies

FrequencyAnnual and at change

Purpose: Rates the operational, safety, guest, financial, legal, people, and reputation effects of disruption over time.

FUNCTION/SCENARIO

Function ID

Assessment date

Season/peak

Disruption scenario

Owner

Assumptions

IMPACT BY TIME

0-4 hours

1-3 days

Beyond 7 days

4-24 hours

4-7 days

Maximum tolerable downtime

CONSEQUENCES

Life/food safety

People

Legal/contract

Guests/service

Financial

Reputation

RECOVERY

Priority

Data-loss tolerance

Dependency

Target recovery time

Minimum resources

Approval

MANAGEMENT REVIEW

Reviewed by

Decision/action

Review date

Next review

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MAXIMUM TOLERABLE DOWNTIME

Longest disruption before impact becomes unacceptable

RECOVERY TIME OBJECTIVE

Target time to restore the function or service

RECOVERY POINT OBJECTIVE

Maximum tolerable data-loss period for a system or record

Targets guide planning. They are not service guarantees and must be tested



A backup that shares the same failure is not independent

RISK & CONTINUITY SYSTEM | EDITABLE FORMS

CRITICAL OPERATIONS & DEPENDENCIES | OPERATING TOOL

Dependency & Single-Point-of-Failure Map

Tool ID

GRV-RC08

Owner

Operations Lead

Category

Critical Operations & Dependencies

Frequency

Quarterly

Purpose: Finds resources whose loss can stop a critical function and records redundancy or a workaround.

DEPENDENCY

Dependency ID

Resource/person/system

Failure mode

Critical function

Owner/vendor

Warning signal

EXPOSURE

Single point of failure

Existing redundancy

Capacity/duration

Time to impact

Workaround

Residual rating

IMPROVEMENT

Required backup

Due date

Evidence

Action owner

Test method

Next review

MANAGEMENT REVIEW

Reviewed by

Decision/action

Review date

Next review

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People & authority

Facility & equipment

Power • gas • water • telecom

Technology • payment • data

Food • suppliers • repair • waste

Records • access • contracts

SINGLE-POINT TEST

- Only one person or owner
- Only one supplier or route
- Only one system, file, login owner, circuit, or channel
- Workaround is untrained or too small
- Backup depends on the same building, network, vendor, or person

Remove • create independent redundancy • build a safe workaround • shorten recovery • accept through authority

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Life safety is immediate; paperwork follows the action

RISK & CONTINUITY SYSTEM | EDITABLE FORMS

PREPAREDNESS & EMERGENCY RESPONSE | OPERATING TOOL

Emergency Action Plan

Tool ID

Category

GRV-RC11

Preparedness & Emergency Response

Owner

Frequency

GM/Safety Lead

Annual and at change

Purpose: Provides the location-approved emergency structure, reporting, evacuation, accountability, rescue/medical contacts, and plan owner.

PLAN CONTROL

Location

Approval date

Posted/available at

Plan owner

Effective date

Next review

REQUIRED ELEMENTS

Emergency reporting

Critical operations before evacuation

Rescue/medical duties

Evacuation procedures

Employee accountability

Contact for plan questions

ACTIVATION

Alarm/notification

Incident lead

Assistance needs

Emergency services

Assembly/accountability

Reentry authority

TRAINING

Roles trained

Observed gap

Action owner

Last drill

Immediate control

Retest date

MANAGEMENT REVIEW

Reviewed by

Decision/action

Review date

Next review

Control note: Use the approved version of GRV-RC11. Immediate life safety and official instructions override this form. Reference restricted evidence securely; do not record passwords, full payment-card data, alarm codes, or unnecessary personal information.

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REPORT

Fire and other emergencies

EVACUATE

Routes, exits, assignments

CONTROL

Only designated safe shutdown actions

ACCOUNT

Employees, guests, visitors, assistance

AID

Assigned rescue/medical duties

CONTACT

Plan questions, services, reentry authority

Call 911 or the applicable emergency service. Never delay evacuation or aid to complete a form.

THE GRAVITY SYSTEM

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GRV-RC activates and coordinates the approved task-level procedure

RISK & CONTINUITY SYSTEM | EDITABLE FORMS

PREPAREDNESS & EMERGENCY RESPONSE | OPERATING TOOL

Fire, Utility Loss & Facility Emergency Plan

Tool ID	GRV-RC14	Owner	Manager on Duty
Category	Preparedness & Emergency Response	Frequency	Every 6 months

Purpose: Coordinates safe reporting, evacuation or closure, utility contact, preservation limits, and qualified restart.

EVENT

Fire/electrical/gas/water/power/HVAC	_____	Location	_____
Detection/reporting	_____	Immediate life-safety action	_____
Emergency/utility contact	_____	Manager in charge	_____

OPERATIONAL CONTROL

Evacuate/shelter/close	_____	Equipment shutdown authority	_____
Food/refrigeration protection	_____	Manual sales/payment rule	_____
Guest/team communication	_____	Access restriction	_____

RESTART

Qualified inspection	_____	Utility restored	_____
Food disposition	_____	Technology validation	_____
Authority approval	_____	Reopening decision	_____

MANAGEMENT REVIEW

Reviewed by	_____	Review date	_____
Decision/action	_____	Next review	_____

Control note: Use the approved version of GRV-RC14. Immediate life safety and official instructions override this form. Reference restricted evidence securely; do not record passwords, full payment-card data, alarm codes, or unnecessary personal information.

THE GRAVITY SYSTEM

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OFFICIAL ALERT / OBSERVATION

Emergency service • NWS • utility • health authority • staff report

GRV-RC ACTIVATION

Incident level • lead • objectives • contacts • continuity mode

APPROVED SOP

Power outage • severe weather • fire • food • equipment • facility actions

RECOVERY / RESTART

Inspection • food disposition • technology validation • release gates



Minimum operations means controlled essential work—not normal service with fewer resources

RISK & CONTINUITY SYSTEM | EDITABLE FORMS

CONTINUITY & ROLE COVERAGE | OPERATING TOOL

Continuity Strategy & Minimum Operations

Plan

Tool ID

GRV-RC16

Owner

Owner/GM

Category

Continuity & Role Coverage

Frequency

Quarterly

Purpose:

Defines safe minimum service, prioritized functions, triggers, resources, workarounds, limits, and return conditions.

STRATEGY

Scenario/trigger

Minimum service level

Duration assumption

Critical functions

Activation owner

Risk limits

MINIMUM OPERATIONS

Menu/service model

Minimum staffing

Technology/payment

Hours/capacity

Facility/utilities

Supplier/inventory

CONTROL

Workarounds

Stop condition

Approval

Guest/team communication

Recovery handoff

Test/date

MANAGEMENT REVIEW

Reviewed by

Decision/action

Review date

Next review

Control note:

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THE GRAVITY SYSTEM

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CONTINUE THROUGH REDUNDANCY

REDUCE MENU • HOURS • CHANNELS • VOLUME

RELOCATE OR USE ALTERNATE SITE

USE CONTROLLED MANUAL PROCESS

TRANSFER TO ANOTHER LOCATION / PROVIDER

SUSPEND AND PROTECT UNTIL RECOVERY

Every strategy needs capacity, duration, safety, food, people, technology, payment, data, communication, stop, and recovery limits.



A name on a phone list is not a ready alternate

RISK & CONTINUITY SYSTEM | EDITABLE FORMS

CONTINUITY & ROLE COVERAGE | OPERATING TOOL

Backup Leadership & Role Coverage Plan

Tool ID	GRV-RC17	Owner	Owner/GM
Category	Continuity & Role Coverage	Frequency	Monthly

Purpose: Names trained alternates, authority limits, handoff information, activation rules, and coverage gaps for essential roles.

ESSENTIAL ROLE

Role	_____	Primary person	_____
First alternate	_____	Second alternate	_____
Required location	_____	Contact method	_____

COVERAGE

Authority transferred	_____	Restrictions	_____
Handoff records	_____	Systems/access	_____
Critical contacts	_____	Expected duration	_____

READINESS

Training complete	_____	Last simulation	_____
Availability confirmed	_____	Known gap	_____
Action owner	_____	Next check	_____

MANAGEMENT REVIEW

Reviewed by	_____	Review date	_____
Decision/action	_____	Next review	_____

Control note: Use the approved version of GRV-RC17. Immediate life safety and official instructions override this form. Reference restricted evidence securely; do not record passwords, full payment-card data, alarm codes, or unnecessary personal information.

THE GRAVITY SYSTEM

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AUTHORITY

What may the alternate decide, spend, stop, close, or communicate?

ACCESS

Can the alternate reach current plans, contacts, records, systems, and facilities?

COMPETENCE

Has the alternate completed role training and demonstrated the decisions?

AVAILABILITY

Is coverage confirmed through more than one channel?

HANDOFF

Can the primary transfer status, restrictions, resources, and next checkpoints?

Test the alternate in a scenario. Availability alone does not prove readiness



Say what is known, what action people should take, and when the next update arrives

RISK & CONTINUITY SYSTEM | EDITABLE FORMS

CONTINUITY & ROLE COVERAGE | OPERATING TOOL

Crisis Communication & Stakeholder Plan

Tool IDGRV-RC19

CategoryContinuity & Role Coverage

OwnerOwner/Communications Lead

FrequencyQuarterly

Purpose: Prepares audiences, approved channels, message owners, holding statements, verification, access, and correction rules.

AUDIENCE

Audience/
stakeholder

Primary channel

Message owner

Information need

Alternate channel

Approval authority

MESSAGE CONTROL

Verified facts

Safety instruction

Privacy/
confidentiality

Unknowns stated

Action/update time

Correction process

PREPARED RESOURCES

Holding statement

Guest message

Media/social rule

Employee message

Supplier/landlord
message

Accessible/language
support

LOG

Sent by

Recipients/channel

Response/issues

Date/time

Approval

Next update

MANAGEMENT REVIEW

Reviewed by

Decision/action

Review date

Next review

Control note: Use the approved version of GRV-RC19. Immediate life safety and official instructions override this form. Reference restricted evidence securely; do not record passwords, full payment-card data, alarm codes, or unnecessary personal information.

THE GRAVITY SYSTEM

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Employees & backup leaders

Guests • reservations • events

Emergency services & authorities

Utilities • landlord • insurer •
counsel

Suppliers • payment • technology

Community • media • social
channels

MESSAGE STANDARD

- Verified facts and unknowns
- Safety or service instruction
- Approved owner, channel, and audience
- Privacy, security, claims, and investigation control
- Correction method and next-update time
- Accessible and language-appropriate support

THE GRAVITY SYSTEM

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One operating picture keeps the event from fragmenting across departments

RISK & CONTINUITY SYSTEM | EDITABLE FORMS

RECOVERY & RESTART | OPERATING TOOL

Incident Command & Decision Log

Tool IDGRV-RC21

OwnerIncident Lead

CategoryRecovery & Restart

FrequencyPer incident

Purpose: Creates one time-stamped record of incident objectives, roles, facts, decisions, approvals, communications, resources, and handoffs.

INCIDENT CONTROL

Incident ID		Date/time opened	
Incident level		Incident lead	
Command location/channel		Current objective	

ROLES

Safety/operations		Planning/information	
Logistics/resources		Finance/documentation	
Communications		Executive/authority liaison	

DECISION LOG

Date/time		Verified fact	
Decision/action		Decision owner	
Reason/authority		Next checkpoint	

HANDOFF/CLOSE

Current status		Unresolved risks	
Resources		Communications due	
Handoff accepted by		Closed/deactivated	

MANAGEMENT REVIEW

Reviewed by		Review date	
Decision/action		Next review	

Control note: Use the approved version of GRV-RC21. Immediate life safety and official instructions override this form. Reference restricted evidence securely; do not record passwords, full payment-card data, alarm codes, or unnecessary personal information.

THE GRAVITY SYSTEM

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INCIDENT LEAD

Life safety • objectives • decision rhythm

SAFETY / OPERATIONS

Immediate operating control

PLANNING / INFORMATION

Facts • status • forecast • records

LOGISTICS / RESOURCES

People • facility • suppliers • support

FINANCE / DOCUMENTATION

Cost • claim • time • evidence

COMMUNICATIONS

Approved internal and external messages

Record time, fact or assumption, decision, authority, reason, owner, communication, and next checkpoint.



A backup is verified only when a clean restore produces an accepted business result

RISK & CONTINUITY SYSTEM | EDITABLE FORMS

RECOVERY & RESTART | OPERATING TOOL

Technology/Data Disaster Recovery Runbook

Tool IDGRV-RC23

CategoryRecovery & Restart

OwnerTechnology Lead

FrequencyEvery 6 months and at incident

Purpose: Sequences authorized technology restoration, clean recovery, validation, access, integration, and business acceptance.

RUNBOOK CONTROL

Incident/system	_____	Technical lead	_____
Business owner	_____	Authorized by	_____
Known compromise	_____	Recovery objective	_____

RECOVERY SEQUENCE

Contain/isolate	_____	Preserve evidence	_____
Select clean backup	_____	Restore priority	_____
Patch/credential actions	_____	Reconnect integrations	_____

VALIDATION

Data integrity	_____	Access/permissions	_____
Payment/process	_____	Interface/reconciliation	_____
Security monitoring	_____	Business acceptance	_____

CLOSURE

RTO achieved	_____	RPO achieved	_____
Exceptions	_____	Evidence	_____
After-action	_____	Next restore test	_____

MANAGEMENT REVIEW

Reviewed by	_____	Review date	_____
Decision/action	_____	Next review	_____

Control note: Use the approved version of GRV-RC23. Immediate life safety and official instructions override this form. Reference restricted evidence securely; do not record passwords, full payment-card data, alarm codes, or unnecessary personal information.

THE GRAVITY SYSTEM

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- 1

CONTAIN

Isolate suspected compromise and preserve evidence
- 2

AUTHORIZE

Name technical lead, business owner, priority, and clean source
- 3

RESTORE

Recover in approved service and integration order
- 4

VALIDATE

Data integrity • access • payment • reconciliation • monitoring
- 5

ACCEPT

Business owner signs off; exceptions remain visible

RTO targets restoration time. RPO targets maximum data loss. Both require testing.



Reopening is a controlled decision—revenue does not waive a failed gate

RISK & CONTINUITY SYSTEM | EDITABLE FORMS

RECOVERY & RESTART | OPERATING TOOL

Phased Restart & Reopening Plan

Tool IDGRV-RC24

CategoryRecovery & Restart

OwnerOwner/GM

FrequencyPer restart and annual drill

Purpose: Uses defined gates for safety, authority, people, facility, utilities, food, technology, suppliers, communication, and monitoring.

RESTART PHASE

Phase

Decision owner

Monitoring period

Scope/capacity

Target date/time

Rollback trigger

GATES

Life safety/facility

Utilities/equipment

People/training

Authority/insurance

Food safety/inventory

Technology/payment

OPERATIONS

Supplier/delivery

Guest/team communication

Security/access

Menu/service

Cash/finance

Documentation

APPROVAL

Gate status

Temporary control

Next review

Open restriction

Approved by

Full recovery date

MANAGEMENT REVIEW

Reviewed by

Decision/action

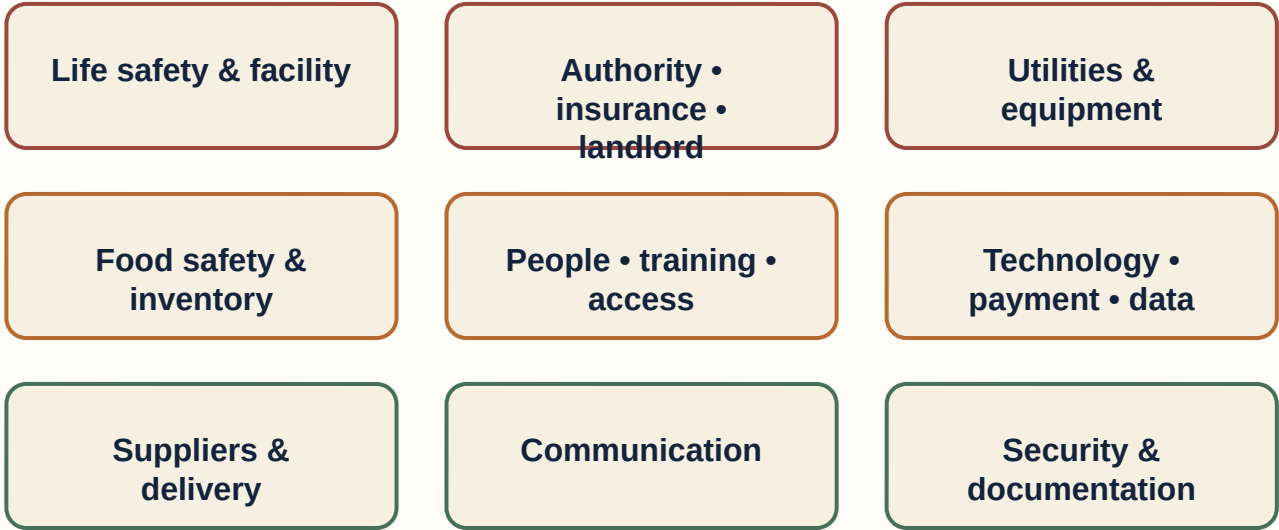
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Next review

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THE GRAVITY SYSTEM

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PHASED RETURN

- Protect and assess
- Limited internal recovery
- Controlled test / soft opening
- Reduced public operation
- Expanded operation
- Full operation with monitoring



Test assumptions safely before a real disruption exposes them

RISK & CONTINUITY SYSTEM | EDITABLE FORMS

TESTING, LEARNING & RENEWAL | OPERATING TOOL

Tabletop Exercise Planner

Tool IDGRV-RC26

OwnerContinuity Lead

CategoryTesting, Learning & Renewal

FrequencyQuarterly

Purpose: Designs a safe discussion exercise with objectives, scenario, participants, injects, evaluation measures, and no-fault learning rules.

EXERCISE DESIGN

Exercise ID

Objectives

Facilitator

Scenario

Scope/location

Date/duration

PARTICIPANTS

Incident roles

Observers/evaluators

Briefing

Backup leaders

External participants

Safety/no-fault rule

SCENARIO FLOW

Starting condition

Inject 2

Expected decisions

Inject 1

Inject 3

Stop/real-world emergency rule

EVALUATION

Measures

Hotwash

Corrective action due

Evidence captured

After-action owner

Next exercise

MANAGEMENT REVIEW

Reviewed by

Decision/action

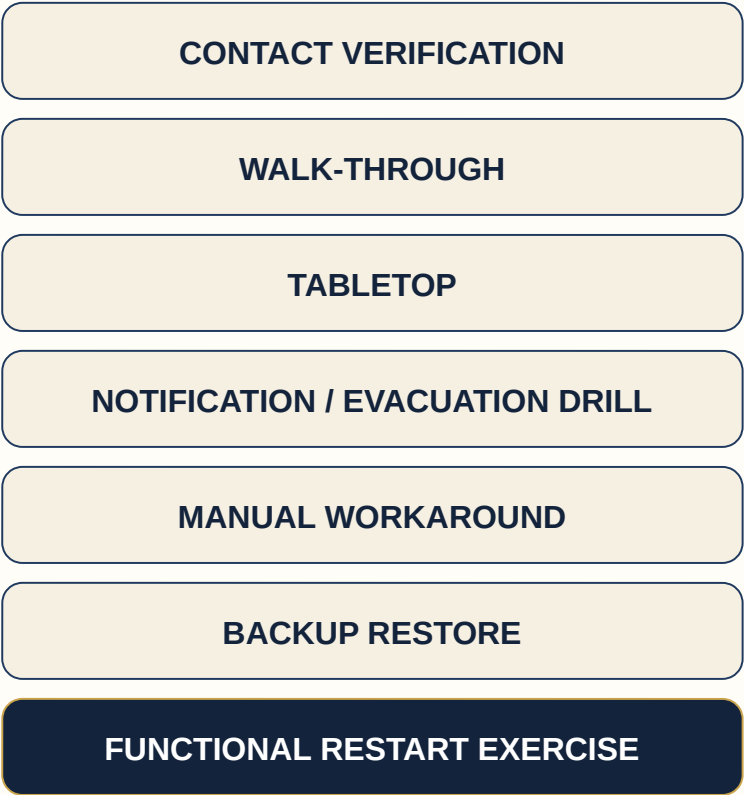
Review date

Next review

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THE GRAVITY SYSTEM

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Observe → learn → assign → verify → retest

RISK & CONTINUITY SYSTEM | EDITABLE FORMS

TESTING, LEARNING & RENEWAL | OPERATING TOOL

Corrective Action & Readiness Scorecard

Tool IDGRV-RC29

OwnerOwner/GM

CategoryTesting, Learning & Renewal

FrequencyMonthly

Purpose: Prioritizes improvements and scores readiness using evidence, due dates, owners, verification, and residual exposure.

READINESS PERIOD

Month/as-of date

Prepared by

Prior score

Location

Reviewer

Current score

DIMENSIONS

Risk ownership

Critical operations

Suppliers/utilities

Life safety

People/role coverage

Technology/data

MORE DIMENSIONS

Crisis communication

Testing/learning

Overdue plans/actions

Recovery/restart

Open critical risks

Unverified backups

PRIORITY ACTIONS

Action

Owner

Evidence

Risk reduced

Due date

Verified by/date

MANAGEMENT REVIEW

Reviewed by

Decision/action

Review date

Next review

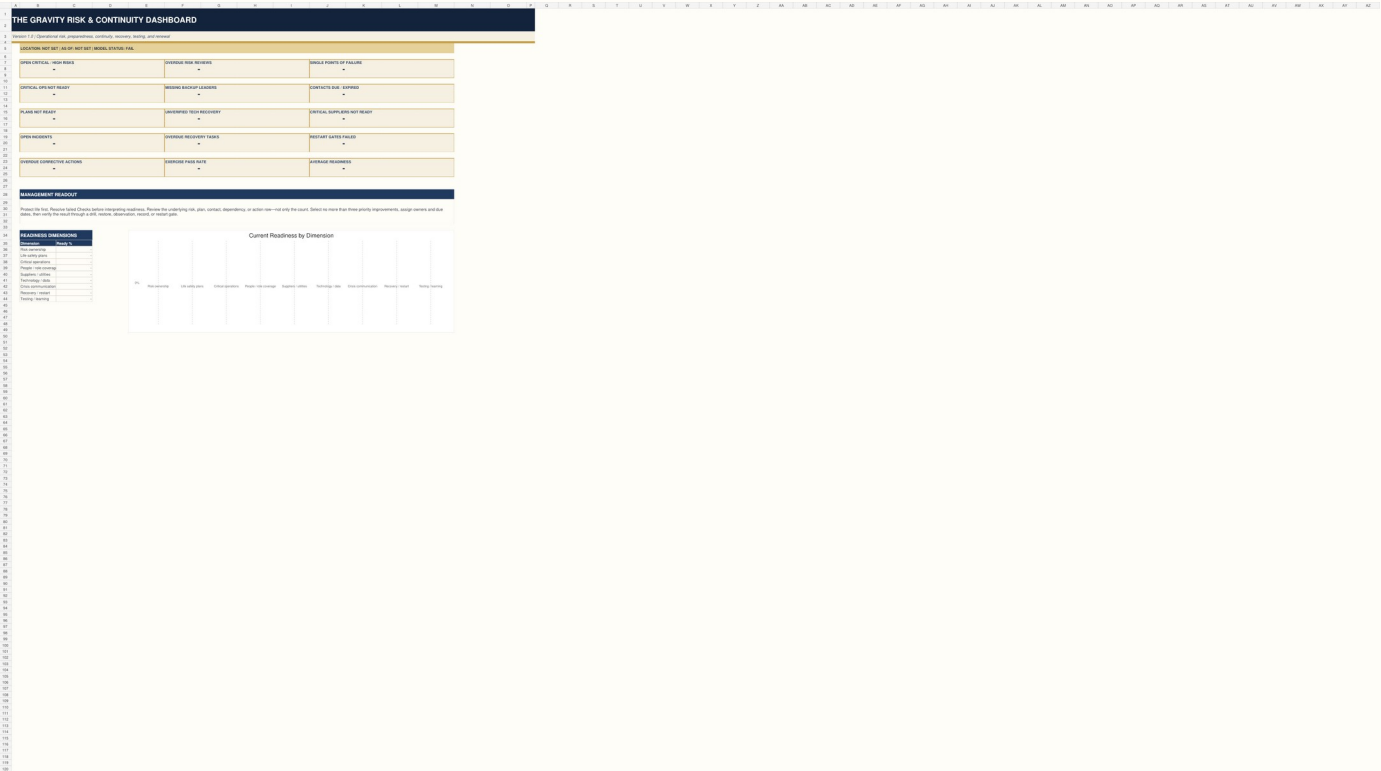
Control note: Use the approved version of GRV-RC29. Immediate life safety and official instructions override this form. Reference restricted evidence security; do not record passwords, full payment-card data, alarm codes, or unnecessary personal information.

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The workbook reveals weak readiness; the 90-day plan turns it into action



27 SHEETS

- 927 formulas
- 19 structured tables
- 62 controlled-entry validations
- Risk, plan, contact, role, incident, recovery, restart, exercise, and action records
- Dashboard plus readiness chart
- Blank-state checks intentionally FAIL

DAYS 1–30 CONTROL
DAYS 31–60 CONTINUITY
DAYS 61–90 PROVE & RENEW



THE GRAVITY RISK & CONTINUITY SYSTEM

**Protect life.
Maintain control.
Recover with proof.**

BEGIN WITH SIX ACTIONS

- Assign the continuity owner and incident succession
- Set risk appetite and activation levels
- Register top risks and critical operations
- Verify current emergency plans, contacts, and SOP links
- Approve backup leaders and minimum operations
- Run one tabletop and close the corrective actions

