Business Continuity Plan Template

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# **Document Owner and Approval**

## **Change History Record**

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| --- | --- | --- | --- | --- |
| Version | Description of Change | Author | Approval by | Date of Issue |
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# **Introduction**

Here is where you put a Business Continuity Statement Describing the Intent of the document……..

**Head office address**

xxxxxxxx

# Scope

**In Scope:**

* Loss of access or usability of site caused by and include but are not limited to:
* Extreme weather e.g. flood/high winds
* Loss of IT
* Flood
* Fire
* Terrorist Attack
* Loss of telecommunications
* Transport disruption
* Large scale/key Employee/subcontractor unavailability at short notice
* Equipment failure
* Supply chain

**Out of scope**

Minor incidents that are dealt with as part of business as usual including:

* Single system failure
* Incidents not affecting continuity of contractual obligations to clients e.g. marketing and new sales
* Individual unavailability of Employee/subcontractors

# **Governance**

This is where you describe who owns the document…...

**Storage of Paperwork**

All essential paperwork held can be replicated from information on the systems for running of the business and to remain complaint with all the regulatory requirements such as HMRC

# **Business Impact Analysis (BIA)**

A BIA has been carried out as per the date of this document and is reviewed on an annual basis to identify the requirements from a business perspective to recover them in the event of a major incident.

The capability of recovery for all systems exceeds the business objectives which is the optimum level

IT Systems

|  |  |  |
| --- | --- | --- |
| Activities | **RTO**  **(Recovery time Objectives)**  Maximum Acceptable Outage before a serious impact on at least one of these: business, contracts, reputation | **RPO**  **Recovery Point Objective**  How much data would be lost if it happened at the worst time |
| Payroll | x days | X |
| Finance/Accounting | x hours | x hrs |
| Procurement | x hours | x hrs |
| Sales & Marketing | x hours | x hrs |
| Phone system | x hours | x hrs |
| Office docs Data – e.g. spreadsheets documents | x hours | x hrs |
| Email | x hours | x hrs |
| ServiceDesk | x hours | x hrs |

# **Objectives**

The Business Continuity objectives are as follows:

* To ensure the safety and welfare of employees and of any visitors who are in the office at the time of an incident
* To minimise the impact of any interruption to normal activities, to an acceptable level.
* To contain any financial costs associated with interruptions or incidents to levels of an acceptable level.
* To protect the company reputation as a reliable and resilient supplier.
* To ensure that business following any interruption is not adversely affected by reduced levels of activity during an interruption.
* To protect the company brand and image during and following any interruption. To ensure that its ability to secure new business in the future is not prejudiced by the interruption or the response to it.

# **Key Roles and Responsibilities**

**Strategic**

The Incident Manager has overall responsibility for the executive and strategic decisions during a major incident. they manage the engagement with key strategic stakeholders and Partners and directs tactical decisions for the management of the incident to the Incident Management Team.

**Operational**

These are the individuals who undertake the tasks allocated by the IMT and include, IT, paying of employees, client liaison and health and safety for which there is an existing policy in place.

# Incident Management Team (IMT) and Contacts

# The incident Management team is formed at the time incident by the MD (or their deputy) following it being deemed serious enough to warrant its formation. It is a team that consists of different key personnel and may not necessarily follow the standard BAU management structure.

**IMT Members**

|  |  |  |
| --- | --- | --- |
| Name | Job Title | Function e.g. Director, HR |
|  |  |  |
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# **Activation Procedures**

Activation may come in the form of (but not limited to) notification from the emergency services, facilities, utility companies or any member of Employee reporting the incident to management

In the assessment phase the first responder will use the **First Response Check list** to deal with:

* Safety and Evacuation
* Initial Assessment
* Outgoing notifications

**Location 1**

xxxxx

**Location 2**

xxxxx

# **Alternative Working Locations for Office Employees**

xxxxxxxxxxxxxxxxxxxxxx

Employees will then be instructed by phone, SMS and email depending on priority of their work to do one of the following:

1. Go to the above designated temporary locations
2. Work from home
3. Go home and suspend work activities
4. Assist other teams

# **First Response Check list**

|  |  |
| --- | --- |
| **Overall Assessment** | **Comments** |
| The nature of the incident? |  |
| Location and geographical extent of the incident? |  |
| Time incident commenced (if known)? |  |
| Number of visitors & Employee members affected? |  |
| Any Injuries? |  |
| Any Damage? |  |
| INITIAL ACTIONS | **Comments** |
| Are Police, Fire, Ambulance required? if so call 999 |  |
| Evacuate where there is immediate danger to Employee’s and visitors and proceed to. |  |
| Invoke the Incident Management Team. All Employee members instructed to call their line manager if they are not already aware of situation. |  |
| Identify urgent actions to maintain Employee & visitor safety and to contain damage  Contact insurance company to notify of insurable incident and invoke assistance as applicable depending on nature of event. |  |
| IMT Chairperson delegate to Text, email or phone employees in the first instance of what they need to do even if it is to stay at home, this avoids too many people being involved and adding to confusion  A more formal email communication to follow within 24 hours with more details on estimated timeframes, impacts etc. |  |

# **IMT Meeting Agenda**

|  |
| --- |
| **Brief team members of Incident:**   1. What/when/where 2. Casualties/who/numbers involved 3. Number of Employee on site & location now. 4. Extent of incident 5. Damage Assessment 6. Power Supply 7. Water Supply 8. IT Network 9. Telephones 10. Building Infrastructure 11. Site Access & Security |
| **Employee Welfare**   1. Locate & Support casualties at hospital 2. Notify next of kin. 3. Locate & Support other Employee. 4. Identify any immediate requirements i.e. travel, communication, food and drink, keys and belongings, safety & first aid, etc. |
| **Review the impact on the Critical Activities -** Obtain assessment from directors |
| **Prepare the response**   * For denial of access: Arrangements to send Employee home or work from alternative locations |
| **Prepare Customer briefing** (if deemed required)  Create holding Statement for Key Customers & Stakeholders |
| **Contractor briefing** Prepare and send regular updates for contractors |
| **Information Systems**  Set up systems to be accesses from secondary location  See IT Disaster Recovery Plan section for details |
| **Damage Limitation**  Liaise with emergency services and building management for incident update  Identify urgent actions for damage limitation.  Salvage and Restoration |
| **Alternative office Premises required**  See Alternative Working Locations for Office Employee section |
| **Confirm time and location for next meeting.**  Depending on the incident type, this should be within 4 hours of the end on the initial IMT meeting. |
| **Subsequent IMT meeting.**  Review outstanding actions & repeat agenda. |

# **IT Disaster Recovery**

|  |  |  |  |
| --- | --- | --- | --- |
| System (s) Name | Location of the system | How often is it backed up (if in cloud state cloud) | Where are the backups kept |
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# **Telecoms Phone Disaster Recovery**

The phone system works from anywhere on any device (mobile phone/Laptop/Tablet) once you have an internet connection the primary number can be diverted to any number landline or mobile, even if access to the site is denied. In the event of this being necessary for a longer period additional lines to the same number can be set up at the alternative office locations.

# **IT & Phone Recovery**

|  |  |  |
| --- | --- | --- |
| **Objective** | | |
| **To keep the business running and effects of incident on customers to be as minimal and possible to customers** | | |
|  | **Tasks** | **Complete** |
| 1 |  |  |
| 2 |  |  |
| 3 |  |  |
| 4 |  |  |

# **Communications Plan**

|  |
| --- |
| External Communication |
| All external communications relating to the incident must be approved by the Incident Management Team  No member of the Company is authorised to contact the media on any issue, or respond to any media call, without the knowledge and approval of xxxxxxx  Comms:  By Who:  By When:  Notes: |
| **Internal Communications** |
| IMT will send the messages by email and SMS (if appropriate)  IMT to send an overarching e-mail advising contractors of the incident and any temporary arrangements  Where specifics are relevant only to certain individual’s different messages will be sent to each |

# Customers

The company supplier and customer list and contact details are all held within the CRM system

|  |
| --- |
| Maintaining Service |
|  |

# Employee Welfare – HR

|  |
| --- |
| The Objectives of Welfare |
| E.g.  Ensure we have next of kin details available  Ensure we have a plan for Furlough (if available at that time).  Consider if you have a lay off/ redundancy plan.  Consider a short time working plan.  Ensure contracts of employment enable the above.  How to make the EAP provider accessible to employees. |
|  |
|  |

# Appendix A

**Event Log**

To be completed on invocation only

|  |  |  |  |
| --- | --- | --- | --- |
| Date | Time | Event | Action No. |
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**Action Log**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Date | Time | Action Task | Allocated to | Status |
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