(Company Name)
Business Continuity Plan

Plan Owner (Owner/Director/Manager)	Insert Name	BCP Lead	Insert Name
Plan Approved By	Plan Owner Electronic Signature	Date Approved	

The following list includes service BC leads with authority to invoke the plan and lead business recovery. The plan can be invoked by owner/managers.		
Name	**Post Title**	**Contact Details**
		Work Tel: Mobile:
		Work Tel: Mobile:
		Work Tel: Mobile:
		Work Tel: Mobile:
		Work Tel: Mobile:
		Work Tel: Mobile:

INFORMATION SECURITY

When preparing, storing and invoking your business continuity plan and associated documentation it is important that you consider and apply appropriate security to information and ICT. This is particularly important because it may be necessary to work from a location which is not your usual place of work.

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Document Information

Version	Date	Revision / Amendment Details & Reason	Reviewed by
1		*<Insert for example: Draft plan created>*	*<Insert name of reviewer e.g. plan owner>*
2		*<Insert for example: Plan amended following Business Continuity Exercise*	
3		*< Insert for example: Review of plan following incident debrief>*	

Next Plan Review *(Annual)*	Date

Last Exercise / Test *(Annual)*	Date
	Record full exercise history details on separate exercise record doc

Plan Distribution		
Name	**Role**	**Date**

BCP Electronic storage:	*Please state where your plan is stored*
Other storage:	

List plans that will support your response to a business disruption or larger scale emergency such an evacuation plan or corporate plan. This plan is associated with:

Plan	Owner and location:

Associated BIA and RA documents *(annual review)*

Document	Date	Storage location	Reviewed by
BIA or BCRA?			

1. Critical Services / Activities List

Please list below in priority order (1 = most urgent) your priority services / activities you provide which you identified in your Business Impact Analysis and Risk Assessment.

RTO (how quickly you need to be up and running with your critical functions)
MBCO (to what level of service)
RPO (aka Maximum Data Loss: point to which, in time, information must be restored to enable critical activity)

	Critical Service / Function	Recovery Time Objective (RTO)	Minimum Business Continuity Objective (MBCO)	Recovery Point Objective (RPO)
1				
2				
3				
4				
5				
6				
7				

Note: Business Continuity strategies improve the organisation's resilience to a disruption by ensuring critical services or functions continue at, or are recovered to, an acceptable minimum level (MBCO) and to timeframes stipulated by the RTO. Critical services or functions can be described as 'those activities whose loss would have the greatest impact in the shortest time and which need to be recovered most rapidly'.

2. Roles and Responsibilities

Using the Incident Response Checklist to identify actions, allocate actions to staff members
This table allows you to assign responsibility for completion of each task to one of your designated roles. You will then assign each role, or multiple roles, to one or more staff members and assign back-up staff as appropriate.

The staff members involved should then be given this table in order to understand their roles and as a task assignment list for completion of pre-emergency planning and emergency tasks. You should customise this table to suit your business's needs and structure.

Role	Designated Employee(s)	Alternate
Team Leader	Name: *Bill Smith* Contact Information: *07917 000 000*	Name: *John Jones* Contact Information: *07917 001 001*
Incident Responsibilities: *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 an alternate operation site and other continuity tasks* *communicate with key stakeholders as needed* *provide important information to the relevant person for distribution* *keep key staff apprised of any changes to situation.*		

Role	Designated Employee(s)	Alternate
Strategic lead	Name: *Bill Smith* Contact Information: *07917 000 000*	Name: *John Jones* Contact Information: *07917 001 001*
Incident Responsibilities: *oversee smooth implementation of the response and recovery section of the plan* *determine the need for and activate the use of an alternate operation site and other continuity tasks* *communicate with key stakeholders as needed* *provide important information to the relevant person for distribution* *keep key staff apprised of any changes to situation.*		

3. Evacuation Procedures

Location of locally held Evacuation Plan	

4. Grab bag

Location of locally held service 'grab bag'	

5. ACTION PLAN FOR <u>INITIAL</u> RESPONSE TO A SERVICE DISRUPTION

Initial Response Checklist

This is a list of actions which should be taken in response to the initial incident. The checklist is not prioritised or exhaustive and actions will vary depending on the nature of the incident or disruption. All incidents will require a dynamic assessment of issues and actions required.
You will need to customise this list to include information specific to your business.

INCIDENT RESPONSE	✓	ACTIONS TAKEN
Who will: • assess the severity of the incident?	❑	
• evacuate the site if necessary?	❑	
• account for everyone?	❑	
• identify any injuries to persons?	❑	
• contact Emergency Services?	❑	
• implement your Incident Response Plan?	❑	
• start an Incident Log?	❑	
• activate staff members and resources?	❑	
• appoint a spokesperson?	❑	
• gain more information as a priority?	❑	
• brief team members on incident?	❑	
• allocate specific roles and responsibilities?	❑	
• identify any damage?	❑	
• identify critical business activities that have been disrupted?	❑	
• keep staff informed?	❑	
• contact key stakeholders?	❑	
• have understood and complied with any regulatory/compliance requirements?	❑	
• initiate media/public relations response?	❑	

6. ACTION & CONTINGENCY PLANS FOR CONTINUING CRITICAL SERVICE/ACTIVITIES

This section focuses on your services action plan for contingency working during disruption to key dependencies (Premises, Staff, Suppliers/Partners, Utilities and IT). Think about what will be done to ensure critical activities are recovered within the RTO and to the agreed level (MBCO) and the minimum resources required to do so.

Loss of People *(pandemic / transport disruption / severe weather)*

PHASE 1 - ACTIONS TO BE TAKEN IN FIRST 24 HOURS			
Critical Service	**Action**	**Person Responsible**	**Complete**
1	*Delete on completion: Minimum staffing levels, skills, knowledge, alternative sources of staff, temporarily reducing or suspending less essential services/products, multi-skilling.*		
2			
3			
etc			

PHASE 2 - ACTIONS TO BE TAKEN DAYS 2-7			
Critical Service	**Action**	**Person Responsible**	**Complete**
1			
2			
3			
etc			

PHASE 3 - ACTIONS TO BE TAKEN IN THE FOLLOWING WEEK			
Critical Service	**Action**	**Person Responsible**	**Complete**
1			
2			
3			
etc			

Loss of Premise

PHASE 1 - ACTIONS TO BE TAKEN IN FIRST 24 HOURS			
Critical Service	**Action**	**Person Responsible**	**Complete**
1	*Delete on completion: Temporary relocation of staff to alternative locations, flexible working options. Resources required to meet MBCO: Adequate workspace for key staff to operate from, emergency grab bag, essential items to be moved.* *You should consider your own alternative premise arrangements. If the loss of premise impact is significant enough to need to relocate, you should identify numbers of critical staff to deliver your critical functions with a premise requirement when completing your Business Continuity Risk Assessment form.*		
2			
3			
etc			

PHASE 2 - ACTIONS TO BE TAKEN DAYS 2-7			
Critical Service	**Action**	**Person Responsible**	**Complete**
1			
2			
3			
etc			

PHASE 3 - ACTIONS TO BE TAKEN IN THE FOLLOWING WEEK			
Critical Service	**Action**	**Person Responsible**	**Complete**
1			
2			
3			
etc			

Loss of ICT

PHASE 1 - ACTIONS TO BE TAKEN IN FIRST 24 HOURS			
Critical Service	Action	Person Responsible	Complete
1	*Delete on completion: Manual procedures or 'workarounds', alternative communications, data backups, manual key contact list, staff able to agile work*		
2			
3			
etc			

PHASE 2 - ACTIONS TO BE TAKEN DAYS 2-7			
Critical Service	Action	Person Responsible	Complete
1			
2			
3			
etc			

PHASE 3 - ACTIONS TO BE TAKEN IN THE FOLLOWING WEEK			
Critical Service	Action	Person Responsible	Complete
1			
2			
3			
etc			

Loss of Utilities *(electricity / gas / water)*

PHASE 1 - ACTIONS TO BE TAKEN IN FIRST 24 HOURS			
Critical Service	**Action**	**Person Responsible**	**Complete**
1	*Delete on completion: Back up power, water supply contingencies, agile working*		
2			
3			
etc			

PHASE 2 - ACTIONS TO BE TAKEN DAYS 2-7			
Critical Service	**Action**	**Person Responsible**	**Complete**
1			
2			
3			
etc			

PHASE 3 - ACTIONS TO BE TAKEN IN THE FOLLOWING WEEK			
Critical Service	**Action**	**Person Responsible**	**Complete**
1			
2			
3			
etc			

Loss of Key Supplier *(interdependencies identified in your Business Impact Assessment / Risk Assessment)*

PHASE 1 - ACTIONS TO BE TAKEN IN FIRST 24 HOURS			
Critical Service	**Action**	**Person Responsible**	**Complete**
1	*Delete on completion: Alternative suppliers, multi-sourcing, supplier contingency arrangements.*		
2			
3			
etc			

PHASE 2 - ACTIONS TO BE TAKEN DAYS 2-7			
Critical Service	**Action**	**Person Responsible**	**Complete**
1			
2			
3			
etc			

PHASE 3 - ACTIONS TO BE TAKEN IN THE FOLLOWING WEEK			
Critical Service	**Action**	**Person Responsible**	**Complete**
1			
2			
3			
etc			

Loss of Specialist Equipment

PHASE 1 - ACTIONS TO BE TAKEN IN FIRST 24 HOURS			
Critical Service	**Action**	**Person Responsible**	**Complete**
1	*Delete on completion: Alternative suppliers, multi-sourcing, supplier contingency arrangements.*		
2			
3			
etc			

PHASE 2 - ACTIONS TO BE TAKEN DAYS 2-7			
Critical Service	**Action**	**Person Responsible**	**Complete**
1			
2			
3			
etc			

PHASE 3 - ACTIONS TO BE TAKEN IN THE FOLLOWING WEEK			
Critical Service	**Action**	**Person Responsible**	**Complete**
1			
2			
3			
etc			

7. Incident Recovery / Return to Normal Operations Checklist

You will need to customise this list to include information specific to your service.

INCIDENT RECOVERY	❑	ACTIONS
Now that the crisis is over have you: • refocused efforts towards recovery?	❑	
• deactivated staff members and resources as necessary?	❑	
• continued to gather information about the situation as if affects you?	❑	
• assessed your current financial position?	❑	
• reviewed cash requirements to restore operations?	❑	
• contacted your insurance company?	❑	
• developed financial goals and timeframes for recovery?	❑	
• kept staff informed?	❑	
• 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?	❑	

8. Incident Call Procedures & Contact Details

Cascade Call Tree – Internal

You may want to use a cascade call tree instead of the table below. The call tree is an excellent method in notifying staff of any incident (e.g. if the premises that your staff work in isn't accessible, then staff will need to be notified to work from an alternate location. This would be done by a manager notifying the direct subordinates. Once those staff have been notified, they would then notify the staff under them and so on.

Contact details

Company/Department Contact List – Internal

Use this table to document your staff emergency contact details. Each service will have different positions identified in its contact list.

Service Business Continuity team contacts			
Person	**Contact numbers**	**Email**	**Role**
- Bill Smith			*BC team leader*
- John Jones			*Alternate BC leader*

Staff / Managers			
Person	**Contact numbers**	**Email**	**Role**
- Joe Bloggs			
- John Smith			

Internal Service Interdependency Contacts		
Name	**Contact details**	**Service**

Business Continuity Contacts		
Name	**Role/Responsibility**	**Contact Details**

Key Suppliers / External Interdependency Contact Details		
Organisation	**Contact**	**Contact details**

Procurement Cardholders	
Name	**Contact details**

Appendices

<u>**Appendix A: Department Area Incident Reporting Procedure**</u>

<u>**Critical Department Areas**</u>

Service Area Incident Reporting Form			
Service Area:		**Date:**	
Contact:		**Telephone/Mobile:**	
Overall Status: (select only one which best describes your services current position)	Green	Amber	Red
	Department operating at a level of 'business as usual' and can deliver its services/products adequately.	Department operating below advisable levels, critical service delivery/products being prioritised. Minimum standards are being met.	Department operating at a greatly reduced level. Resources directed to maintaining critical services/products. Risk of minimum standards not being met.

Specific company impacts
Please describe the impact on your critical services/products being experienced due to the incident.

Critical Service/Product	RAG Status (Red, Amber or Green)	Impact / issues being experienced

<u>**Do you require any additional resources at this time to enable a critical service to keep operating at an acceptable level?**</u>
If yes, list them below (e.g. Staff, specific skills, equipment, premises etc.)

Resource Required	Timescale

Date	Item(s)/service(s) purchased	Department	Cost (£)	Signature

Name of staff member completing log ……………………………………………….   Date…………………   Page ………. Of ……….

Date	Time	Detail	Action Taken	Print Name