

Business/Organisation Name

Business Continuity Plan

Guidance notes and examples that need to be amended or deleted are in red.

Date:

Version:

Author:

Management Sign off:

Review Date:

This business continuity plan template is only one way in which to approach business continuity management, and there are other methods and formats that may be suitable for your particular business or organisation. It is not intended to replace detailed guidance and planning specific to you and your business.

1. Introduction

Aim of the Plan

This plan is to prepare **name of organisation** to cope with an emergency or crisis and describes the procedures to be followed in the event.

2. Roles and Responsibilities

The business continuity team is responsible for invoking the plan and consists of the key decision makers within the business. The Business Continuity Management team will meet to discuss the impact of the incident and is required to log all the important decisions and events (Appendix 4).

Details of BCM Team

List here the Business Continuity Management team. In Appendix _ add the contact details for office and out of hours.

Area of Responsibility	Name	Title

Detail a list of suitable locations where the Business Continuity Management team should meet if an incident occurs and can be set-up.

3. Critical Functions

List the functions that are critical to your business e.g. Customer services, manufacturing process, payment of staff and suppliers.

1	
2	
3	
4	
5	
6	
7	
8	
9	
10	

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4. Work area Recovery

List each critical function in separate tables with the alternative arrangements and recovery process.

Priority	
Staff (Numbers, skills, knowledge, alternative sources)	
Premises (Potential relocation or work from home options)	
Inventory List of software and hardware	
Communications Describe the alternative means of communications your business will use to communicate with customers and employees in the event of an emergency	
General office equipment and stationery required.	
Any other equipment needed	

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5. Back up information /Equipment

- Back up data regularly and where is the copy held?
- Who is responsible for re-installing the equipment?
- Describe how you will recover data in the event of an incident.
- List any vital records needed to carry out work and where they can be obtained.
- Ensure that critical paper documents are protected
- Make copies and use fire resistant and waterproof storage containers.

Back up Computer Records / Data Location	
Critical Paper Records / Information Location:	

Appendix 1

Contact Information

Business Continuity Management Team

Name	Title	Work	Home	Mobile

Staff Contact details

Is there a cascading system in place of who will contact staff? For larger organisations, this contact list may be split into separate cascades for different departments or locations.

Consider a tree/flow diagram of how your notification and cascade of information for your organisation will work.

_____ will contact:

Name	Title	Home	Mobile

_____ will contact:

Name	Title	Home	Mobile

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Appendix 2

Business Contact Lists

List details of the important business contacts and include the key suppliers and the key customers.

Key Suppliers

Supplier Name	Contact	Provides	Telephone	Email

Key Customers

Customers Name	Contact	Goods/Services used	Telephone	Email

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Appendix 3

Utility Companies

In the case of a utilities failures, make sure you have a list of utilities providers and contact details.

Utility	Company	Account Number	Telephone	Email
Electricity				
Gas				
Telecoms				
Water				

Include a plan of your premises (for use by emergency services) showing locations of

- Main water stopcock
- Switches for gas and electricity supply
- Any hazardous substances
- Items that would have priority if salvage became a possibility

Insurance and Finance Companies

Review your insurance policies cover. Have an inventory of all equipment, assets and products to give you an overview and to make it easier to work out losses after an incident.

Service	Company	Account Number	Telephone	Email

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Appendix 4

Incident Log Sheet and Expenses Record

This form should be used to record decisions, actions and expenses incurred in the recovery process. This will provide information for the post-recovery debriefing, and help to provide evidence of costs incurred for any claim under an insurance policy.

Date: _____

Incident: _____

Page No. ____ of ____

Initials of logkeeper	Time	Information/Decisions/Actions	Actions Completed	Financial Expenditure

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APPENDIX 5

TRAINING, TESTING & REVIEW

It is important that, once your plan is written, you test and review the procedures you have put in place. Before a plan can be exercised staff need to be familiar with the content of the plan and their role in the response and recovery. This can be done by reading through the plan together and discussing how you would apply it to a fictional scenario.

When you are confident that your staff understands the plan and their part in it, you should test the plan by acting out a scenario.

Date of Test.....

Attendees:

Objectives

- Review the completeness and accuracy of the plan
- To train / familiarise staff in the content of the plan
- To highlight any action required to improve the plan

Background Check

Below is a few examples of a checklist to review the plan, continue by adding to the checklist.

Check list	Action	Date to be completed
Is your plan current?		
Are the people named in your BCM team appropriate and able to carry out the nominated tasks?		
Are the details of your BCM team accurate enough to contact?		

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