Organisation Name

Business Continuity Management Plan

Date:

Distribution list:

Version control:

Number	Comments
01	Original version

If you have any suggestions for changing this plan, please contact:

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1. Aim of the plan

This plan has been designed to prepare {organisation name} to cope with the effects of an emergency or crisis. It is intended that this document will provide the basis for a relatively quick and painless return to "business as usual" regardless of the cause.

2. Objectives of the plan

- Understand the critical functions and activities of the organisation
- Analyse and respond to the risks to the organisation
- Provide a detailed prioritised and timetabled response to an emergency situation
- Identify the key roles, responsibilities and contacts to respond to an emergency

Priority	Critical function	Timeframe	Page
1	{Name of function or activity}	{Recovery timeframe}	4
		timeframe}	
2			5
3			6

3. Critical Function Checklist

This list may be used as a checklist to ensure that critical tasks are completed on time and according to a pre-agreed priority schedule. It may also be used to provide a hand-over document between different shifts in the recovery process.

4. Command and Control

The decision to use this plan will be taken by the following, which will also be responsible for taking the "difficult" decisions for the organisation overall:

Name	Title	Contact details

5. Critical Function Analysis and Recovery Process

Priority:	1	Critical function:	
Responsi	hility.		
	(role responsible for leading on		
		s deputies)	
Potential			
organisati	•		
if interrup			
Likelihooo organisati		terruption to	
Recovery	timef	rame:	
•	-	ust this function	
	ered to	o avoid lasting	
damage)			
	es rec	uired for recove	ry:
Staff	مارزال	knowladge	
alternative		s, knowledge,	
allemative	- 3001	663)	
Data / sys (backup a processes required)	nd re	covery f and equipment	
Premises			
		ation or work-	
from-hom	e opti	ons)	
Communi	catior	าร	
(methods	of co	ntacting staff,	
suppliers,	custo	omers, etc)	
			Also see Section 6 Contact Lists.
	Equipment		
(key equipment recovery or		•	
replacement processes;			
alternative sources; mutual aid)		rces; mutual aid)	
Supplies	no to r	onloss stock and	
	(processes to replace stock and key supplies required; provision		
in emergency pack)			

5. Critical Function Analysis and Recovery Process (continued)

Priority:	2	Critical	
		function:	
	onsib	le for leading on is deputies)	
Potential			
organisati	on		
if interrup	ted:		
Likelihooo organisati		terruption to	
Recovery			
• •	•	ust this function	
	ered to	o avoid lasting	
damage)		wined for receive	
Staff	es rec	quired for recove	ry:
	skille	s, knowledge,	
alternative		· · · · · · · · · · · · · · · · · · ·	
alternative	000	000)	
Data / sys (backup a processes required)	nd re	covery f and equipment	
Premises			
(potential	reloc	ation or work-	
from-hom	e opt	ons)	
Communi	catior	IS	
-		ntacting staff,	
•		omers, etc)	
			Also see Section 6 Contact Lists.
Equipment			
(key equipment recovery or		•	
replacement processes;			
alternative sources; mutual aid)		rces; mutual aid)	
Supplies		anlaga atasis assi	
		eplace stock and	
		quired; provision	
in emerge	ncy p	ach)	

5. Critical Function Analysis and Recovery Process (continued)

Priority:	3	Critical	
Thomy.	5	function:	
Posponeji	aility:		
Responsibility: (role responsible for leading on		lo for looding on	
		s deputies)	
Potential i	•		
organisati			
if interrupt	ed:		
Likelihood	l of in	terruption to	
organisati		•	
5			
Recovery	timef	rame:	
-		ust this function	
•	-	o avoid lasting	
damage)			
• /	es rec	uired for recove	rv:
Staff			
(numbers.	skills	s, knowledge,	
alternative		· · · · · · · · · · · · · · · · · · ·	
Data / sys	tems		
(backup a		covery	
•		f and equipment	
•			
. ,			
Premises			
(potential	reloc	ation or work-	
from-hom	e opti	ions)	
		,	
Communi	catior	าร	
(methods	of co	ntacting staff,	
•		-	
		, ,	Also see Section 6 Contact Lists.
Equipment			
(key equipment recovery or		t recoverv or	
replacement processes;		•	
alternative sources; mutual aid)			
	s to r	enlace stock and	
key supplies required; provision		,	
(potential from-home Communie (methods suppliers, Equipmen (key equip replaceme alternative Supplies (processe	e opti catior of co custo it oment ent pr e sour s to r ies re	ions) ns ntacting staff, omers, etc) t recovery or ocesses; rces; mutual aid) eplace stock and quired; provision	Also see Section 6 Contact Lists.

{This form may be copied for further critical functions and activities}

6. Emergency Response Checklist

This page should be used as a checklist during the emergency.

Task	Completed (date, time, by)
Actions within 24 hours:	
Start of log of actions and expenses undertaken (see section 8 Action and Expenses Log)	
Liaise with emergency services (see section 6E Contact List – Emergency Services)	
Identify and quantify any damage to the organisation, including staff, premises, equipment, data, records, etc	
Identify which critical functions have been disrupted (use section 3 Critical Function Checklist)	
Convene those responsible for recovering identified critical functions, and decide upon the actions to be taken, and in what timeframes (use section 4 Critical Function Analysis and Recovery Process)	
Provide information to:Staff	
Suppliers and customersInsurance company	
Daily actions during the recovery process:	
Convene those responsible for recovery to understand progress made, obstacles encountered, and decide continuing recovery process	
Provide information to:	
Staff	
Suppliers and customers	
Insurance company	
Provide public information to maintain the reputation of the organisation and keep relevant authorities informed	
Following the recovery process:	
Following the recovery process: Arrange a debrief of all staff and identify any additional	
staff welfare needs (e.g. counselling) or rewards	
Use information gained from the debrief to review and	
update this business continuity management plan	

7. Contact Lists

This section contains the contact details that are essential for continuing the operation of the organisation.

A. Staff

Name	Work phone	Home phone	Mobile	E-mail
	•	•		
Next of kin				
Next of kin				
Next of kin				
Next of kin				
	1		1	
Next of kin				
	1	I	1	
Next of kin				
INEXLOI KIII				
	1	1	-	
Next of kin				
Next of kin				
Next of kin				
Next of kin				
Next of kin				

*{*For larger organisations, this contact list may be split into separate cascades for different departments or locations*}*

7. Contact Lists (continued)

B. Key Suppliers

Supplier	Provides	Telephone	E-mail

C. Key Customers

Customer	Service / goods used	Telephone	E-mail

7. Contact Lists (continued)

D. Utility Companies

Utility	Company	Telephone	E-mail
Electricity			
Gas			
Telecommunications			
Water			

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

- Main water stop-cock
- Switches for gas and electricity supply
- Any hazardous substances

- Items that would have priority if salvage became a possibility

E. Local Emergency Services

Service	Location	Telephone
Ambulance	Emergencies	999
Fire Service	Emergencies	999
Floodline	Information service	
NHS Hospital		
Primary Care Trust	Across the borough	
Police	Emergencies	999

F. Insurance and Finance Companies

Service	Company	Telephone	E-mail
Banking			
Insurance			

G. Local Authority

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24 hour helpline:	
Website:	

8. Emergency Pack Contents

As part of the recovery plan for the organisation, key documents, records and equipment are held off-site at {location} in an emergency pack. This pack may be retrieved in an emergency to aid in the recovery process.

The contents of the emergency pack comprise the following:

Documents:

- A copy of this plan, including key contact details
- Insurance policy
- •
- •

Records:

- Computer backup tapes and / or disks
- Financial records
- •
- •

Equipment:

- Spare keys
- Torch and batteries
- •
- •

9. Actions and Expenses Log

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/time	Decision / action taken	By whom	Costs incurred