

Template Business Continuity Plan for small to medium sized business

Organisation Name

Business Continuity Management Plan

Date:

Distribution list:

Name	Controlled Copy Number

Version control:

Number	Comments / Changes
01	Original version

This plan has been compiled by:

If you have any queries relating to this plan please contact them direct.

Contents

No.	Section	Page
1	Aim of the plan	3
2	Objectives of the plan	3
3	Scope of the plan	3
4	Command and control	3
5	Critical function checklist	3
6	Critical function analysis and recovery process	4
	1. {name of critical function}	4
	2. {name of critical function}	5
	3. {name of critical function}	6
7	Emergency response checklist	7
8	Contact lists	8
	A. Staff	8
	B. Key suppliers	9
	C. Key customers	9
	D. Utility companies	10
	E. Local Emergency Services	10
	F. Insurance and finance companies	10
	G. Local Authority	10
9	Emergency pack contents	11
10	Actions and expenses log	12

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

3. Scope of the plan

This business continuity plan covers operations at the following locations:

Location A

Location B

4. Command and Control

The decision to use this plan will be taken by the following:

Name	Title	Contact details

The following team members will respond to any incident where the business continuity is invoked, ensuring business continuity is achieved and return to “business as normal” successful:

Business continuity team		
Name	Title	Contact details

5. Critical Function Checklist

Priority	Critical function	Location	Timeframe	Page
1	{Name of function or activity}	{All locations function operates from}	{Recovery timeframe}	4
2				5
3				6

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.

6. Critical Function Analysis and Recovery Process

Priority:	1	Critical function:	
Responsibility: <i>(role responsible for leading on this activity, plus deputies)</i>			
Potential impact on organisation if interrupted:			
Likelihood of interruption to organisation:			
Recovery timeframe: <i>(how quickly must this function be recovered to avoid lasting damage)</i>			
Location(s) function operates from			
Resources required for recovery:			
Staff <i>(numbers, skills, knowledge, alternative sources)</i>			
Data / systems <i>(backup and recovery processes, staff and equipment required)</i>			
Premises <i>(potential relocation or work-from-home options)</i>			
Communications <i>(methods of contacting staff, suppliers, customers, etc)</i>		Also see Section 6 Contact Lists.	
Equipment <i>(key equipment recovery or replacement processes; alternative sources; mutual aid)</i>			
Supplies <i>(processes to replace stock and key supplies required; provision in emergency pack)</i>			

6. Critical Function Analysis and Recovery Process (continued)

Priority:	2	Critical function:	
Responsibility: <i>(role responsible for leading on this activity, plus deputies)</i>			
Potential impact on organisation if interrupted:			
Likelihood of interruption to organisation:			
Recovery timeframe: <i>(how quickly must this function be recovered to avoid lasting damage)</i>			
Location(s) function operates from			
Resources required for recovery:			
Staff <i>(numbers, skills, knowledge, alternative sources)</i>			
Data / systems <i>(backup and recovery processes, staff and equipment required)</i>			
Premises <i>(potential relocation or work-from-home options)</i>			
Communications <i>(methods of contacting staff, suppliers, customers, etc)</i>		Also see Section 6 Contact Lists.	
Equipment <i>(key equipment recovery or replacement processes; alternative sources; mutual aid)</i>			
Supplies <i>(processes to replace stock and key supplies required; provision in emergency pack)</i>			

6. Critical Function Analysis and Recovery Process (continued)

Priority:	3	Critical function:	
Responsibility: <i>(role responsible for leading on this activity, plus deputies)</i>			
Potential impact on organisation if interrupted:			
Likelihood of interruption to organisation:			
Recovery timeframe: <i>(how quickly must this function be recovered to avoid lasting damage)</i>			
Location(s) function operates from			
Resources required for recovery:			
Staff <i>(numbers, skills, knowledge, alternative sources)</i>			
Data / systems <i>(backup and recovery processes, staff and equipment required)</i>			
Premises <i>(potential relocation or work-from-home options)</i>			
Communications <i>(methods of contacting staff, suppliers, customers, etc)</i>		Also see Section 6 Contact Lists.	
Equipment <i>(key equipment recovery or replacement processes; alternative sources; mutual aid)</i>			
Supplies <i>(processes to replace stock and key supplies required; provision in emergency pack)</i>			

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

7. 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 and require recovery (use section 5 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 6 Critical Function Analysis and Recovery Process)	
Provide information to: <ul style="list-style-type: none"> • Staff • Suppliers and customers • Insurance 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: <ul style="list-style-type: none"> • 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:	
Arrange a debrief of all staff and identify any additional staff welfare needs (e.g. counselling) or rewards	
Use information gained from the debrief and the recovery process to review and update this business continuity management plan	

8. 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	0845 988 1188
NHS Hospital		
Primary Care Trust		
Police		

F. Insurance and Finance Companies

Service	Company	Telephone	E-mail
Banking			
Insurance			

G. Local Authority

London Borough of Southwark
24 hour helpline: 020 7525 5000
Website: www.southwark.gov.uk

9. 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
-
-

Disclaimer

This Business Continuity Management Plan (BCMP) is intended by the London Borough of Southwark (LBS) to be a guide only and does not intend the BCMP to be a definitive business continuity management plan. There may be other formats or methods of business continuity management plans which are more suitable for particular businesses or organisations than this BCMP. Whilst LBS has made every effort to ensure that the material contained in the BCMP is accurate, the BCMP is only available for public viewing and use on the basis that LBS disclaim all liability to the fullest extent permitted by English law for any loss or damage arising out of the use of the BCMP or for any reliance by users of the BCMP upon its contents.