<Insert Organization Name Here>

Business Continuity Plan

Version

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1.   Introduction

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.   Critical Functions Checklist

Priority	Critical function	Timeframe	Page
1	{Name of function or activity}	{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.

4.   Plan Activation Procedure

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

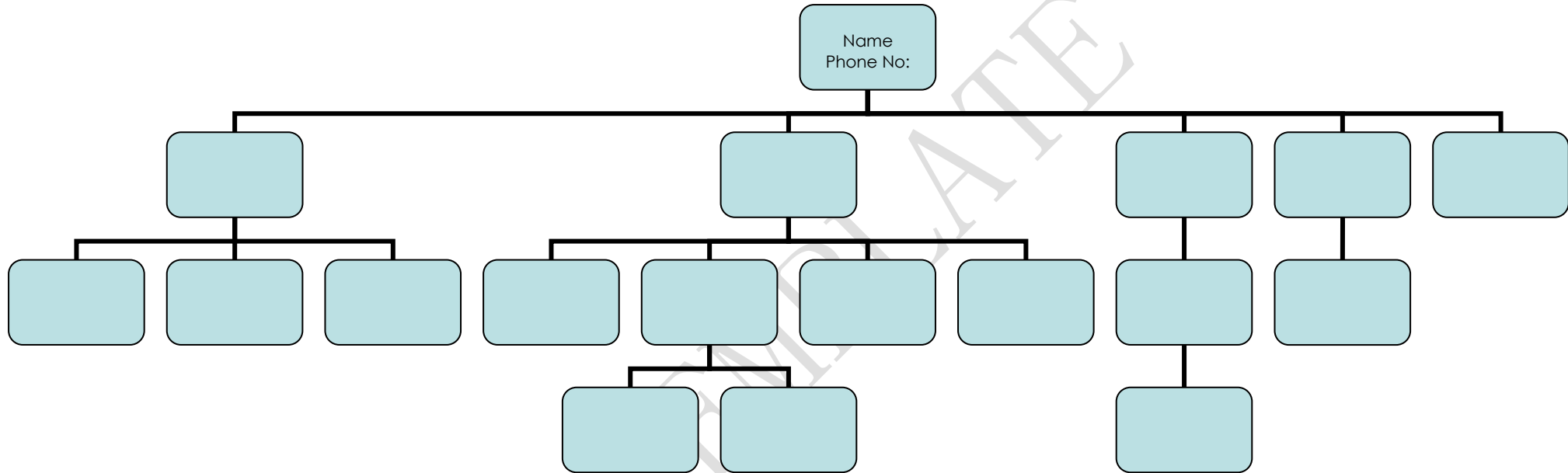| Name	Title	Contact details

Notification Process

This section specifies how the team members are to be notified if the plan is to be put into effect by identifying who calls whom, and in what order.

Call Tree

5.   Critical Function Analysis and Recovery Process

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

5.   Critical Function Analysis and Recovery Process (continued)

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

5.   Critical Function Analysis and Recovery Process (continued)

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

6.   Emergency Response Checklist

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

Task	Completed (date, time, by)
Actions within XX 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 time-frames (use section 4 Critical Function Analysis and Recovery Process)	
Provide information to: • Staff • Suppliers and customers • other 3rd parties	
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 • Other 3rd parties	
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 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

B. Critical Suppliers List

Supplier	What is Supplied	Key Contact Person	Telephone	E-mail

C. Emergency Services

Service	Location	Telephone
Ambulance		
Fire Service		
Hospital		
Police		

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
- Manual recovery procedures
- Staff lists

Records:

- Computer backup tapes and / or disks
- Other records

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