

<Enter organisation's name here>

BUSINESS CONTINUITY MANAGEMENT PLAN

DATE: *<enter date here>*

Distribution List:

Copy Number	Name	Location
1		
2		
3		
4		
5		
6		

No.	Section	Page
1	Aim of the Plan	3
2	Objectives of the Plan	3
3	Critical Function Analysis and Recovery Process	
	1. <i><name of critical function></i>	4
	2. <i><name of critical function></i>	5
	3. <i><name of critical function></i>	6
4	Priority List of Critical Functions	7
5	Emergency Response Checklist	8
6	Key Contacts List	
	1. Staff	9
	2: Suppliers	9
	3: Customers	10
	4: Utilities	10
7	Emergency Pack	11
8	Expenses Log	12

1: Aim of the Plan

To produce plans to prepare *<organisation name>* to cope with the effects of an emergency /extended disruption. The information held in this document should enable quick and straightforward plans of action in the event of an emergency.

2: Objectives of the Plan

<Organisation name> will be able to:

- 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

3.1: Analysis of Impact

Critical Function:

Effect of critical function on service:

Time	Effect
First 24 Hours	1. 2. 3.
24-48 Hours	1. 2. 3.
Up to 1 Week	1. 2. 3.
Up to 2 weeks	1. 2. 3.

Resources Required for Recovery:

Time	No. of staff	Relocation?	Resources required	Data required
First 24 hours			1. 2. 3.	1. 2. 3.
24 – 48 hours			1. 2. 3.	1. 2. 3.
Up to 1 week			1. 2. 3.	1. 2. 3.
Up to 2 weeks			1. 2. 3.	1. 2. 3.

3.2: Analysis of Impact

Critical Function:

Effect of critical function on service:

Time	Effect
First 24 Hours	1. 2. 3.
24-48 Hours	1. 2. 3.
Up to 1 Week	1. 2. 3.
Up to 2 weeks	1. 2. 3.

Resources Required for Recovery:

Time	No. of staff	Relocation?	Resources required	Data required
First 24 hours			1. 2. 3.	1. 2. 3.
24 – 48 hours			1. 2. 3.	1. 2. 3.
Up to 1 week			1. 2. 3.	1. 2. 3.
Up to 2 weeks			1. 2. 3.	1. 2. 3.

3.3: Analysis of Impact

Critical Function:

Effect of critical function on service:

Time	Effect
First 24 Hours	1. 2. 3.
24-48 Hours	1. 2. 3.
Up to 1 Week	1. 2. 3.
Up to 2 weeks	1. 2. 3.

Resources Required for Recovery:

Time	No. of staff	Relocation?	Resources required	Data required
First 24 hours			1. 2. 3.	1. 2. 3.
24 – 48 hours			1. 2. 3.	1. 2. 3.
Up to 1 week			1. 2. 3.	1. 2. 3.
Up to 2 weeks			1. 2. 3.	1. 2. 3.

4: Priority List of Critical Functions

Priority	Critical Function
1	
2	
3	
4	
5	
6	
7	
8	
9	

5: Emergency Response Checklist

Task	Completed (date, time, by)
Actions within 24 hours:	
Record steps that have been taken, and ensure expenses are noted down in the Expenses Log	
Converse with the Emergency Services where appropriate	
Evaluate any damage that could have been caused to your organisation. Is there any risk to staff, buildings, equipment etc?	
Which, if any of the critical functions have been disrupted? Record this down	
Who is needed to rectify the situation? Which members of staff are needed? What time scale will the recovery take?	
Provide information to: <ul style="list-style-type: none"> • Staff • Suppliers and customers • Insurance company 	
Daily actions during the recovery process:	
Keep regular updates. Ensure that everyone is aware of the situation and what is occurring during the recovery process. Keep staff aware of any further issues that may still arise	
Provide information to: <ul style="list-style-type: none"> • Staff • Suppliers and customers • Insurance company 	
Ensure that any public organisations/authorities that may also be affected are made aware of the situation	
Following the recovery process:	
Debriefs with all staff – further staff welfare needs may need to be addressed.	
Use any relevant information from the debrief to review and update this business continuity management plan	

6.1: Key Contact List (Staff)

Contact	Office Number	Mobile Number	Other Information
1:			
2:			
3:			
4:			
5:			
6:			
7:			
8:			
9:			
10:			

6.2: Key Contacts List (Suppliers)

Supplier	Provides	Telephone	E-mail
1:			
2:			
3:			
4:			
5:			
6:			
7:			
8:			
9:			
10			

6.3: Key Contact List (Key Customers)

Customer	Service / goods used	Telephone	E-mail
1:			
2:			
3:			
4:			
5:			
6:			
7:			
8:			
9:			
10			

6.4: Key Contacts List (Utility Companies)

Utility	Company	Telephone	E-mail
Electricity			
Gas			
Telecommunications			
Water			

(NOTE: A plan of the premises should be included (for use by emergency services including 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)

7: Emergency Pack

As part of the recovery plan for this 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*
- *Risk assessment data to evaluate your critical functions*

Records:

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

Equipment:

- *Spare keys*
- *Torch and batteries*

(NOTE: Details included in the emergency pack will change depending on the nature of your organisation. Think about anything that may be needed specific to the needs of your organisation)

8: Expenses Log

All expenses made should be recorded in this table. Details of who made the decision and reasons why should be given.

Date/time	Decision / action taken	By whom	Costs incurred
1:			
2:			
3:			
4:			
5:			
6:			