

[insert organisation name]

**Emergency Planning Unit
Business Continuity
Management Plan**



ISLINGTON

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1. Aim of the plan

This plan has been designed to prepare [insert 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 function checklist

<i>Priority</i>	<i>Critical function</i>	<i>Timeframe</i>	<i>Page</i>
1			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. Command and control

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

<i>Name</i>	<i>Title</i>	<i>Contact details</i>

5. Critical function analysis and recovery process

Priority 1:	
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>	
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 7: 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>	

5. Critical function analysis and recovery process (continued)

Priority 2:	
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>	
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 7: 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>	

5. Critical function analysis and recovery process (continued)

Priority 3:	
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>	
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 7: 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. Emergency response checklist

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

Task	Completed (date, time, by)
Actions within 24 hours:	
Start log of actions and expenses undertaken (see Section 9: Action and Expenses Log)	
Liaise with emergency services (see Section 7E: 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: <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 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				
Next of kin				
Next of kin				
Next of kin				
Next of kin				

7. Contact lists (continued)

D. Utility Companies

Supplier	Provides	Telephone	E-mail
Electricity			
Gas			
Telecommunications			
Water			

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

- mains 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

Supplier	Location	Telephone
Ambulance	Emergencies	999
Fire Service	Emergencies	999
Police	Emergencies	999
Floodline	Information service	0845 988 1188
NHS Hospital	Whittington Hospital Homerton University Hospital	020 7272 3070 020 8510 5555
Anti-terrorism Hotline	Across the country	0800 789 321
Crime Stoppers	Across the country	0800 807 060

F. Insurance and finance companies

Supplier	Name	Telephone
Banking		
Insurance		

G. Local authority

London Borough of Islington
24-hour helpline: 020 7527 2000
Website: www.islington.gov.uk/Community/BoroughEmergencyPlan

8. Emergency pack contents

As part of the recovery plan for the organisation, key documents, records and equipment are held off-site at [insert location name] 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: (please add your specific information to the blank bullet points)

Documents:

- a copy of this plan, including key contact details
- insurance policy
-
-
-

Records:

- computer backup tapes/disks
- financial records
-
-
-

Equipment:

- spare keys
- torch and batteries
-
-
-

