



# Business Continuity Plan Guidance for Small Businesses

## Build your Business Continuity Plan

### Advice for completing the plan template...

The following template is just a simple plan outline to help you protect your business.

It is designed to help you capture important actions that you or your staff would need to undertake should there be a business disruption.

The text in *italics and red* is there to illustrate some examples of the type of actions that you may want to consider when you develop your plan.

You can build from this and make it specific to your business.



# ***(insert name of Business)*** **Business Continuity Plan**

Date:

## Contents

No.	Section	Page
1	Aim of the Plan	4
2	Objectives of the Plan	4
3	Critical Function Checklist	5
4	Critical Function Analysis and Recovery Process	6
	1. <i>[name of critical function]</i>	6
	2. <i>[name of critical function]</i>	7
	3. <i>[name of critical function]</i>	8
5	Emergency Response Checklist	9
6	Contact Lists	10
	Staff	11
	Key Suppliers	11
	Key Customers	12
	Utility Companies	12
	Local Emergency Services	12
	Insurance and Finance Companies	13
7	Emergency Pack Contents	14
8	Actions and Expenses Log	15



## 1. Aim of the plan

This plan has been designed to prepare *[organisation name]* to cope with the effects of an emergency. 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

To provide a flexible response so that *[insert name of organisation]* can:

- Respond to a disruptive incident (incident management)
- Maintain delivery of critical activities/services during an incident (business continuity)
- Return to ‘business as usual’ (resumption and recovery)

## 3. Your Business Priorities: Critical Function Checklist

Add the services / products that you identified to most important for your business to continue into the table below. This list may be used as a checklist to ensure that critical tasks are completed on time.

Priority	Critical function	Timeframe	Page
1	<i>[Name of function or activity e.g. Receiving orders]</i>	<i>[Recovery timeframe e.g. restore within 2 hours]</i>	6
2			7
3			8



## 4. 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>			
<b>Resources required for recovery:</b>			
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>			



## 4. Critical Function Analysis and Recovery Process (continued)

Priority:	<b>2</b>	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>			
<b>Resources required for recovery:</b>			
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>			



## 4. 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>			
<b>Resources required for recovery:</b>			
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\*



## 5. Emergency Response Checklist

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

Task	Completed (date, time, by)
<b>Actions within 24 hours:</b>	
Start of log of actions and expenses undertaken (see section 9 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	
Assess the key priorities for the remainder of the working day and take relevant action. Consider sending staff home, to recovery site etc	
Inform staff what is required of them. <i>[Insert arrangements decided by organisation e.g. would staff be sent home? Will staff work from recovery site? Etc]</i>	
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: <ul style="list-style-type: none"> <li>• Staff</li> <li>• Suppliers and customers</li> <li>• Insurance company</li> </ul>	
Publicise the interim arrangements for delivery of critical activities. Ensure all stakeholders are kept informed of contingency arrangements as appropriate <i>[Insert how this will be done e.g. website/telephone etc. Consider who needs to know the interim arrangements e.g. key stakeholders, customers, suppliers etc]</i>	
Recover vital assets/equipment to enable delivery of critical activities. The essential equipment/resources/information that need to be recovered where possible are: <i>[Insert details as relevant]</i>	
<b>Daily actions during the recovery process:</b>	
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"> <li>• Staff</li> <li>• Suppliers and customers</li> <li>• Insurance company</li> </ul>	
Provide public information to maintain the reputation of the organisation and keep relevant authorities informed	
<b>Following the recovery process:</b>	
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	



## 6. Contact List

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

### Staff contact list

Name	Job Title	Office Contact	Mobile Contact	Home Contact
<b>Staff name</b>	<b>Manager</b>	<b>000000000</b>	<b>000000000</b>	<b>000000000</b>

### Key Suppliers Contact List

Supplier	Provides	Telephone	E-mail





## Key Customers Contact List

Customer	Service / goods used	Telephone	E-mail

## Utility Companies Contact List

Utility	Company	Telephone	E-mail
Electricity			
Gas			
Telecommunications			
Water			

## Local Emergency Services

Service	Location	Telephone
Ambulance	Emergencies	999
Fire Service	Emergencies	999
Floodline	Information service	0845 988 1188
NHS Direct		0845 46 47
Police	Emergencies	999
	Non-emergency matters	101

## Insurance and Finance Companies

Service	Company	Telephone	E-mail
Banking			
Insurance			



## 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