

# business continuity plan for:

Insert your company name here

## Our statement of Business Continuity is:

- > To ensure all employees are competent to do their tasks, and to provide adequate training

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- > To review and revise this plan on a regular basis

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- > To provide a generic plan on what to do in an emergency

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- > To provide details of emergency contacts – staff / suppliers / customers

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- > To ensure that business continues

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Signed & position in company

Date

Review date of plan

# Responsibilities

**Overall responsibility  
in any incident is:**

**Day to day responsibility:**

**Person responsible for checking on a regular basis:**

Fire alarms

Security alarms

IT systems security

Health and safety

Power supplies

Flooding

**Person responsible for compiling / maintaining:**

Insurance cover is up to date

Staff contacts numbers

Customers Contact numbers

Suppliers Contact numbers

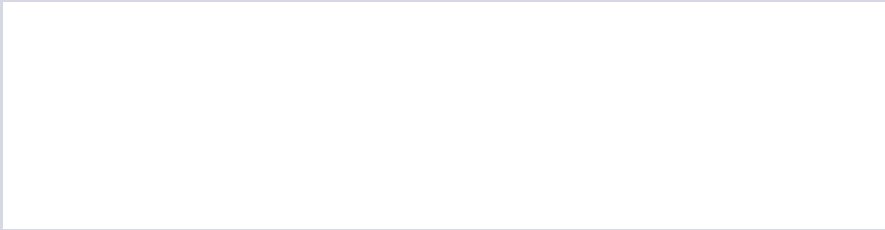
Power / generators

UPS / IT systems

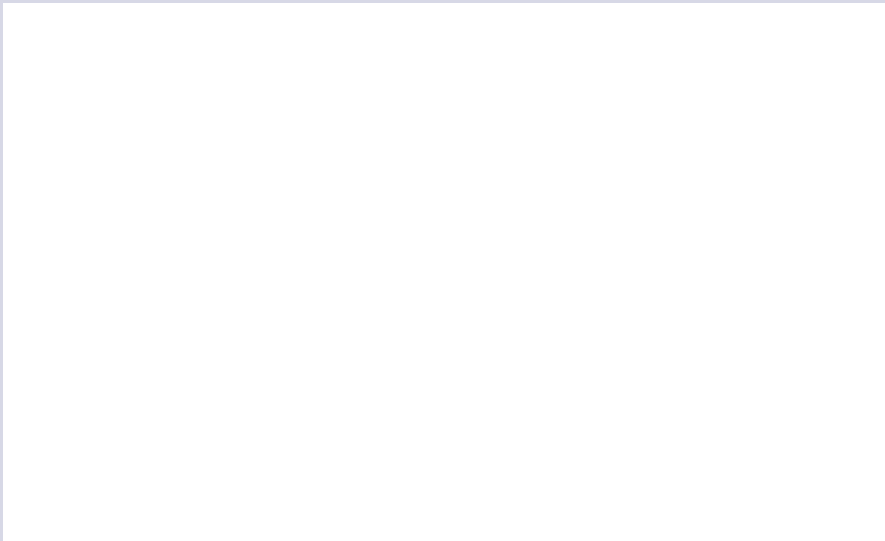
# Essential checklist

## What to do immediately following an incident (if evacuation is needed)

For example, do you need to evacuate staff from the building and surrounding area, call emergency services if required, conduct a roll call, ensure staff welfare.

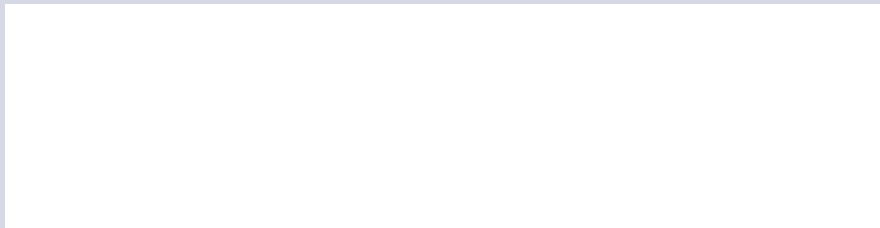


## What to do after the first hour after an incident (if a move to an alternative site is to take place)



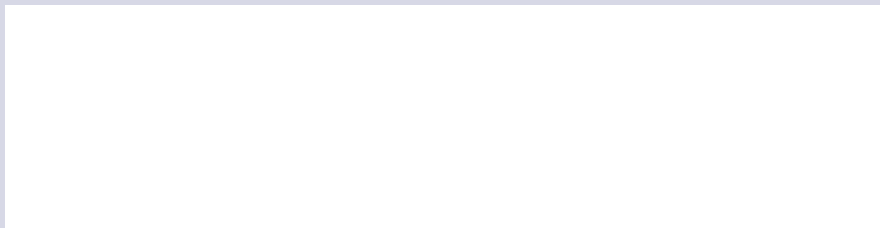
# Description of your premises

## Location of emergency exits



## A primary meeting point in case of evacuation

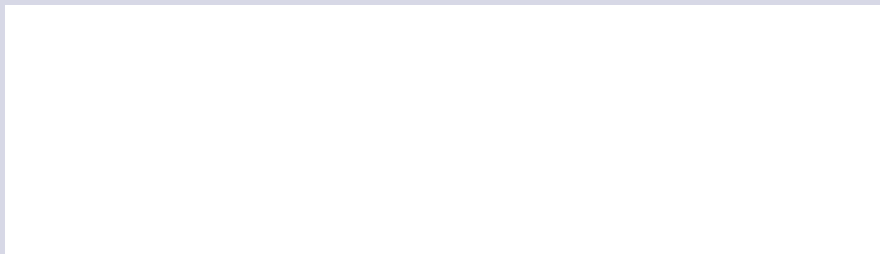
Attach map if possible.



In case of fire this should be at least 50m away, or for a bomb scare.

## A fall back option if you have to evacuate in a different direction

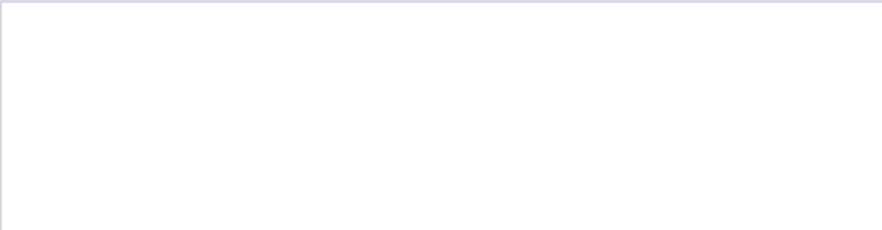
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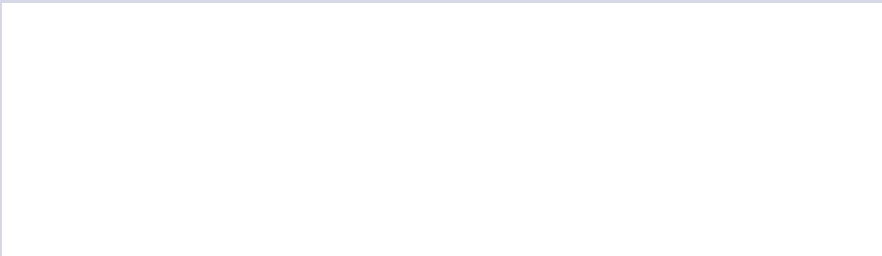
**Details of what the premises contain**



**Information that is important and specific to your premises  
e.g. storage facilities**



**Essential and useful contact details**



# Description of your premises *continued*

## Essential and useful items



## Software and hardware inventory lists, plans and contact details that you should have on and off site



# Structure of the Crisis Team

**Owner or  
CEO of the business**

**Manager**

**Supervisor**

**Floor Manager**

**Media / Public Relations**

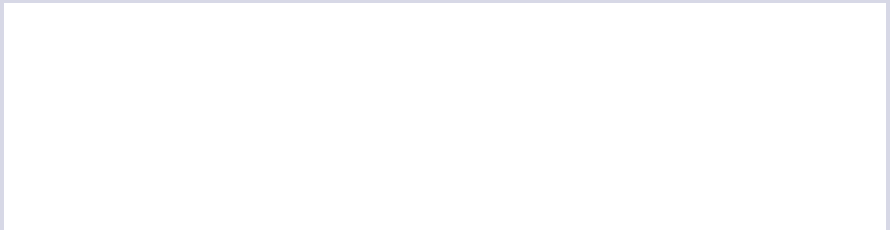
**Administrative support**

Detail a list of suitable locations where your Business Continuity Team should meet if an incident occurs. This should be a room on-site or a place in a public building e.g. local hall, someone's house or a meeting room at your alternative fall-back site.

If an incident occurs, meet with everyone from the BC team as soon as possible.

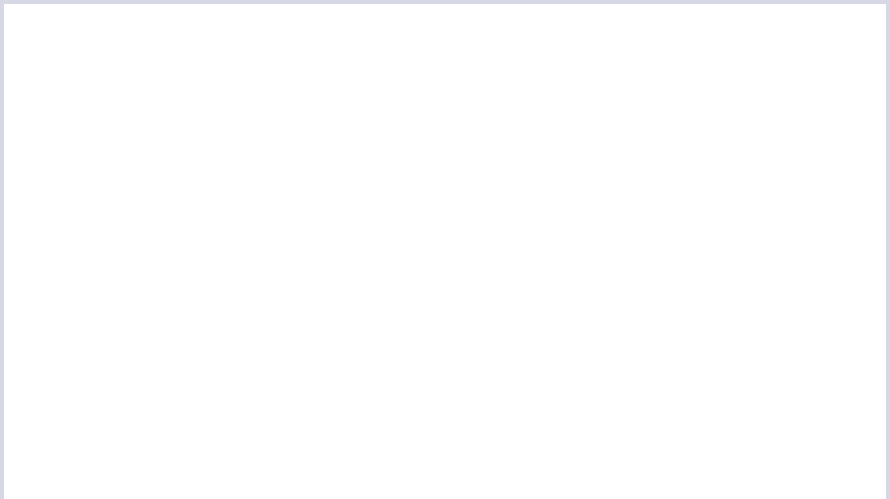
## Critical functions

List the functions that are critical to your business e.g taking orders, dispatching goods, manufacturing process, providing a service.  
Where and how will these functions be conducted following a disaster.



## Work area recovery

List areas of work in priority order





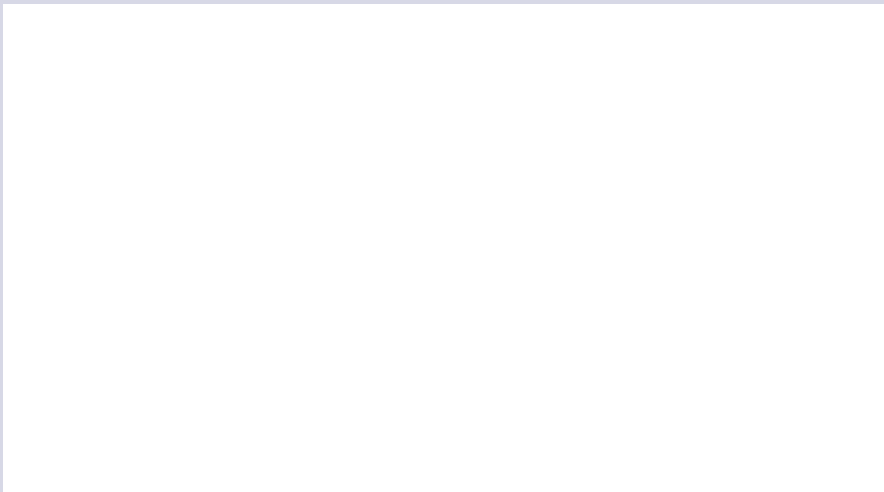
**Can staff work from home temporarily**

Detail by name.



**Have you made arrangements to use other company's facilities**

Detail arrangements and locations.

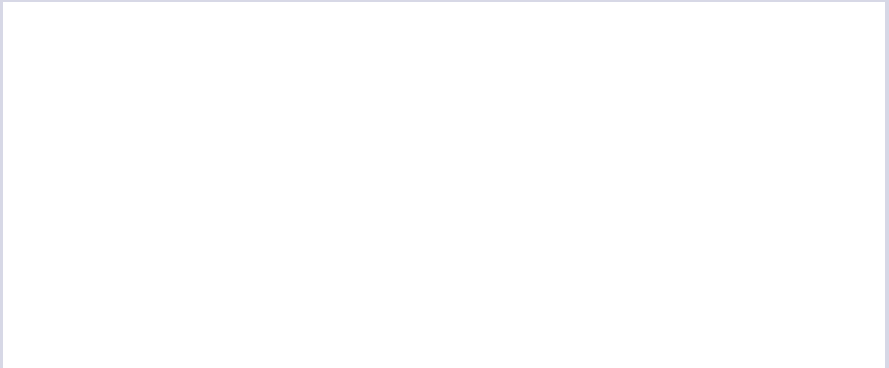


There are several Business Continuity suppliers who will for a fee arrange temporary accommodation / erecting temporary structures. This tends to be an expensive option.

## Work area recovery *continued*

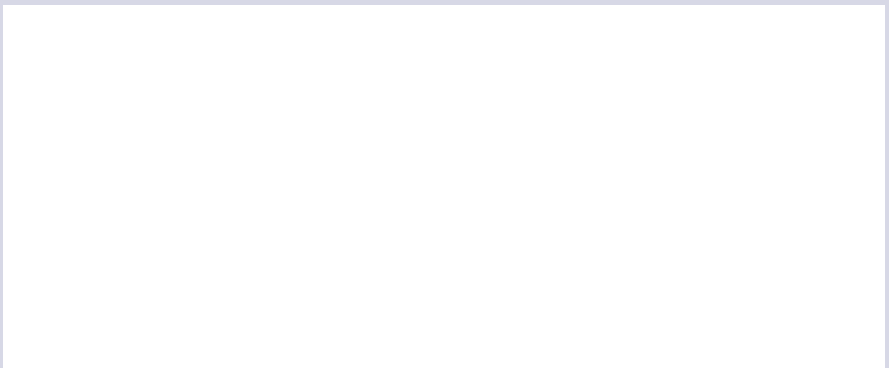
### **Recovery site location**

List the alternative location(s) that your firm will use if your main premises are unavailable. Include a floor plan, map and telephone number of recovery site location(s).



### **Relocation of staff**

Will your staff need transport or accommodation if you are operating from different premises? It would be useful to list the means of transport your employees could use to reach this facility.



**Facilities available if an alternative site is proposed**

Disabled access, parking, catering facilities, telecommunications links, security, arrangements for mail etc.



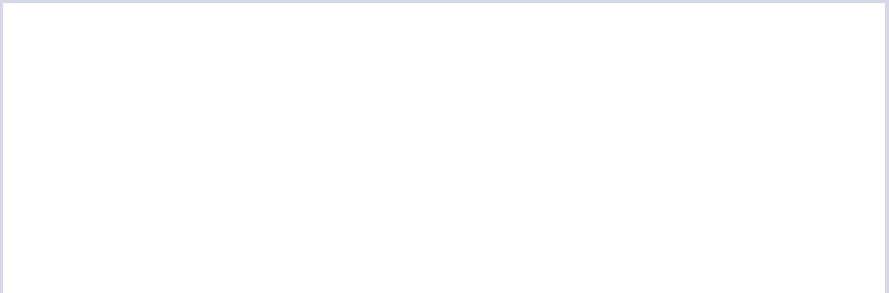
# Technology Recovery

Most businesses have complex IT and telecommunication systems. It is important to detail a list of what equipment and telephony is required to maintain functional operation. This list will form the basis of what you will need to have to start again.

## **Inventory list of software and hardware**

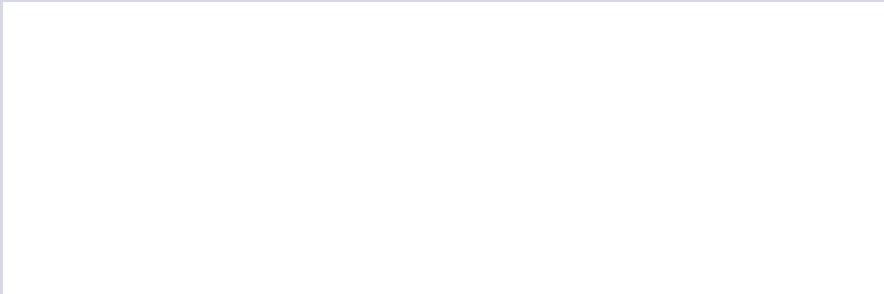


## **Number of workstations and software applications required at each station**

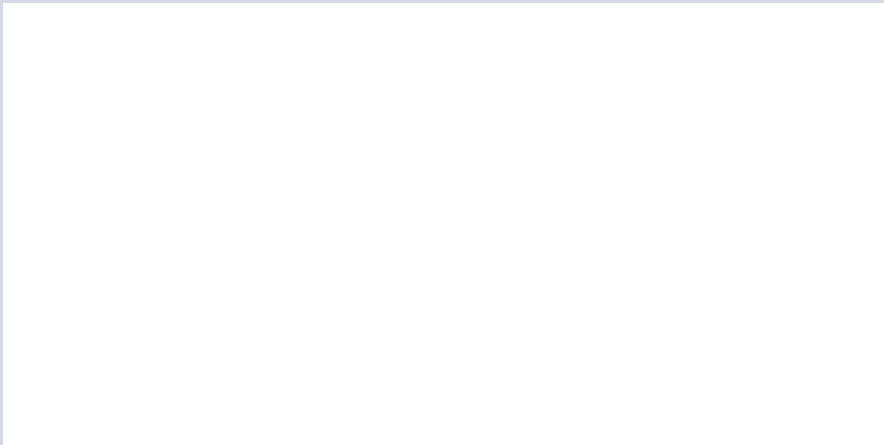


### **Backed up data**

Where is this held and by whom? Who will be responsible for re-installing your equipment? Describe how you will recover data in the event of an incident.



### **General office equipment and stationery required**



# Communications

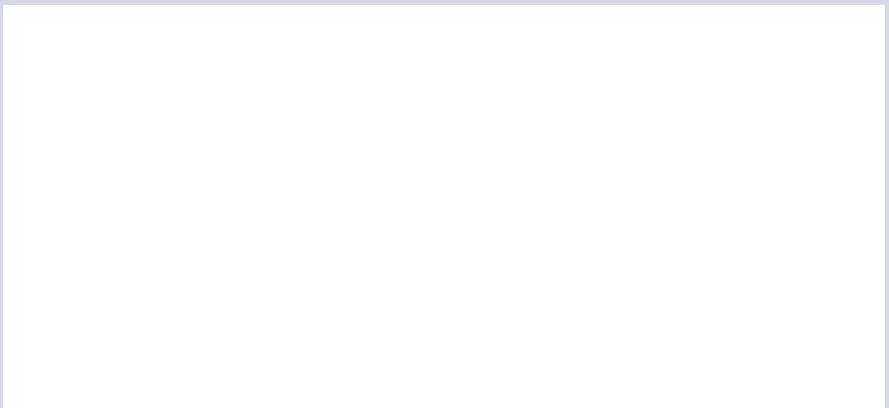
## Access details

Make a list of all access codes and passwords you require to access your systems. Store them with your important and secured documents off site.



## Alternative Communications

Describe what means you will use to communicate with customers and employees in the event of an emergency.



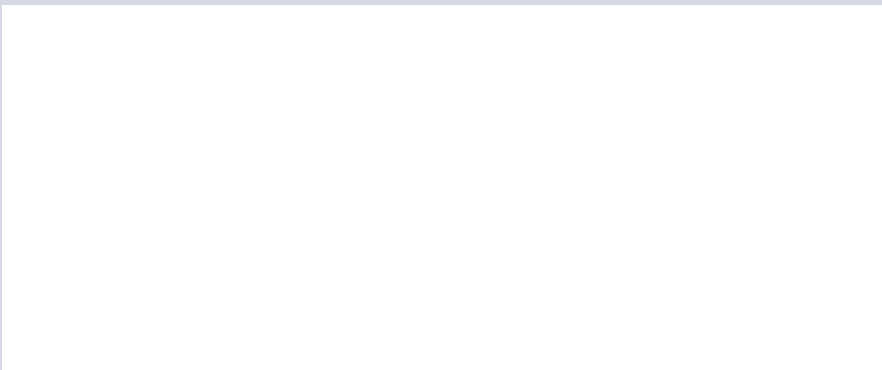
# Utilities

**In case of a utilities failure, make sure you have a list of utilities providers, their contact details, day and night, and your account number.**



# Public Relations

**The PR process can greatly affect the way your company is perceived and in many instances can make or break your companies reputation. Your customers and suppliers will react proportionately to the PR.**



## Public Relations *continued*

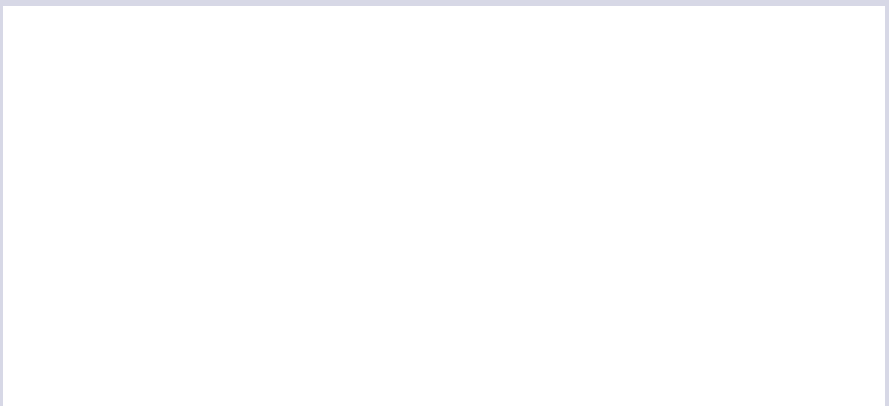
### **Detail of company spokesperson(s)**

You may wish to give some thought to a holding statement.



## Local Press contact details

You may wish to place advertisements in the local newspapers or provide a press release on the situation.





# Training

It is important that the relevant people in your organisation are competent in responding to your plan. You should consider developing and running training programmes for those directly involved in the responding to the Business Continuity Plan.

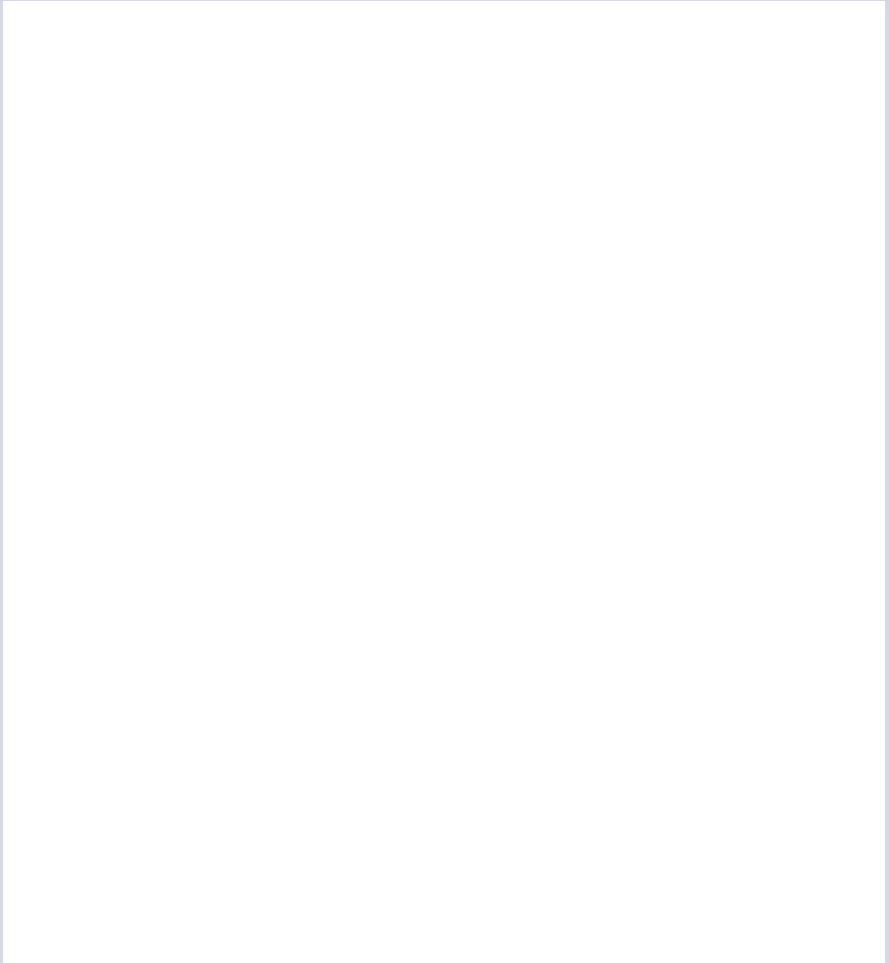
# Testing the plan

Date(s) of test(s)

Give your staff the opportunity to ask questions and to give feedback on the plan and highlight areas of concerns.

## Review

**It is important to review your plan frequently, after any training or real events. Paying attention to staff changes. It is best to use staff titles. If you change your organisational structure or suppliers / contractors this must be amended in your plan**



## Initial recovery log

Date	Time	Information / decisions / instructions / actions	Initials

# Initial recovery log *continued*

Date	Time	Information / decisions / instructions / actions	Initials