

# Business/ Organisation Name

## Business Continuity Management Plan

Date: \_\_\_\_\_

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## Provided by London Borough of Hounslow Contingency Planning Unit

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### 1. Purpose of the plan

The aim of this designed Business Continuity plan is to mitigate the effects of any crises or emergency that may effect **Business/Organisations Name**, which could disrupt the critical activities to such an extent that it may damage the organisations reputation, loss of premises or ability to remain competitive.

### 2. Objectives of the plan

- Provide a clearly defined course of action.
- Identify Critical functions and devise rapid restoration.
- Identify short-term resources required for supporting partial operation.
- Document the location of documents/data/equipment/resources located in an off-site location.

### 3. Critical Function Checklist

Priority	Critical function	Timeframe	Page
1	{Name of function/service}	{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. Activation of the plan

The decision to activate this plan will be made by an individual listed below:

Name	Title	Contact details

**The individuals listed above will give strategic direction to the recovery process, including taking the “difficult” decisions during the operation of this plan.**

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**5. Critical Function Analysis and Restoration Procedures**

<b>Priority: 1 Critical function:</b>	<b>Function</b>
Responsibility: <i>(person responsible for leading on this activity, plus deputies)</i>	
Potential impact on organisation if interrupted:	
Likelihood of interruption to organisation:	
Recovery timeframe: <i>(minimum timeframe that this function needs to be restored)</i>	
<b>Resources required for restoration:</b>	
Staff <i>(numbers, skills, knowledge, alternative sources i.e. agencies)</i>	
Data/IT/systems <i>(backup and recovery processes, alternative manual work-round, staff and equipment required)</i>	
Premises <i>(potential relocation address or work-from-home options)</i>	
Equipment <i>(key equipment recovery or replacement processes; alternative sources)</i>	
Supplies <i>(processes to replace stock and key supplies required)</i>	

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**5. Critical Function Analysis and Restoration Procedures (continued)**

<b>Priority: 1 Critical function:</b>	<b>Function</b>
Responsibility: <i>(person responsible for leading on this activity, plus deputies)</i>	
Potential impact on organisation if interrupted:	
Likelihood of interruption to organisation:	
Recovery timeframe: <i>(minimum timeframe that this function needs to be restored)</i>	
<b>Resources required for restoration:</b>	
Staff <i>(numbers, skills, knowledge, alternative sources i.e. agencies)</i>	
Data / IT/systems <i>(backup and recovery processes, alternative manual work-round, staff and equipment required)</i>	
Premises <i>(potential relocation address or work-from-home options)</i>	
Equipment <i>(key equipment recovery or replacement processes; alternative sources)</i>	
Supplies <i>(processes to replace stock and key supplies required)</i>	

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**5. Critical Function Analysis and Restoration Procedures (continued)**

Priority: 1 Critical function:	Function
Responsibility: <i>(person responsible for leading on this activity, plus deputies)</i>	
Potential impact on organisation if interrupted:	
Likelihood of interruption to organisation:	
Recovery timeframe: <i>(minimum timeframe that this function needs to be restored)</i>	
Resources required for restoration:	
Staff <i>(numbers, skills, knowledge, alternative sources i.e. agencies)</i>	
Data / IT/systems <i>(backup and recovery processes, alternative manual work-round, staff and equipment required)</i>	
Premises <i>(potential relocation address or work-from-home options)</i>	
Equipment <i>(key equipment recovery or replacement processes; alternative sources)</i>	
Supplies <i>(processes to replace stock and key supplies required)</i>	

**( Increase Critical function template if your organisation/business has more than 3)**

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### 6. Emergency Response Checklist

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

<b>Task Actions carried out within 24 hours</b>	<b>Completed (date, time, by whom)</b>
<b>Activate the plan (see section 4)</b>	
Start logging actions and expenses undertaken (see section 9 Action and Expenses Log)	
Liase with emergency services	
Identify and quantify any damage to the organisation, including staff, premises, equipment, data, records, etc	
Identify which critical functions have been disrupted <b>(use section 3 Critical Function Checklist)</b>	
Gather individuals responsible for recovering identified critical functions, and decide upon the actions to be taken, and in what timeframes <b>(use section 5 Critical Function Analysis and Recovery Process)</b>	
Provide information to: <ul style="list-style-type: none"> <li>• Staff <b>(use section 7A)</b></li> <li>• Suppliers and customers <b>(use section 7A/B)</b></li> <li>• Insurance company</li> </ul>	
<b>Daily actions during the restoration process:</b>	
Convene those responsible for the restoration process, to examine progress made, obstacles encountered, and decide continued cause of action	
Update if needed information to: <ul style="list-style-type: none"> <li>• Staff</li> <li>• Suppliers and customers</li> <li>• Insurance company</li> </ul>	
<b>Provide public information, to maintain the reputation of the organisation and keep relevant authorities informed</b>	

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Following the restoration 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. Key Suppliers**

Supplier	Provides	Telephone	E-mail

**C. Key Customers**

Customer	Service / goods used	Telephone	E-mail

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### 7. Contact Lists (continued)

#### D. Utility Companies

Utility	Company	Telephone	E-mail
Electricity			
Gas			
Telecommunications			
Water			

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

- Main water stopcock
- Switches for gas and electricity supply
- Any hazardous substances
- Items that would have priority if salvage became a possibility

#### E. Insurance and Finance Companies

Service	Company	Telephone	E-mail
Banking			
Insurance			

### 8. Emergency Pack Contents

As part of the restoration 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 restoration 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

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### 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

#### **Disclaimer**

**This plan provided by Hounslow Contingency Planning Unit, is an example of a Business Continuity Management Plan and the process used in developing such a plan. There are other plans and processes regarding Business Continuity Management Planning. Depending on the Business/Organisation, its size and the types of service that it delivers, will mean that some plans will suit it better than others. This plan is available free to use by Business/Organisations however, Hounslow Council does not accept any liability due to the use or effects or outcome to any Business/Organisation/User of this plan.**