

Business/ Organisation Name

Business Continuity Management Plan

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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

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>	

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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>	

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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.

Task Actions carried out within 24 hours	Completed (date, time, by whom)
Activate the plan (see section 4)	
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 (use section 3 Critical Function Checklist)	
Gather individuals responsible for recovering identified critical functions, and decide upon the actions to be taken, and in what timeframes (use section 5 Critical Function Analysis and Recovery Process)	
Provide information to: <ul style="list-style-type: none"> • Staff (use section 7A) • Suppliers and customers (use section 7A/B) • Insurance company 	
Daily actions during the restoration process:	
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"> • Staff • Suppliers and customers • Insurance company 	
Provide public information, to maintain the reputation of the organisation and keep relevant authorities informed	

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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.