COMPANY NAME

Business Continuity Plan

(BCP)

**Prepared by: NAME, POSITION**

**Approved by: NAME, POSITION**

**Date:**

## Aim of this Plan

To record how the Business will react to and resolve emergencies and other risks to its operations.

## Objectives

* To define and prioritise the Critical Functions of the business
* To analyse risks to the business
* To detail the agreed response to an emergency or other adverse event
* To identify Key Contacts during an emergency or other adverse event

## The Business Model and inherent Business Risk Mitigation

The business model used by the company is designed to manage smoothly wide swings in business activity. Most costs are incurred only along with a “live” contract. Fixed costs for directors, staff and infrastructure are relatively small. This model has been demonstrated to have been resilient over several swings in sector or general business cycles.

The business income is not reliant on any critical hardware, software or services and if there is failure of any equipment or supplier (for example: ISP, web manager) then replacements can be arranged relatively quickly and without a major increase in costs.

The most significant risks to the business are financial or legislative changes which develop over a period of several months during which adjustments can be made through the normal business processes, for example though decisions taken by the directors in their regular business meetings.

As most personnel work is at client offices or various [COMPANY NAME] locations, many risks are reduced. For example

* Infections and pandemics will not affect everyone at the same time as few are working in the same environment
* Important documents are held on the company cloud-based Office 365 Sharepoint system or Mango QHSE cloud-based system
* Access to the company’s offices does not prevent most personnel from carrying on their work as normal as they do not require office support.
* Loss of internet at any office may reduce the access of email and relevant important documents / information. However, the company has implemented office 365 sharepoint and Mango QHSE software which allows access to all relevant information as long as there is an internet connection, including 4G.

A review of the Business Risks matrix for the company is undertaken regularly and also when there is a new major contract which has a different set of business risks. From the recent review, the 5 top unexpected adverse events which would have an impact on the company’s business have been analysed and recovery plans have been outlined below. All of these events have been assessed as low likelihood and low impact to the overall business.

1. Emergency relating to a member of personnel
2. Unavailability of key member of personnel
3. Bad news story of interest to the media (including social media)
4. Office premises un-available for use (fire, flood etc)
5. Internet access restrictions at an office.

## Critical Event Recovery Plans

1. **Emergency relating to member of personnel**

###### For example an accident offshore or overseas.

|  |  |  |  |
| --- | --- | --- | --- |
| **Time** | **Recovery Task /Resources** | **Responsibility**  | **Support** |
| First 24 hours | * Record information on Mango
* Investigate facts
* Liaise with the client’s Emergency Response Team
* Arrange contact with next of kin (unless following client protocol)
* Note details of media interested (unless following client protocol)
* Agree any comment with next of kin/ client (unless following client protocol)
* Issue comment to media and on web site (unless following client protocol)
 | Directors | All employees |
| within 3 days | * Follow up with those directly affected including the client
* Give information and support to next of kin
* Ensure sufficient personnel available to handle interest and ensure ongoing business is not adversely affected.
* Update statements and website (unless following client protocol)
 | Directors | Allemployees |
| Within 2 weeks | * If ongoing, consider contracting out the media response.
* Give information and support to next of kin
* Assist with any insurance claims
* Address any issues with clients and public reputation or marketing.
 | Directors | Allemployees |
| Longer term | * Address any issues with clients and public reputation or marketing.
* Give information and support to next of kin
 | Directors | Allemployees |

1. **Unavailability of key member of personnel**

|  |  |  |
| --- | --- | --- |
| **Time** | **Recovery Task /Resources** | **Responsibility**  |
| First 24 hours | * Inform client
* If a critical part of project/work, provide a substitute to attend or visit client
 | Directors / Administrator |
| within 3 days | * Discuss options with the client
 | Directors / Administrator |
| Within 2 weeks | * Provide new resource by re-allocation of duties or by introduction of new member of personnel
 | Directors / Administrator |
| Longer term | * Consider recruiting to replace expertise lost
 | Directors / Administrator |

1. **Bad News story of interest to the media**

###### For example the personal behaviour of a member of personnel; health and safety breach by company; fire on premises.

|  |  |  |
| --- | --- | --- |
| **Time** | **Recovery Task /Resources** | **Responsibility**  |
| First 24 hours | * Investigate facts
* Note details of media interested
* Agree any comment with any personnel concerned and appropriate partner
* Issue comment to media and on web site
* Decide if further comment to be given or if the client will give further comment
 | Directors |
| within 3 days | * Follow up with those directly affected including the client
* Give information and support to affected parties.
* Ensure sufficient personnel available to handle media enquiries and ensure ongoing business is not adversely affected.
* Update statements and web site if appropriate
 | Directors |
| Within 2 weeks | * If ongoing, consider contracting out the media response.
* Address any issues with clients and public reputation or marketing.
 | Directors |
| Longer term | * Address any issues with clients and public reputation or marketing.
 | Directors |

1. **Office Premises unavailable** (may be combined with internet failure below)

For example an emergency (e.g. fire or flood; loss of all power)

|  |  |  |
| --- | --- | --- |
| **Time** | **Recovery Task /Resources** | **Responsibility**  |
| First 24 hours | * Contact anyone intending to use the office that day
* Arrange for re-direction of calls/fax
* If appropriate, inform insurer of event
* Arrange for staff affected to work from home or other location
 | Directors / All employees |
| within 3 days | * Arrange for temporary office / access to equipment etc if required
* Make insurance claim if appropriate
* Contact Clients with updated information
 | Directors / All employees |
| Within 2 weeks | * Establish temporary office
* Issue details for all personnel and clients etc
 | Directors / All employees |
| Longer term | * Contract for new office
* Arrange new service contracts
* Inform all personnel and clients etc
 | Directors / All employees |

###### **IT internet / broadband failure**

|  |  |  |
| --- | --- | --- |
| **Time** | **Recovery Task /Resources** | **Responsibility**  |
| First 24 hours | * Contact IT Services provider
* Inform key personnel of the situation
 | Directors / Administrator |
| within 3 days | * Make arrangements for access to key data from 4G or remote location
 | Directors / Administrator |
| Within 2 weeks | * Commit to repair/replace
 | Directors / Administrator IT Services provider |
| Longer term | * Long term resolution from IT support
 | IT Services provider |

## Critical Function Priority List

|  |  |
| --- | --- |
| **Priority** | **Critical Function** |
| 1 | Manage staff |
| 2 | Manage Contractors |
| 3 | Contract Management |
| 4 | Account Management |
| 5 | Manage Finance in general |
| 6 | Sales and marketing |
| 7 | Win Orders and Contracts |

This list can be used during an emergency to assist your decision making when compiling an Action Plan as to which function needs to be reinstated first.

## Key Contact List

|  |  |  |  |
| --- | --- | --- | --- |
| Contact/Position | Number | Email | Other Information |
| NAME 1 |  |  |  |
| NAME 2 |  |  |  |
| NAME 3 |  |  |  |
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## Maintenance and testing of the Business Continuity Plan

The [COMPANY NAME] board of directors have overall responsibility for maintaining the plan and its operation, plus all staff and personnel have a duty to contribute where they see fit.

The recovery plans will be periodically tested as a paper exercise at and may involve all the partners and key members of personnel listed in the distribution list.

Recovery plans 1, 2 & 3 can be tested together as can 4&5.

Emergency Response Checklist (For use during an emergency)

|  |  |
| --- | --- |
| * Start a log of actions taken:
 |  |
|  |  |
| * Liaise with Emergency Services:
 |  |
|  |  |
| * Identify any damage:
 |  |
|  |  |
| * Identify Functions disrupted:
 |  |
|  |  |
| * Convene your Response / Recovery Team:
 |  |
|  |  |
| * Provide information to staff/ Personnel
 |  |
|  |  |
| * Decide on course of action:
 |  |
|  |  |
| * Communicate decisions to staff and business partners:
 |  |
|  |  |
| * Provide public information to maintain reputation and business:
 |  |
|  |  |
| * Arrange a Debrief:
 |  |
|  |  |
| * Review Business Continuity Plan:
 |  |

Log Sheet

***For use during a Recovery operation***

|  |  |  |  |
| --- | --- | --- | --- |
| Date | Time | Information / Decisions / Actions  | Initials |
|  |  |  |  |