*Insert Corporate logo*

Business Continuity Plan

*Enter Business name*

Advice for completing this plan.

This following template is a simple plan and should be adopted and added to in order to suit your business and its activities.

The text in red is there to illustrate when specific company information should be added.

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# Introduction

A business continuity plan will ensure that staff know their roles and responsibilities in the event of an unexpected incident and respond following a recognised and agreed procedure.

Business continuity planning is a proactive business process that lets a company understand potential threats, vulnerabilities, and weaknesses to its organisations in times of a crisis. By creating a plan this helps to decrease business downtime and outline steps to be taken, before during and after and emergency.



## Aim of the plan

This plan has been designed to prepare [Business Name] to cope with the effects of an emergency. It is intended that this document will provide the basis for a relatively quick and efficient return to ‘business as usual’ regardless of the cause.

## Objectives of the plan

The objective of this business continuity plan is to provide a flexible response [Business name] can:

* Respond to a disruptive incident
* Maintain delivery of critical activities/services/products during an incident
* Return to ‘business as usual’

## Distribution List

This plan will be stored and available to the following people.

|  |  |  |
| --- | --- | --- |
| **Copy Number** | **Name** | **Location** |
| 001 |  |  |
| 002 |  |  |
| 003 |  |  |
| 004 |  |  |
| 005 |  |  |
| 006 |  |  |

## Critical Functions

|  |  |  |
| --- | --- | --- |
| **Priority** | **Critical Function** | **Timeframe** |
| 1 | [Name of function or activity e.g., receiving orders] | [Recovery timeframe e.g., restore within 4 hours] |
| 2 |  |  |
| 3 |  |  |
| 4 |  |  |
| 5 |  |  |
| 6 |  |  |

# Business Impact Analysis

A business impact analysis (BIA) is the process of determining the criticality of business activities and associated resource requirements to ensure operational resilience and continuity of operations during and after a business disruption.

## Business Impact Analysis Template

|  |  |
| --- | --- |
| Critical Function 1 |  |

|  |  |
| --- | --- |
| Responsibility | [Role responsible for leading on this activity, and any deputies] |
| Recovery timeframe | [How quickly must this function be recovered to avoid lasting damage] |

**Effect on Service**

|  |  |
| --- | --- |
| Time | Effect on Service |
| First 24 hours |  |
| 24 - 48 hours |  |
| Up to 1 week |  |
| Up to 2 weeks |  |

**Resource requirements for recovery**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Time | First 24 hours | 24-48 hours | Up to 1 week | Up to 2 weeks |
| Staff (Numbers, skills, knowledge, and any alternative sources) |  |  |  |  |
| Data / Systems(Back-up, recovery processes, staff & equipment) |  |  |  |  |
| Premises (potential relocation, or work from home options) |  |  |  |  |
| Communications (methods of contacting staff, suppliers or customers) |  |  |  |  |
| Equipment(key equipment, replacement process or alternative sources) |  |  |  |  |
| Supplies(processes to replace stock & key supplies) |  |  |  |  |

|  |  |
| --- | --- |
| Critical Function 2 |  |

|  |  |
| --- | --- |
| Responsibility | [Role responsible for leading on this activity, and any deputies] |
| Recovery timeframe | [How quickly must this function be recovered to avoid lasting damage] |

**Effect on Service**

|  |  |
| --- | --- |
| Time | Effect on Service |
| First 24 hours |  |
| 24 - 48 hours |  |
| Up to 1 week |  |
| Up to 2 weeks |  |

**Resource requirements for recovery**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Time | First 24 hours | 24-48 hours | Up to 1 week | Up to 2 weeks |
| Staff (Numbers, skills, knowledge, and any alternative sources) |  |  |  |  |
| Data / Systems(Back-up, recovery processes, staff & equipment) |  |  |  |  |
| Premises (potential relocation, or work from home options) |  |  |  |  |
| Communications (methods of contacting staff, suppliers or customers) |  |  |  |  |
| Equipment(key equipment, replacement process or alternative sources) |  |  |  |  |
| Supplies(processes to replace stock & key supplies) |  |  |  |  |

[Duplicate and complete as many as necessary]

# Emergency Response Checklist

|  |  |  |
| --- | --- | --- |
| Task | Completed date & time | Completed by |
| Actions within 24 hours |
| Log of actions started & expenses undertaken |  |  |
| Liaise with emergency services |  |  |
| Identify any damage (include staff, premises, equipment, data, records etc.) |  |  |
| Identify functions disrupted |  |  |
| Convene response & recovery team |  |  |
| Provide information to staff (including what is required of them) |  |  |
| Provide information to key stakeholders (including what is required of them) |  |  |
| Provide information to public (if and as required) |  |  |
| Daly actions during recovery process |
| Convene response & recovery team |  |  |
| Provide information to staff (including what is required of them) |  |  |
| Provide information to key stakeholders (including what is required of them) |  |  |
| Provide information to public (if and as required) |  |  |
| Following recovery process |
| Arrange a debrief |  |  |
| Review & update Business Continuity Plan |  |  |

# Contact Lists

## Staff

|  |  |  |  |
| --- | --- | --- | --- |
| Name | Job Title | Office Contact | Mobile Contact |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

## Key Suppliers

|  |  |  |  |
| --- | --- | --- | --- |
| Name | Provides | Contact Number | Contact Email |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

## Key Customers

|  |  |  |  |
| --- | --- | --- | --- |
| Name | Services/Products | Contact Number | Contact Email |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

## Utilities

|  |  |  |  |
| --- | --- | --- | --- |
| Utility | Company | Contact Number | Contact Email |
| Electricity |  |  |  |
| Gas |  |  |  |
| Telecommunications |  |  |  |
| Water |  |  |  |
|  |  |  |  |
|  |  |  |  |

## Local emergency services

|  |  |  |
| --- | --- | --- |
| Service | Location | Telephone |
| Ambulance | Emergencies |  |
| Fire Service | Emergencies |  |
| Floodline | Information Service |  |
| NHS |  |  |
| Police | Emergencies |  |

## Insurance & Finance

|  |  |  |  |
| --- | --- | --- | --- |
| Service | Company | Contact Number | Contact Email |
| Banking |  |  |  |
| Insurance |  |  |  |
| Payroll |  |  |  |
| Accountants |  |  |  |
|  |  |  |  |
|  |  |  |  |

# Action & 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.

|  |  |  |  |
| --- | --- | --- | --- |
| Date | Decision/Action taken | By whom | Costs incurred |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

# Business Continuity Test

Business continuity plan testing is a method of identifying how prepared your employees are in case of an emergency. It is a risk-to-reality simulation in which employees work together to test the recovery plans in place.

Types of business continuity tests:

* Checklist review

Review coverage of plan, are there any areas for improvement or change

* Structured walkthrough

Review of all aspects of the plan, walking through different scenarios with staff

* Simulation test

Execute the plan based upon a specific scenario, without actual interruption

* Parallel test

Bring up an alternate off-site facility, without bringing down regular site

* Full interruption

Move processing from regular site to alternative site

The business continuity plan should be test regularly. The frequency of this should be determined by the company risk assessment.

## Business Continuity Test Report Template

|  |  |  |  |
| --- | --- | --- | --- |
| Exercise date |  | Exercise Duration |  |
| Exercise type |  | Brief scenario description |  |
| Staff involved |  | 3rd parties involved |  |
| Name of test lead |  | Test location |  |

|  |
| --- |
| Exercise aim |
|  |
| Exercise objectives |
| 1 |  |
| 2 |  |
| 3 |  |
| Business continuity plan sections included |
| 1 |  |
| 2 |  |
| 3 |  |
| Exercise lessons learned |
| 1 |  |
| 2 |  |
| 3 |  |
| 4 |  |
| Improvement Actions | Responsible | By when |
| 1 |  |  |  |
| 2 |  |  |  |
| 3 |  |  |  |
| 4 |  |  |  |

# Use of this template

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