

Business Continuity Management Plan

Organisation Name

Distribution List:

Name	Role

Version Control:

Number	Date	Comments

Contact – If you have any suggestions for changing this plan, please contact:

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Appendix A	Emergency Pack Contents
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Business Continuity Management Plan

1. Aim of the plan

This plan has been designed to prepare the organisation to remove, reduce or mitigate the effects of an emergency or major incident either directly or indirectly affecting it. This document will provide the framework for a relatively quick and painless return to “business as usual” regardless of the cause.

2. Objectives of the plan

- Identify and understand the critical functions and activities of the organisation that must be maintained
- Analyse and respond to the risks to the organisation
- Provide a detailed prioritised and timetabled response to an emergency situation affecting the organisation
- Identify the key roles, responsibilities and contacts required to respond to an emergency affecting the organisation

3. Critical Function Checklist

Priority	Critical function	Timeframe	Item
1			6.1
2			6.2
3			6.3
More as needed			

This list will be used as a checklist by the Command and Control team (see section 5 below) to ensure that critical tasks are completed on time and according to a pre-agreed priority schedule.

It will also be used to provide a hand-over document between different shifts in the recovery process to ensure that progress may continue to be monitored.

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4. Potential Risks and Hazards

This section of the plan identifies potential hazards in the neighbourhood of the business premises or operations, and any that might impact upon staff travel.

It also provides a summary of mitigation activities that have been undertaken to reduce any potential adverse effect of these hazards on the organisation.

Hazard	Mitigation Activities
Power supply disruption	
Gas supply disruption	
Water supply / waste water service disruption	
Petrol and diesel supply disruption	
Denial of access to, or loss of, premises	
Widespread staff absence for example from illness	
Transport disruption	
Telecommunications disruption	
IT disruption	
Flood risk	
Neighbouring sites	
Transport hubs	
Previous events	

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5. Command and Control

The decision to use this plan will be taken by the Command and Control team, which will also be responsible for implementing this plan. This includes taking the “difficult” decisions for the organisation, including financial, personnel, health, safety and welfare matters. The team is listed below, along with deputies who would be deployed if the emergency required a prolonged response.

Name	Role	Contact details
		Work: Mobile: Home: Email (work): Email (home): Other (e.g. pager / radio):
		Work: Mobile: Home: Email (work): Email (home): Other (e.g. pager / radio):
		Work: Mobile: Home: Email (work): Email (home): Other (e.g. pager / radio):
		Work: Mobile: Home: Email (work): Email (home): Other (e.g. pager / radio):
		Work: Mobile: Home: Email (work): Email (home): Other (e.g. pager / radio):
		Work: Mobile: Home: Email (work): Email (home): Other (e.g. pager / radio):

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6.1 Critical Function Analysis and Recovery Process

Priority:	I	Critical function:	
Responsibility:			
Potential impact on organisation if interrupted:			
Likelihood of interruption to organisation:			
Recovery timeframe:			
Resources required for recovery:			
Staff			
Data / systems			
Premises			
Communications			
Equipment			
Supplies			
Other			

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6.2 Critical Function Analysis and Recovery Process (continued)

Priority:	2	Critical function:	
Responsibility:			
Potential impact on organisation if interrupted:			
Likelihood of interruption to organisation:			
Recovery timeframe:			
Resources required for recovery:			
Staff			
Data / systems			
Premises			
Communications			
Equipment			
Supplies			
Other			

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6.3 Critical Function Analysis and Recovery Process (continued)

Priority:	3	Critical function:	
Responsibility:			
Potential impact on organisation if interrupted:			
Likelihood of interruption to organisation:			
Recovery timeframe:			
Resources required for recovery:			
Staff			
Data / systems			
Premises			
Communications			
Equipment			
Supplies			
Other			

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7. Emergency Response Checklist

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

Task	Completed (date, time, by)
Actions within 24 hours:	
Start of log of actions and expenses undertaken (see section 10 Action and Expenses Log)	
Liaise with emergency services, utilities companies and any other organisations responding to or affected by the incident (see section 8 Contact Lists)	
Identify and quantify any damage, loss or denial of access to the organisation and its resources, including staff, premises, equipment, data, records, etc	
Identify which critical functions have been disrupted (use section 3 Critical Function Checklist)	
Convene those responsible for recovering identified critical functions, and decide upon the actions to be taken, and in what timeframes (use sections 5 Command and Control and 6 Critical Function Analysis and Recovery Process)	
Provide information (using section 8 Contact Lists) to: <ul style="list-style-type: none"> • Staff • Key suppliers and customers • Partner organisations • Insurance company 	
Daily actions during the recovery process:	
Convene those responsible for recovery to understand progress made, obstacles encountered, and decide continuing recovery process (use sections 5 Command and Control and 6 Critical Function Analysis and Recovery Process)	
Provide information (using section 8 Contact Lists) to: <ul style="list-style-type: none"> • Staff • All suppliers and customers • Partner organisations • Insurance and finance companies 	
Provide public information to maintain the reputation of the organisation and keep relevant authorities informed (using section 8 Contact Lists)	
Following the recovery 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	

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8. Contact Lists

This section contains the contact details that are essential for continuing the operation of the organisation. Details should be held to enable communications both during and outside of normal working hours.

A. Staff

[illegible]

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8. Contact Lists (continued)

B. Key Suppliers

Supplier	Provides	Telephone	E-mail

C. Key Customers

Customer	Service / goods used	Telephone	E-mail

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8. Contact Lists (continued)

D. Utility Companies

Utility	Company	Telephone	E-mail
Electricity			
Gas			
Telecommunications			
Water			

E. Local Emergency Services

Service	Location	Telephone
Ambulance	Emergencies	999
Fire Service	Emergencies General Information	999 020 8555 1200
Floodline (Environment Agency)	Information service	0345 988 1188
NHS Hospital	Queen Elizabeth Hospital, Woolwich	020 8836 6000
Police	Emergencies All stations across the borough	999 020 8855 1212

F. Insurance and Finance Companies

Service	Company	Telephone	E-mail
Banking			
Insurance			

G. Local Authority

Royal Borough Of Greenwich	020 8854 8888	www.royalgreenwich.gov.uk/businessemergencies
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H. Others

Organisation	Purpose	Telephone	E-mail

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9. Emergency Pack and Site Plan

As part of the emergency response arrangements for the organisation, two Emergency Packs are maintained. These contain key documents, records and equipment that would assist with the immediate response to an incident or emergency.

One of these packs is held (in a large holdall labelled Emergency Pack) on the premises at XXXXX. In the event of an evacuation of the premises this pack will be collected and brought out of the building by XXXXX.

The second Emergency Pack is held off-site away from the business at XXXXX. This pack may be retrieved in an emergency to aid in the response process for incidents that occur outside of normal working hours, or if access to the on-site pack is denied.

The contents of the emergency pack include:

- This BCM plan including contact lists
- A site plan of the premises (see below for details)
- The resources listed in the Emergency Pack Contents document held as Appendix A of this BCM Plan.

The Site Plan of the premises (Appendix B of this BCM Plan) has been laminated for use by emergency services, and will be made available to them on arrival.

It shows the locations of:

- The main water stop-cock
- The main switches for the gas and electricity supply
- Any hazardous substances
- Items that would have priority if salvage became a possibility

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10. 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

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11. Reviewing, Training and Exercising

This plan will be reviewed annually by XXXX, and will be forwarded to all on the **Distribution List** at the beginning of this plan. It will also be reviewed if there is a significant change within the organisation. This process will be recorded in the **Version Control** section also at the beginning of this plan.

All members of the Command and Control team and their deputies have been trained in the use of this plan, which they will also exercise annually, including ensuring that all of the contact details are correct. Any learning from these exercises is used to update and enhance this plan.

Details of these training sessions and plan exercises are listed below:

Date	Event	Summary of Activity

In addition, all members of staff are briefed about the plan at least annually.

Disclaimer

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