

< Insert Organisation Logo >

<Insert Organisation Name>

Business Continuity Plan

(Template)

Version *number*

Date: *insert date*

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Completed Business Continuity Plan Checklist

Table 1: Checklist – is your completed plan accurate, complete and relevant to your business?

Key elements	✓Yes ✗No	Comment
Do you have a business continuity plan (BCP)? If yes:		
Have you tested your plan within the last 12 months?		
Is it regularly reviewed?		
Is there someone responsible for maintaining the plan?		
Is the plan documented clearly and easily accessible?		
Have you got up-to-date lists for:		
Staff contacts & personal information e.g. communication with next of kin?		
External contacts?		
Staff with critical and unique skills?		
Staff with first aid or medical training?		
Do you have evacuation procedures for your building?		
Do you have a primary and secondary evacuation point?		
Do you have an alternative building to use in an emergency?		
Have you thought about relocation arrangements, etc.		
Do you have any staff trained in evacuation?		
Do you have telephone divert arrangements?		
Do you have a plan to your building?		
Do you and your staff know the location of the mains switches and valves (i.e. for electricity, gas and water)?		
Have you prepared an emergency pack ?		
If yes, are its contents regularly checked and updated? (Use the emergency kit checklist to review contents)		
Have you identified your critical functions ?		
Do you understand your resource requirements		
Have you completed a recent inventory of your equipment ?		

Continued

Key elements	✓Yes ✗No	Comment
Do you have a policy/procedure for activating a Business Continuity Response?		
Are your staff trained in activating a response?		
Do you and your staff know what to do in an emergency?		
Do you know where to go for advice/information?		
Does your staff know who is in charge in an emergency?		
Do you have a nominated control centre as a meeting point?		
Has your staff been given specific roles to do in an emergency?		
Do you have copy/backup systems in place:		
For power supply (generator)?		
Do you copy/backup your information?		
Do you store your paper documents in reinforced containers?		
Do you have someone accountable for the assets of your company?		
Do you have copies of your files and accounts at a separate location?		
Do you have vital computer information stored on back up disks held off premises?		
Are your IT systems critical to the running of your business?		
Do you have a tested IT disaster recovery plan?		
Is your computer anti-virus software up to date?		
Are computer errors and logs adequately monitored?		
Are IT security policies and procedures in place?		
Do you know how many platforms/servers/applications or operating systems support critical business functions?		
Do you know how long it would take to recover IT functions?		
Do you have sufficient insurance to pay for disruption to business, cost of repairs, hiring temporary employees, leasing temporary accommodation and equipment?		
Do you have your insurance company's details in order to contact them immediately at the time of the incident?		

Document Version Control

Update the Version Control record each time the Business Continuity plan is revised.

Table 2: Version control

Date	Summary of changes made	Changes made by (name)

Related documents

Include all documents that have a bearing on your Business Continuity Plan.

The following documents have a significant relationship to this Business Continuity Plan.

Table 3: Related documents

Document title	Owner/Location	Relationship

Understanding your organisation

Business Impact Analysis

Step 1: Document the organisation’s operational objectives and deliverables.

List the key objectives and deliverables for your organisation.

Table 4: Business objectives and deliverables
1.
2.
3.
4.
5.
6.

As background/contextual information you could also briefly describe the business, what it does, how it is structured etc:

Step 2: Identify and prioritise the organisation’s critical business functions.

Table 5: Column 1 (Critical Functions) - List all the business functions that must be performed to ensure that your organisation continues to operate effectively and meets its objectives and deliverables. List by order of importance to the business.

Column 2 (Description) - Provide a brief description of each critical function, including why it is important to business operations.

Step 3: Identify business dependencies

Table 5: Column 3 (Dependencies) – list the internal and external dependencies for each critical function.

Table 5: Critical Functions Priority List

Critical Functions	Description	Dependencies
1.		
2.		
3.		
4.		
5.		
6.		

Step 4: Document the likely impact on business operations

Table 6: Complete a separate table (impact assessment) for each critical function. Document what impact the loss of the function is likely to be for each specified time frame (you can change these to suit your business operations).

Table 6: Impact on business operations

Critical function:		Restoration Priority
Time	Describe the likely impact	
24 - 48 hours		
Up to 1 week		
Up to 2 weeks		
1 month or longer		

Step 5: Determine the Restoration Priority

Table 6: Use the Restoration Priority Scale below to determine the Restoration Priority for each function by setting a target time frame for when it needs to resume.

You may wish to change the time frames in the scale provided.

Restoration Priority Scale

Function needs to resume within:	Priority
24 hours	Vital
2-3 days	High
1 week	Moderate
1 month	Low
More than 1 month	Very Low

Step 6: Determine the resources required to maintain/recover critical functions

Table 7: Using the guidance set out in the [Table 2 of the Guide](#), document the resources required to maintain or recover your critical functions at an acceptable level.

Table 7: Minimum Resource Requirements

PEOPLE	Key Staff:	Skills / Expertise / Training:	Minimum Staffing Levels:
PREMISES	Buildings:	Facilities:	Equipment / Resources:
PROCESSES	IT:	Documentation:	Systems & Communications:
PROVIDERS	Reciprocal Arrangements:	Contractors / External Providers:	Suppliers:
PROFILE	Reputation:	Legal Considerations:	Vulnerable Groups:

Hazard/Risk Assessment

Step 1: Identify and document the risk to the organisation

Table 8: Column 1 (Hazards/Threats). Review the list of hazards in the table and, after careful consideration, eliminate any hazards not present in your environment, and add any that have not been included.

Table 8: Hazards and risks

Hazards/Threats	Risks /consequences	Threat Level
<i>Animal + plant pests + disease</i>		
<i>Coastal hazards (e.g. Storm surge + erosion)</i>		
<i>Drought</i>		
<i>Earthquakes</i>		
<i>Extreme weather incidents</i>		
<i>Floods</i>		
<i>Hazardous substance incidents</i>		
<i>Human disease pandemic</i>		
<i>Infrastructure failure</i>		
<i>Landslides</i>		
<i>Major transport accidents</i>		
<i>Severe winds</i>		
<i>Snow</i>		
<i>Terrorism</i>		
<i>Tsunami</i>		
<i>Volcanic hazards</i>		
<i>Wildfire</i>		

Step 2: Determine the impact each hazard may have on the business.

Table 8: Column 2 (Risks /consequences)

Consider the consequences and likelihood for each of the hazards you have identified.

The risk analysis in [Table 3 in the Guide](#) identifies a range of risks/consequences for each major hazard or threat. Consider these as a starting point.

Step 3: Rate the likelihood and severity of hazards for the organisation

Table 8: Column 3 (Threat Level). Use the risk matrix in [Figure 1](#) to determine a threat level.

Using common sense and available data, determine levels appropriate for the organisation’s setting and locality.

Figure 1: Simple Risk Matrix

	Likelihood of occurrence		
Potential severity of impact	Unlikely	Possible	Likely
Major Significant impact on operations Threatens business continuity	Medium	High	High
Moderate Significantly disrupts short term operations	Low	Medium	High
Minor Inconvenient, no real ongoing impact.	Low	Low	Medium

Step 4: Rank the risks and make an informed decision about what action to take.

Table 8: Re-order the table according to the level of threat so that those hazards with the highest threat are at the top.

Business continuity options

Table 9: Column 1 (Risks /consequence) – these are the key risks /consequences you identified in Table 8 above.

Column 2 – Use the examples in Table 5 in the Guide as a starting point (this is not an exhaustive list). Document the strategies/arrangements your organisation will use to prepare for or recover from major business disruptions.

Column 3 – What has to be done to ensure that the strategies are implemented? When should it be done by? Who is responsible for seeing that it is done?

Table 9: Business continuity options

Risk /consequence	Continuity strategies	Action required
<i>Access to site compromised/denied</i>		
<i>Damage to buildings</i>		
<i>Loss of IT/Data</i>		
<i>Loss of vital records (paper/electronic)</i>		
<i>Loss of staff</i>		
<i>Telecommunications failed/ compromised</i>		

Response and recovery

Response Checklist

Table 10: Amend this checklist to reflect the business continuity strategies you have chose. Text can be added to outline any arrangements already in place, including any specific actions identified for specific hazards

For use during a major disruption or emergency this checklist provides a summary checklist of key response functions.

Table 10: Incident response checklist

Response tasks	Yes ✓	Actions taken
Assess the severity of the incident / activate a response		
Evacuate the site if necessary		
Account for everyone		
Identify any injury and/or damage		
Liaise with Emergency Services		
Start a log of actions taken		
Identify critical functions that have been disrupted and resources required		
Convene and brief your Response / Recovery Team		
Contact Staff -keep staff informed		
Decide on course of action – implement recovery strategies		
Communicate with key stakeholders/partners		
Provide public information		
Understand and comply with any regulatory/compliance requirements		
Arrange a Debrief		
Review Business Continuity Plan		

Activation: Declaring a business disruption event

Document the procedure for activating a business continuity response, including:

- the process to be followed to initiate a business continuity response
- who has authority to a declare business disruption event
- under what circumstances the response should/can be initiated
- the process for mobilising the response team
- the process for declaring the business disruption over
- the process for standing down the response team

A flow chart is a useful way of clearly showing this information in a concise format.

Emergency pack

Table 11: Customise the checklist to include the items which are appropriate for your business and your business continuity strategies.

Table 11: Emergency pack checklist

Emergency pack contents	Yes ✓
Equipment:	
Storage box – consider using a waterproof or fireproof box	
Computer back-up tapes/disks/USB memory sticks or flash drives	
Spare keys/security codes	
Torch and spare batteries	
Hazard and cordon tape	
Message pads and flip chart	
Marker pens (for temporary signs)	
General stationery (pens, paper, etc.)	
Mobile telephone with credit available, plus charger	
Dust and toxic fume masks	
Disposable camera (useful for recording evidence)	
Documents:	
Business Continuity Plan	
Contact lists	
Building site plan, including location of gas, electricity and water shut off points	
Evacuation plan	
Legal, insurance company, Financial and banking details	

Identify disrupted functions and resources required

Table 14: Document which critical functions or areas have been disrupted, the extent of the disruption and the resource required to continue or resume critical business functions.

Refer back to **Table 7: Minimum Resource Requirements** to guide your resource decisions.

Table 14: Record of disruption and resources

Critical functions or areas	Extent of disruption	Resource required
1.		
2.		
3.		
4.		

Communication strategy

Table 15: use the checklist to develop your Communication Strategy

Table 15: Communication Strategy Checklist

	Yes ✓	Comment/action
Who needs the information- employees, families, shareholders, board members, emergency services, media, stock analyst, ministers, regulators, customer suppliers, competitors and creditors?		
What information is required by each group?		
What organisational constraints exist on this information?		
Who has the authority to approve the communication?		
What is the message content?		
What are the channels of delivering this information- press release, paid advertising, newsletters, emails, telephone calls, websites, hotlines, posters, in person, media briefing etc?		

Table 18: External contacts list

Contact/organisation	Address	Phone/mobile	Email/Fax	Additional information

Maintaining the plan

Exercising the plan and arrangements

Table 19: Staff training record

Training	Activity	When	Provider	Participants
Staff induction	<ul style="list-style-type: none"> • Staff orientation / education in business continuity plan and procedures • Staff orientation to site, including location of water and gas mains, fuse boxes, etc. 	A start of employment	Manager	All staff
Staff training	<ul style="list-style-type: none"> • First aid • Hazard/risk analysis • Evacuation exercise • Regular refresher training/updates 			
Exercises	<ul style="list-style-type: none"> • Example of emergency exercise undertaken • Review of lessons learned and improvements required and plan to achieve these 			
Plan review / update	<ul style="list-style-type: none"> • Review Date: • Person responsible 			
Other activities	<ul style="list-style-type: none"> • Attendance at Civil Defence/ DHB emergency exercises/workshops 			

Reviewing and updating the plan

Table 20: Review Checklist	✓	Comment
All critical functions and resources are identified		
Arrangements accurately reflect the organisation's objectives		
Arrangements are fit for purpose, and appropriate to the level of risk the organisation faces		
Maintenance/exercising programmes have been effectively implemented		
Arrangements include improvements identified during incidents and exercises		
An effective programme for training is in place		