**Business Continuity Plan**

**Guidance   
for Small Businesses**

**Build your Business Continuity Plan**

**Advice for completing the plan template…**

The following template is just a simple plan outline to help you protect your business.

It is designed to help you capture important actions that you or your staff would need to undertake should there be a business disruption.

The text in *italics and red* is there to illustrate some examples of the type of actions that you may want to consider when you develop your plan. You can build from this and make it specific to your business.

***(insert name of Business)***

**Business Continuity Plan**

Date:

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**1. Aim of the plan**

This plan has been designed to prepare *[organisation name]* to cope with the effects of an emergency. It is intended that this document will provide the basis for a relatively quick and painless return to “business as usual” regardless of the cause.

**2. Objectives of the plan**

To provide a flexible response so that *[insert name of organisation]* can:

* Respond to a disruptive incident (incident management)
* Maintain delivery of critical activities/services during an incident (business continuity)
* Return to ‘business as usual’ (resumption and recovery)

**3. Your Business Priorities: Critical Function Checklist**

Add the services / products that you identified to most important for your business to continue into the table below. This list may be used as a checklist to ensure that critical tasks are completed on time.

|  |  |  |  |
| --- | --- | --- | --- |
| **Priority** | **Critical function** | **Timeframe** | **Page** |
| 1 | *[Name of function or activity e.g. Receiving orders]* | *[Recovery timeframe e.g. restore within 2 hours]* | 6 |
| 2 |  |  | 7 |
| 3 |  |  | 8 |
|  |  |  |  |
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**4. Critical Function Analysis and Recovery Process**

|  |  |  |  |
| --- | --- | --- | --- |
| **Priority:** | **1** | **Critical function:** |  |
| Responsibility:  *(role responsible for leading on this activity, plus deputies)* | | |  |
| Potential impact on organisation  if interrupted: | | |  |
| Likelihood of interruption to organisation: | | |  |
| Recovery timeframe:  *(how quickly must this function be recovered to avoid lasting damage)* | | |  |
| **Resources required for recovery:** | | | |
| Staff  *(numbers, skills, knowledge, alternative sources)* | | |  |
| Data / systems  *(backup and recovery processes, staff and equipment required)* | | |  |
| Premises  *(potential relocation or work-from-home options)* | | |  |
| Communications  *(methods of contacting staff, suppliers, customers, etc)* | | | Also see Section 6 Contact Lists. |
| Equipment  *(key equipment recovery or replacement processes; alternative sources; mutual aid)* | | |  |
| Supplies  *(processes to replace stock and key supplies required; provision in emergency pack)* | | |  |

**4. Critical Function Analysis and Recovery Process (continued)**

|  |  |  |  |
| --- | --- | --- | --- |
| **Priority:** | **2** | **Critical function:** |  |
| Responsibility:  *(role responsible for leading on this activity, plus deputies)* | | |  |
| Potential impact on organisation  if interrupted: | | |  |
| Likelihood of interruption to organisation: | | |  |
| Recovery timeframe:  *(how quickly must this function be recovered to avoid lasting damage)* | | |  |
| **Resources required for recovery:** | | | |
| Staff  *(numbers, skills, knowledge, alternative sources)* | | |  |
| Data / systems  *(backup and recovery processes, staff and equipment required)* | | |  |
| Premises  *(potential relocation or work-from-home options)* | | |  |
| Communications  *(methods of contacting staff, suppliers, customers, etc)* | | | Also see Section 6 Contact Lists. |
| Equipment  *(key equipment recovery or replacement processes; alternative sources; mutual aid)* | | |  |
| Supplies  *(processes to replace stock and key supplies required; provision in emergency pack)* | | |  |

**4. Critical Function Analysis and Recovery Process (continued)**

|  |  |  |  |
| --- | --- | --- | --- |
| **Priority:** | **3** | **Critical function:** |  |
| Responsibility:  *(role responsible for leading on this activity, plus deputies)* | | |  |
| Potential impact on organisation  if interrupted: | | |  |
| Likelihood of interruption to organisation: | | |  |
| Recovery timeframe:  *(how quickly must this function be recovered to avoid lasting damage)* | | |  |
| **Resources required for recovery:** | | | |
| Staff  *(numbers, skills, knowledge, alternative sources)* | | |  |
| Data / systems  *(backup and recovery processes, staff and equipment required)* | | |  |
| Premises  *(potential relocation or work-from-home options)* | | |  |
| Communications  *(methods of contacting staff, suppliers, customers, etc)* | | | Also see Section 6 Contact Lists. |
| Equipment  *(key equipment recovery or replacement processes; alternative sources; mutual aid)* | | |  |
| Supplies  *(processes to replace stock and key supplies required; provision in emergency pack)* | | |  |

\*This form may be copied for further critical functions and activities\*

**5. 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 9 Action and Expenses Log) |  |
| Liaise with emergency services (see section 6E Contact List – Emergency Services) |  |
| Identify and quantify any damage to the organisation, including staff, premises, equipment, data, records, etc |  |
| Assess the key priorities for the remainder of the working day and take relevant action. Consider sending staff home, to recovery site etc |  |
| Inform staff what is required of them. *[Insert arrangements decided by organisation e.g. would staff be sent home? Will staff work from recovery site? 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 time-frames (use section 4 Critical Function Analysis and Recovery Process) |  |
| Provide information to:   * Staff * Suppliers and customers * Insurance company |  |
| Publicise the interim arrangements for delivery of critical activities. Ensure all stakeholders are kept informed of contingency arrangements as appropriate  *[Insert how this will be done e.g. website/telephone etc. Consider who needs to know the interim arrangements e.g. key stakeholders, customers, suppliers etc]* |  |
| Recover vital assets/equipment to enable delivery of critical activities.  The essential equipment/resources/information that need to be recovered where possible are: *[Insert details as relevant]* |  |
| **Daily actions during the recovery process:** |  |
| Convene those responsible for recovery to understand progress made, obstacles encountered, and decide continuing recovery process |  |
| Provide information to:   * Staff * Suppliers and customers * Insurance company |  |
| Provide public information to maintain the reputation of the organisation and keep relevant authorities informed |  |
| **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 |  |

**6. Contact List**

**Staff**

This section contains the contact details that are essential for continuing the operation of the organisation.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Name** | **Job Title** | **Office Contact** | **Mobile Contact** | **Home Contact** |
| **Staff name** | **Manager** | **000000000** | **000000000** | **000000000** |
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**Key Suppliers Contact List**

|  |  |  |  |
| --- | --- | --- | --- |
| **Supplier** | **Provides** | **Telephone** | **E-mail** |
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**Key Customers Contact List**

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| --- | --- | --- | --- |
| **Customer** | **Service / goods used** | **Telephone** | **E-mail** |
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**Utility Companies Contact List**

|  |  |  |  |
| --- | --- | --- | --- |
| **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 stop-cock

- Switches for gas and electricity supply

- Any hazardous substances

- Items that would have priority if salvage became a possibility

**Local Emergency Services**

|  |  |  |
| --- | --- | --- |
| **Service** | **Location** | **Telephone** |
| Ambulance | Emergencies | 999 |
| Fire Service | Emergencies | 999 |
| Floodline | Information service | 0845 988 1188 |
| NHS Direct |  | 0845 46 47 |
| Police | Emergencies  Non-emergency matters | 999  101 |

**Insurance and Finance Companies**

|  |  |  |  |
| --- | --- | --- | --- |
| **Service** | **Company** | **Telephone** | **E-mail** |
| Banking |  |  |  |
| Insurance |  |  |  |

**8. Emergency Pack Contents**

As part of the recovery 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 recovery 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

**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** |
|  |  |  |  |
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