



## Build your own business continuity plan

Comprehensive business continuity management (BCM) measures are essential to for resuming business as usual as quickly as possible during a disruptive event or other more serious disasters. A crucial aspect of BCM is the development of an effective business continuity plan (BCP).

This document outlines what should be included in a BCP that has been tailored to your organisation.

### 1. Purpose and scope of the plan

Details of the following aspects should be provided and any exclusions must be explained:

- Persons/groups covered by the plan:

- Geographical locations/facilities covered by the plan:

- Activities/processes to be recovered:

- Timescales within which they are to be recovered:

- Required recovery levels:

- Situations in which the plan may be used:

## 2. Responsibilities

Persons with authority during and following an incident must be assigned roles:

- Decision-making authority:

- Authority to spend (person(s) authorised to spend more than the normal financial authorisation limits in times of emergency/incident):

## 3. Plan invocation

Include details of how and when the BCP will be invoked. These details should include:

- Persons with authority to invoke the plan, and the circumstances in which it may be invoked:

- How response teams will be mobilised – including call trees, contact details, etc. – and where this information can be found:

- Immediate rendezvous points, alternatives and locations for subsequent meetings (incident management or command centres):

- When response teams should stand down and the process involved:

## 4. Developing the BCP plan

Information in the plan must be understood by and accessible to everyone in the organisation. Details of the following should be included:

- **Key tasks** of all roles and responsibilities of those included in the BCP and reference information for contact details etc. If this information is already detailed elsewhere, note its location.
- **Steps** that must be taken to **protect individuals** (staff, customers, third parties) during the business disruption.
- **Steps** that must be taken from a **strategic, tactical and operational** perspective in order to respond to the business disruption.
- **Steps** that must be taken to attempt to **contain the disruption** and prevent further loss, disturbance, or unavailability of prioritised activities.
- **Guidelines on record-keeping requirements** during and after an incident (what needs to be recorded and where, where the records are kept, etc.).
- **Prioritised recovery objectives** and the actions/steps necessary to achieve them, together with relevant information and details about the resources required.
- **Internal and external interdependencies** and interactions, and how these might impact one another during a disruptive incident.
- **Any other actions or tasks** that will be required to ensure the success of the BCP.

## 5. Communications

- How, and under which circumstances, the organisation will communicate with employees and their relatives, key interested parties and emergency contacts:

- The media response strategy during an incident should consider the following:
  - Communications strategy – what will be said, through which platforms and to whom (internal, external, media, etc.)
  - Guidelines or templates for drafting a statement to the media
  - The primary contact person for media enquiries

## 6. Stakeholders

Provide information relating to essential stakeholders, including their contact details. If this information is already detailed elsewhere, note its location.

--

## 7. Document owner, approver and change history record

The person appointed as the business continuity manager is the owner of this document and is responsible for ensuring that the procedure is reviewed and tested on a regular basis to keep it up to date.

--

## 8. Change management

The current version of this document must be published in a place that is available to all members of staff in the organisation, especially those directly involved in the BCP, and it should be published in all appropriate formats (digital, hard copy, etc.).

This document should be approved by the appropriate person (head of risk) on the date it is issued. Any future versions or changes to this document must also be approved by this person and issued on a version-controlled basis under their signature.

Example of a change history record:

<b>Issue</b>	<b>Description of change</b>	<b>Approval</b>	<b>Date of issue</b>
1	Initial issue	<Manager>	dd/mm/yy



## Business Impact Analysis Worksheet

Department / Function / Process

### Operational & Financial Impacts

Timing / Duration	Operation Impacts	Financial Impact

**Timing:** Identify point in time when interruption would have greater impact (e.g., season, end of month/quarter, etc.)

**Duration:** Identify the duration of the interruption or point in time when the operational and or financial impact(s) will occur.

- < 1 hour
- >1 h . < 8 hours
- > 8 hrs. <24 hour
- > 24 hrs. < 72 hrs
- > 72 hrs
- > 1 week
- > 1 month

Considerations (customize for your business)

#### Operational Impacts

- Lost sales and income
- Negative cash flow resulting from delayed sales or income
- Increased expenses (e.g., ove time labor, outsourcing, expediting costs, etc.)
- Regulatory fines
- Contractual penalties or loss of contractual bonuses
- Customer dissatisfaction or defection
- Delay executing business plan or strategic initiative