Business Continuity Plan

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# Record of Amendments to the Plan

| **Amendment Number** | **Date** | **Paragraphs / Pages Amended** | **Initials** |
| --- | --- | --- | --- |
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# Plan Distribution

| **Name** | **Role** | **Date Distributed** |
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# Objectives

The aim of this plan is to provide a reference tool for the actions required during or immediately following an **emergency or incident** that threatens to disrupt normal business activities of the <<Company>>.

* An **emergency** is an actual or impending situation that may cause injury, loss of life, destruction of property, or cause the interference, loss or disruption of the organisation’s normal business operations to such an extent it poses a threat.
* An **incident** is any event that may be, or may lead to, a business interruption, disruption, loss and/or a crisis.

The plan will help to ensure the continuation of business critical services by minimising the impact of any damage to staff, premises, equipment or records.

The plan will help to determine the level of detail to maintain the business and to:

* Ensure a prepared approach to an emergency/incident.
* Facilitate an organised and co-ordinated response to an emergency/incident.
* Provide an agreed framework within which people can work in a concerted manner to address the issues caused by an emergency/incident.

The plan will also help to identify actions that could be taken in advance of an emergency or incident to reduce the risk of it happening.

# Business Critical Processes

Whilst most parts of our business are considered important, if an incident did occur, priority must be given to the restoration of the processes that are deemed to be business critical to the performance of the company.

Business critical processes can be defined as:

***“critical operational or support activities without which the business would rapidly be unable to achieve its objectives”***

These individual processes must be given preferential access to premises, staff, equipment or records if an emergency situation restricted their overall availability. It is for these processes that plans need to be prepared.

# Scope of the Plan

The plan will illustrate how the business can reduce the potential impact of an incident by being prepared to maintain services in the event of:

* Loss of key premises
* Loss of IT / data
* Loss of hard data/paper records
* Loss of utilities (electricity, water, gas)
* Loss of a key partner or supplier
* Disruption due to industrial action
* Disruption due to severe weather
* Cyber security issues
* Epidemics and Pandemics
* Serious Incident

# Assumptions

*Generally used assumptions*

* The business continuity plan will cover three scenarios for the:
* First 24 hours following an incident
* 2 - 7 days
* 8 – 14 days following an incident.

Recovery plans needed to cover longer periods will be developed during the first 14 days of an incident.

* The business continuity plan will be reviewed regularly, with a full update on an annual basis or where a significant change to the business occurs.

*Our Detailed Planning Assumptions*

* In the event of a major incident existing business premises will be out of use for more than X days.
* In the event of a less significant disruption some of the existing premises would remain in use but with some access or space restrictions
* Where a generator is not available loss of electricity supply could last for up to X days.
* The mains water supplies and sewerage services may be interrupted for up to X days.
* If the server suite /access to the Cloud were to be completely lost it could take up to 5 days to restore limited desktop service (Gmail, Microsoft package, E-mail and Internet access). Other software could take even longer to restore
* Access to the public telephone network and mobile communications could be lost for up to 1- 3 days.
* In a pandemic 100% of staff will work from home and 20% may not be able to for a variety of reasons. This will include those who are sick, those caring for others and the ‘worried well’.

**Form A – Immediate Actions Checklist** is a list of the actions that should betaken ***in response to the initial incident***. The checklist is not prescriptive, exclusive or prioritised; as any incident will require a dynamic assessment of the issues and actions required. Depending on the scale of the incident actions can be delegated to a support team but the CEO or a nominated individual is responsible for the actions taken.

**Form B – Response Actions Checklist** is a list of the actions that should betaken for the company ***to maintain business critical processes***. The checklist is not prescriptive, exclusive or prioritised; as any incident will require a dynamic assessment of the issues and actions required. Depending on the scale of the incident actions can be delegated to a support team but the CEO or a nominated individual is responsible for the actions taken.

**Form C – Essential Services** is a list of the essential functions undertaken bythe business that must be maintained or quickly restored in the event of a disruptive incident.

**Form D – Summary of Post Incident Resources & Equipment** summarisesthe accommodation and equipment needed to maintain operations.

**Form E – Summary of Essential ICT Systems & Data Storage** summarises thebasic desktop, laptop, software and systems data that need to be restored.

**Form F – Staff Details** lists all service staff, indicating those business criticalstaff that will be required to maintain services in the event of an incident.

**Form G – Key Contacts** a list of those people that would need to be contactedin the event of an incident. This could be business partners or suppliers.

## Form A – Immediate Action Checklist

| **Action** | **Notes** | **Person Responsible in <<Company>>** | **Contact** | **Tick if Completed** |
| --- | --- | --- | --- | --- |
| **If necessary** |  |  |  |  |
| Follow Evacuation Procedures |  |  |  |  |
| **If necessary call the emergency services** |  |  |  |  |
| **Ambulance** |  |  |  |  |
| **Fire**  |  |  |  |  |
| **Garda**i  |  |  |  |  |
| **Hospital**  |  |  |  |  |
| **ESB** |  |  |  |  |
| Maintain a record of all emergency actions taken.  |  |  |  |  |
| Assess the situation and level of response required. Can it be dealt with as a day-to-day management issue or does the **Business Continuity Plan** need to be invoked? |  |  |  |  |
| **Communications** | **Notes** | **Person Responsible in <<Company>>** | **Contact** | **Tick if Completed** |
| Advise staff of the immediate implications for them and service provision |  |  |  |  |
| Contact all staff in the building and tell them to go to a**ssembly Point A** opposite the front door at disabled parking spot etc if required |  |  |  |  |
| Advise key partners / suppliers. |  |  |  |  |
| If necessary speak to the local press |  |  |  |  |
| If necessary, allow all staff to contact home to advise they are safe |  |  |  |  |
| If necessary, arrange for the premises to be secured. |  |  |  |  |
| Source supplier to secure the premises |  |  |  |  |
| **Actions to be taken to shut down the office** | **Staff To do** | **Person Responsible in <<Company>>** | **Contact** | **Tick if Completed** |
| Redirect Post  |  |  |  |  |
| Cancel Milk Delivery |  |  |  |  |
| Cancel Bins collection  |  |  |  |  |
| Cancel - Window Cleaners |  |  |  |  |
| Secure the premises  |  |  |  |  |
| Cancel Office Cleaners |  |  |  |  |
| Directors Insurance |  |  |  |  |
| Contact Company Insurers |  |  |  |  |
|  |  |  |  |  |
| **Actions to enable staff to work remotely** | **Notes** | **Person Responsible in <<Company>>** | **Contact** | **Tick if Completed** |
| Ensure that all staff have a computer to work on from home |  |  |  |  |
| Encrypt all <<Company>> laptops and devices that are used remotely. |  |  |  |  |
| Ensure systems are backed up on a regular basis even when working remotely.  |  |  |  |  |
| Enable staff to work remotely via Log Me In |  |  |  |  |
| Redirecting phones to staff mobiles |  |  |  |  |
| Activate use of accounting systems  |  |  |  |  |
| Activate use of membership and other systems |  |  |  |  |
| Enable use of banking system remotely |  |  |  |  |
| Initiate policies and procedures to enable remote working |  |  |  |  |

## Form B – Response Actions Checklist

**To be completed by the designated Senior Employee [to be identified] at the incident site**

| **Action** | **Notes** | **Tick Done** |
| --- | --- | --- |
| Make sure members of staff not directly involved in the incident, or those who are absent are also kept advised of developments. Refer to Form F or other staff listings in the company. |  |  |
| If necessary form a team of people to assist with the tasks required to restore services. These people should ideally be identified and trained prior to the incident. |  |  |
| Priority should be given to the needs of the business critical processes. |  |  |
| Advise all staff and key contacts (see Form G) of temporary location & any temporary telephone numbers to be used until numbers can be diverted. |  |  |
| If mobile phones are being used make sure there are sufficient chargers available. |  |  |
| **Temporary Accommodation** |  |  |
| What are the options for temporary accommodation that are close by? Is the available accommodation sufficient for the needs of all the business critical processes or is additional alternative space required?Do you need to arrange for replacement equipment to be ordered?Do you have access to all essential systems or records?Make arrangements for telephones and posts to be redirected to your new location. | . |  |
| **Working at home and Non-Business Critical** |  |  |
| If available space is at a premium consider allowing suitable individuals to work from homeNon-essential staff should be sent home or reallocated to support business critical processes.Make sure those sent home are aware of when to make contact to check on progress or when to return to work. |  |  |
| Create any new operational procedures and instructions. |  |  |
| Give careful consideration to staffing levels. In a low staff level situation a priority will be a rota of replacements to avoid fatigue. |  |  |
| Closely monitor staff issues, morale, overtime, welfare, etc. |  |  |
| Do any of the staff need counselling? |  |  |
| Do you need to complete an Accident Log? |   |  |
| When ready, inform other organisations, public, suppliers, etc of resumption of normal service / contact details. |   |  |
| **Financial Procedures** |  |  |
| Decide who can authorise additional expenditure |  |  |
| Keep records of all expenditure |  |  |
| Cancel or delegate any unnecessary meetings not connected to the incident |  |  |
| **Preservation of records** |  |  |
| Do not destroy anything. Try to recover as many documents as possible and preserve them somewhere where they can be retrieved easily.This is an ongoing obligation throughout and after the incident.Make someone responsible for and preserving a Master Log.Make a record of all meetings .Make a hard copy of any relevant computer data and electronic mail if possible. |  |  |
| **Post Incident Follow Up** |  |  |
| Support the post-incident evaluation by direct contribution and by facilitating the involvement of key members of staff. Recovery should always be treated as an opportunity to improve the business. |  |  |
| At the end of the recovery phase when normality is achieved, inform all interested parties and mark with an occasion. |  |  |
| Review the Business Continuity Plan to learn from the decisions taken. |  |  |

**Name of attending nominated Senior Manager………………………………………**

## Form C – Essential Processes

What are the essential parts of the business that are required within the first 24 hours?

| Accounting SystemsMicrosoft Systems |
| --- |

What are the essential parts of the business that are required within 2 – 7 days?

| Accounting SystemsMicrosoft Systems |
| --- |

Which external suppliers / partners / contractors (if any) are dependent on the services provided by your business?

| None in the short term. |
| --- |

Which external suppliers / partners / contractors (if any) does your business depend upon?

| What ones could we not operate without? Give examples |
| --- |

## Form D – Summary of Post Incident Resources and Equipment

Summary of Post Incident Accommodation, Resources & Equipment Potential Requirements*(Excluding ICT as these should be given on Form E)*

| **Requirement** | **Within 24 Hrs** | **2-7 days** | **8-14 days** |
| --- | --- | --- | --- |
| Alternate location |  |  |  |
| Number of People |  |  |  |
| Furniture |  |  |  |
| Chairs |  |  |  |
| Desks |  |  |  |
| Filing Cabinets |  |  |  |
| Office Phones |  |  |  |
| Mobile Phones |  |  |  |
| Desktop PCs |  |  |  |
| Laptop |  |  |  |
| iPads |  |  |  |
| Printer |  |  |  |
| Scanner |  |  |  |
| Photocopier |  |  |  |
| Records |  |  |  |
| Paper records/files |  |  |  |
| Special Provisions |  |  |  |
| **Confidential Areas** |  |  |  |
| Secure Area for Safe Delivery area/mailroom |  |  |  |
| Air Conditioning |  |  |  |
| Storage Space |  |  |  |
| Public Access |  |  |  |
| Wheelchair Access |  |  |  |

## Form E – Essential ICT Systems and Records

Essential IT Systems & Records summarises the basic desktop, laptop, software and systems data that may need to be restored after an incident.

| **Requirement** | **Within 24 hrs** | **2 – 7 Days** | **8 – 14 Days** |
| --- | --- | --- | --- |
| **Desktop** |  |  |  |
| Microsoft Office |  |  |  |
| E-mail |  |  |  |
| Internet Access |  |  |  |
|  |  |  |  |
| **Additional Software** |  |  |  |
|  |  |  |  |
|  |  |  |  |
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| **Essential Computer data** |  |  |  |
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## Form F – Staff Details

Key staff details who would have a role in dealing with the emergency / incident and maintain service delivery

Lists all service staff, indicating those business criticalstaff that will be required to maintain services in the event of an incident.

| Name | Position/Role | **Home** | **mobile** | **Home email** |  **staff have keys** |
| --- | --- | --- | --- | --- | --- |
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## Form G – Key External Contacts

Key External Contacts

| **Company** |  | **Contact Name / Other relevant details** | **Contact Details** |   |
| --- | --- | --- | --- | --- |
| Gardaí |  |  |  |  |
| Fire Brigade |  |  |  |  |
| Locksmith  |  |  |  |  |
| Drainage / Plumbing |  |  |  |  |
| Hospital  |  |  |  |  |
|  |  |  |  |  |
| Computer Maintenance  |  |  |  |  |
| Electrical Services |  |  |  |  |
| Electricity |  |  |  |  |
| NCPS  |  |  |  |  |
| DLR - <http://www.dlrcoco.ie/> |  |  |  |  |
| Facilities management |  |  |  |  |
| Cleaners |  |  |  |  |
| MJ Flood |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
| Key holders  |  |  |  |   |
| Key holders Security 2017 |  |  |  |   |
| Safe |  |  |  |   |
| An Post |  |  |  |  |
| Water |  |  |  |  |
| Window Cleaning |  |  |  |  |
| Bank Accounts |  |  |  |  |
| Accountants |  |  |  |  |
| Realex  |  |  |  |  |
| PANDA |  |  |  |  |
|  |  |  |  |  |
|  |  |   |  |  |

# Company Mobile Phone Users

| **COMPLETE** | None |
| --- | --- |
|  |  |
|  |  |
|  |  |

# Laptop users

| **USER** | **Model** | **OS** |  |
| --- | --- | --- | --- |
| HP/Laptop |  |  |  |
| HP/Desktop |  |  |  |
| Apple |  |  |  |
| APPLE/Desktop |  |  |  |
| APPLE/Desktop |  |  |  |
| APPLE/Desktop |  |  |  |
| APPLE/Desktop |  |  |  |
| APPLE/Desktop |  |  |  |
| HP/Desktop |  |  |

# Emergency Operations Log

| **Incident:** |  | **Date:** | **Sheet ….. of** |
| --- | --- | --- | --- |
|  |  |  |  |  | **…..** |
| **Time** |  | **Event** |  |  | **Action** |
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If necessary continue on a separate sheet

# **TRAINING & REVIEW DATES**

The plan will next be tested in <<Date>>.

The plan was approved by the Board on <<Date>>.