

# **Business Continuity Plan**

of  
MakeStuff Ltd

Unit 1  
Factory Way  
Makerville  
Anyshire  
MA1 2FG

in relation to

The recorded version of this plan is  
2008A

SAMPLE

## Table of Contents

Introduction and Plan Details  
Roles & Duties  
Incident Management  
Resource Documents  
Facilities  
Safeguard Essentials  
Battle Box  
Contacts

## Appendix

The following documents are to be found in the appendix to this plan

Acute Phase150120081510.rtf  
Business Recovery Phase150120081508.rtf  
Media Communications Guidelines.doc  
Product Recall - Draft Emergency Procedure.doc  
Staff Communications Guidelines.doc

## Introduction and Plan Details

### Plan Ownership

The person with responsibility for commission, development and funding is:

Mike Manufacturer

### Plan Review

The person responsible for the maintenance and review of this plan is:

Fred Finance

The next planned date for its review is:

15/02/2009

### Plan Purpose

The recorded purpose of this plan is:

Draft Business Continuity Plan

## Location of Plan Copies

Location	Format	Person Responsible
Homes of all Crisis Team	Hard Copy	CT Members
Reception	Hard Copy	Jane Collins
Our Brokers Ltd	MS Word	Brian Broker

## Preface

This plan is under creation at the request of our key customers Acme Rollers plc in recognition of the need for us to avoid any disruption to regular supplies. Although not a contractual requirement, we have agreed to provide them with an updated copy whenever significant changes are made.

When providing copies to external agencies, we must be mindful of our data protection obligations. Any lists containing personal contact information should be removed.

This plan is still under development and should not be invoked or relied on until it has been signed off and this statement has been suitably revised.

## Roles and Duties

The following people have been nominated for roles and duties within this plan. Their contact details are recorded in the Contacts section of this plan.

## Plan Invocation

In the event that the organisation is subject to an incident, the following people are authorised to instruct the Crisis Team to assemble and operate our Incident Management plans.

<b>Name</b>	<b>JobTitle</b>	<b>Department</b>
Mike Manufacturer	MD	Board
Fred Finance	FD	Board

The circumstances under which such authority shall be given are:

- Major damage to our premises or critical functions
- Denial of access to our premises
- Any act or threatened act of terrorism
- Bomb threat
- Serious injury to our people or a member of the public
- Any event which could harm our reputation

## Invocators Notes

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## **Crisis Team**

The following people have been nominated to form a team whose principal duties are stated in our Acute Phase and/or Business Recovery Phase procedures (see Incident Management section - Crisis and Disaster Management).

The requirements of the team will be defined by the circumstances of the event but, where specific roles, duties or core skills have been identified, they are also shown against each person's name.

### **Manager: Martin Makepiece**

Initiate our planned response to a Major Incident

Summon the Crisis Team

Initiate an incident log

### **Deputy: Oliver Cranfield**

Health and safety

Customer Communications

### **Richard Guy**

Telecommunications

IT Recovery

### **Justin Enright**

Environmental management

Facilities management

Security

### **Russ Laidlaw**

Telecommunications

IT Recovery

### **Sam Barnett**

Staff communications

### **Tom O'Brien**

Health and safety

### **Jane Collins**

Media communications

Initiate an incident log

### **Harriett Holland**

Customer Communications

### **Geraldine Copeland**

Staff communications

Sensitive staff communications

## **Crisis Team Notes**

## **Business Recovery Team**

**Manager: Fred Finance**

**Deputy: Martin Makepiece**

**Harriett Holland**

Customer Communications

**Jane Collins**

Project Management

Media communications

**Justin Enright**

Facilities management

Production

Security

**Richard Guy**

IT

Telecommunications

**Sam Barnett**

HR management

Staff communications

**Business Recovery Team Notes**

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## **Incident Management**

We have contingency plans or emergency procedures for the following incidents:

### **Crisis and Disaster Management**

Acute Phase

Detail: See document in Appendix

Business Recovery Phase

Detail: See document in Appendix

### **Related Emergencies and Critical Events**

Denial of Access

Detail: See document in Appendix

Machinery Loss

Detail: See document in Appendix

Chemical Spillage

Detail: See document in Appendix

Product Recall

Detail: See document in Appendix

Pandemic

Detail: See document in Appendix

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## **Resource Documents**

The following documents are available to support the work of our Crisis or Business Recovery teams:

Incident Assessment Form

Detail: See document in Appendix

Incident Log

Detail: See document in Appendix

Incident Management flowchart

Detail: See document in Appendix

Business Recovery flowchart

Detail: See document in Appendix

Media Communications Guidelines

Detail: See document in Appendix

Staff Communications Guidelines

Detail: See document in Appendix

Customer and Supplier Communications Guidelines

Detail: See document in Appendix

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## **Facilities**

The following facilities and services are available to support the work of our Crisis or Business Recovery teams:

### **Production or Operational Support**

#### **Cleaning contractors**

XYZ Contractors Ltd

#### **Plant hire**

AAA Plant Hire Ltd

### **Service Suppliers**

#### **Loss assessors**

Speed Assessors Ltd

#### **Security services**

Acme Guards plc are under contract to supply 24 hour guarding services within 4 hours of instruction using code AA7598.

See contact section for contact details

### **Safeguarding Essentials**

The survival of certain items may be essential to the management of an incident or to business recovery. We have identified the following items and recorded how they are safeguarded.

### **Documents and Data**

#### **Supplier Contracts**

Same arrangement as for customer contracts

#### **Customer Contracts**

Originals stored in Barclays Bank - Finchworth - Copies held in our own offices.

### **IT**

#### **IT Specification**

Copy to be taken and placed in battle box

### **Operations or Production Items**

#### **Designs**

Originals to be placed in secure storage off-site

### **Restoration of Premises**

#### **CDM Project Plan**

See battle box



## Battle Box

We have identified that our ability to manage an incident will be helped by having one or more suitably equipped containers available for use by the Crisis or Business Recovery Team. These are the details:

### Battle Box 1

**Location** Manor Supplies (Nearby Location)

**Responsible Person** Tom Bright

#### Contents

Access codes

Business Continuity Plan

Data backups

Keys to alternative workplace

Laptop computer

Mobile phone charger

Mobile telephone

Plans

Oliver Cranfield holds keys to Manor Supplies for access to box outside working hours. Alternatively, phone Martin Mace on 07855 823689

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## Contacts

### Internal Contacts

#### Mike Manufacturer

The Mansion

MD

Home 01234 678456

Mobile 07765 457895

mike@makestuff.co.uk

Next of Kin:

Marilyn Manufacturer

01865 233445

Sample Content Only

Plan Copy Holder Yes

### Emergency Contacts

#### Fred Finance

123 The Street

FD

Home 01345 678901

Mobile 07885 231 456

Work 01224 654871

fred@makestuff.co.uk

Next of Kin:

Fiona Finance

07885 987 4561

Sample Content Only

### External Contacts

#### Insurance & Disaster Specialists

#### Our Brokers Ltd

Brian Broker

Direct Dial 01543 876987

Mobile 07965 654321

brian@ourbroker.co.uk

Sample Content Only

Plan Copy Holder Yes

## Acute Phase

### Purpose of Procedure and Team Details

This incident plan has been developed in order to instruct and guide the Crisis Team through the management of major incidents which may affect the safety, operations or reputation of our organisation or its people. It should be used in conjunction with the Emergency Procedures and Resources which form part of this Business Continuity Plan.

This incident plan becomes operational when the Crisis Team has been activated by one of the authorised people recorded in the Roles and Duties section of this plan.

The members of the Crisis Team responsible for executing this plan are identified in the Roles and Duties section of this plan.

### Emergency Management Location

The first duty of the Crisis Team Manager is to summon all available members of the Crisis Team to meet at an Emergency Management Location and to instruct the team members on what they should bring to the meeting. Reference should be made to any necessary resources recorded below and to establish what will already be at the EML.

All members of the team should as a minimum bring their mobile phones and those who hold copies of this Business Continuity Plan should be instructed to bring them also.

If we can still gain safe access to our main premises the Emergency Management Location will be as follows:

*Board room*

If the main premises are rendered inaccessible or inoperable due to an incident, the Emergency Management Location will be:

*Offices of Our Brokers Ltd*

### Resources at Emergency Management Location

The resources available at or to be brought to the alternative Emergency Management Location are as follows:

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### Emergency Funds

Emergency funds may be required by the Crisis Team in order to sustain them and make purchases so they can execute their duties. They may also need to fund staff who have been unable to collect personal belongings in an .....

.....

The Crisis Team has access to emergency funds as follows: Detail stated here.

### Logging Incidents

The Crisis Team Manager will immediately set up a log of the incident which should be maintained by the team. Creating an accurate .....

.....

.....

An incident log is to be found in the Resources section of this Business Continuity Plan.

**This is an abridged version of the document which appears in the full version.**

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### Assessing Incidents

The first priority of the Crisis Team is the safety of our people and any members of the public affected by the incident. The organisation has a direct responsibility for the welfare of employees, contractors and visitors where an incident poses a risk to life, livelihood and welfare. The Crisis Team should make and record an initial .....

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### Safety Issues

The Crisis Team should consider any specific safety issues including measures that can be undertaken to minimise the danger to people on site or in the vicinity including provision of .....

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### Managing Sensitive Communications

Once immediate safety issues have been addressed, the Crisis Team should consider the requirement for communications and any actions to minimise further damage. (These steps may be taken concurrently if there are sufficient members in the team).

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### Accessing Staff Contact Details

The contact details of people with responsibility for execution of this plan must be immediately available to the team. The details of all other staff and their next of kin .....

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### Staff Communications Guidelines

The Crisis Team's assessment must identify whether the premises can remain fully or partially operational and whether staff should be told.....

.....  
.....

A guideline document on Staff Communications can be found in the Resources section of this plan.

### Steps to minimise damage or disruption

The Crisis Team should consider what steps they can safely take to minimise further damage or disruption to operations and to secure the organisation's physical assets. It is essential that no person should be asked to .....

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## Notifying Key Stakeholders

The team should consider what communications to issue to key stakeholders.

At this stage, the incident remains an emergency so it will not be possible to issue precise detail about the future trading arrangements other than to reassure key stakeholders that the organisation has robust plans to deal with such a situation and that further information will follow.

When communicating information to internal contacts, they should be reminded that the Crisis Team is in control of all communications and no other communications should be issued without their authority.

Consideration should be given to the early need to control media information, to maintain relationships and to avoid .....

## Media Communications

The Crisis Team should take control of communications with the media so that coverage is accurate and damage to the reputation of the organisation is minimised through the issue of correct and timely information.

A guideline document on Media Communications can be found in the Resources section of this plan.

## Responsibility for Ongoing Communications

Once the acute phase has passed, responsibility for communications about the incident will be taken by:

.....

## Fulfilment of Crisis Team's Responsibilities

The requirement for the Crisis Team will depend on the nature and timescale of the incident. Once the acute phase has passed, the need for good communications will continue but there may also be a need to address any legacy effect on premises and operations.

The future requirement may be for .....

.....

## Authority to stand down the Crisis Team

Before standing down, the Crisis Team should check that all immediate steps have been taken to address the safety and welfare of staff affected by the incident.

A copy of the

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# Business Recovery Phase

## Purpose of Procedure and Team Members

This interim management plan has been developed in order to guide the Business Recovery Team in the maintenance of operations following a disaster which may involve relocation of the firm's administrative or production facilities. It will normally be invoked after the acute phase of incident management has passed and the Crisis Team have fulfilled their responsibilities. It should be used in conjunction with the other plans and resources which are recorded in this Business Continuity Plan.

Based on the Crisis Team's assessment of operational capability the Recovery Team must decide where the ongoing administrative

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## Business Recovery Flowchart

There is a flowchart document to guide the team through the steps of restoring operational capability following a disaster.

## MEDIA COMMUNICATIONS PLAN GUIDELINES

### Strategy

1. The strategy for communications is a critical part of the business continuity plan. For any significant incident which may have an impact on the local community or on the future of the organisation itself the plan should include external communications with the media.
2. There should be a .....

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**PRODUCT RECALL – DRAFT EMERGENCY PROCEDURE**

Should the potential need for a recall be identified, action should be taken immediately. The individual responsible for managing a recall will be **[insert text]**.

This individual will be responsible for assembling a team of appropriate people to manage the situation and report directly to the Chief Executive or Board.

A recall should always be initiated when there is a potential danger to life or health, and/or when the continued use or circulation of the product is likely to result in legal action or serious reputation damage.

Reference should always be made to the organisation’s insurers.....  
.....  
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**STAFF COMMUNICATIONS GUIDELINES**

**Strategy**

The strategy for communications is a critical part of the business continuity plan. The organisation will have multiple audiences who want, need or simply deserve to know what is happening and what can be

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