
Insert the name of your business here

Business Continuity Plan

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1. Aim of the plan

This plan provides guidance for *[business name]* to enable an effective response and recovery during incidents and emergencies.

2. Objectives of the plan

To enable a swift response so that *[business name]* can:

- Respond to a disruptive incident or emergency
- Maintain delivery of critical activities/services during an incident
- Return to 'business as usual'

3. Incident management team

If a disruption occurs, it's important to meet with key people at the outset to discuss the situation and assign tasks.

Role	Job Title
<i>Operations</i>	
<i>Communications</i>	
<i>Staff & welfare</i>	
<i>Add others as required</i>	

4. Incident response checklist

Use this checklist to help you as soon as you become aware of a disruption or emergency.

Initial Phase	
Task	Completed (date, time, who)?
Contact Emergency Services. If possible clarify how you will get updates	
Start a log to record information received, decisions made and any significant expenditure	
What has happened? What is the impact to your business? <ul style="list-style-type: none">• Staff• Premises• IT• Supplies• Equipment, data, records, etc.	
What are the key priorities for the remainder of the working day. What actions are required? Consider options including remote working, closing early, shifts, etc	
Inform staff what's required of them	
Provide accurate information to: <ul style="list-style-type: none">• Customers• Staff• Suppliers	

<ul style="list-style-type: none"> Insurance company 	
Make best effort to recover key priorities using resources available	
Ensure regular updates to all stakeholders. Consider social media.	
Ongoing actions during recovery	
Task	Completed (date, time, who)?
Continue to recover business using available resources	
Provide information to: <ul style="list-style-type: none"> Customers Staff Suppliers Insurance company 	
Provide publicly available information, such as through social media. Ensure keep social media up-to-date, and answer questions from potential/current customers	
After recovery	
Task	Completed (date, time, who)?
Conduct debrief to confirm which parts of this plan worked well, and which did not, and make amendments accordingly	
Consider impact on staff, and whether additional support is required	

5. Key Resource Locations

Key resources may be required to assist with recovery. These are located as follows:

Key Resource	Location	Comment
Copy of this plan		
Telephone contact lists		
Insurance Policy		
Floorplans/details of utility shut-off points		
Computer backup tapes, disks, USB memory sticks, flash drives (if not cloud based)		
Latest stock or equipment inventory		
Product lists, specifications, recipes, process documents etc.		
Financial records		
Torch/batteries		
Power bank, charger and correct cables to connect mobile devices		
Cash or corporate credit card for emergency expenditure		
Stationery items		

6. Your business priorities: critical function/activity list

What are your business priorities? List them here to provide a guide.

Priority	Critical function	Recovery timeframe	Resources needed (staff, premises, equipment, etc)
1	<i>Name of function or activity e.g. receiving orders</i>	<i>Recovery timeframe e.g. restore within 2 hours.</i>	<i>Insert details</i>
2			
3			
4			
5			
<i>etc.</i>			

7. Key Business Responses

Here you can add in details for some actions to take should you lose access to key resources:

Loss of IT, POS, etc

Add in specific steps that your business needs to take in the event of a loss of IT, POS, etc

Loss of Telecommunications

Add in specific steps that your business needs to take in the event of a loss of telecommunications, etc

Loss of Utilities

Add in specific steps that your business needs to take in the event of a loss of utilities, etc

Loss of Access to Premises

Add in specific steps that your business needs to take in the event of a loss of access to premises

Loss of Staff

Add in specific steps that your business needs to take in the event of a loss of staff, eg for pandemic

Loss of Supplier/Key partner

Add in specific steps that your business needs to take in the event of a loss of supplier/key partner

Appendices

Appendix 1 – Contact Details

Staff

Role	Name	Mobile	Landline	Home
<i>Add others as required</i>				

Key customers

Customer	Service/product	Telephone	Email
<i>Add others as required</i>			

Key suppliers and contractors

Supplier/contractor	Provides what?	Telephone	Email
<i>Add others as required</i>			

Utilities

Utility	Company	Telephone	Email
Gas			
Electricity			
Water			
Telecommunications			
<i>Add others as required</i>			

Insurance and finance

Service	Company	Telephone	Email
<i>Insurance</i>			
<i>Banking</i>			
<i>Add others as required</i>			

Appendix 2 – Log Sheet

This form is intended to document decisions, actions, and expenses during the recovery process. It will offer details for the post-recovery briefing and serve as evidence of costs incurred for any insurance claims.

Date/time	Decision/action taken	Rationale	By who?	Expenditure