



Business Continuity Management Plan Overview

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Crisis Management Plan Overview

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1. Purpose
 - 1.1. Outlines the purpose of the plan and circumstances under which the plan is to be used
2. Definition of Crisis Events
 - 2.1. Defines what constitutes a crisis event that would lead to the activation of the Crisis Management Plan
3. Crisis Management Team Structure
 - 3.1. Outlines the purpose and membership of the Crisis Management Team
 - 3.2. Describes the roles and responsibilities of the team members
4. Notification and Escalation Process
 - 4.1. Outlines the process by which an incident is reported, assessed, and escalated through various levels of management, leading to the activation of the Crisis Management Team
5. Command Centre
 - 5.1. Describes the purpose of the command centre, its location and resources that should be made available to support the Crisis Management Team
6. Communications During a Crisis
 - 6.1. Describes the communications protocols and tools to be used, how events are to be tracked and recorded and how status updates are to be communicated in a crisis situation
7. Contact lists
 - 7.1. Contact lists of the Crisis Management Team members, senior management, key staff, service providers, emergency services and other stakeholders who may need to be informed and / or are needed to provided assistance during a crisis situation
8. Actions check lists
 - 8.1. Checklists of issues and actions that the Crisis Management Team need to consider for crisis management response and business continuity. These serve as reminders to ensure that no critical issues or actions are forgotten in the confusion and chaos that may result in a crisis situation.



Continuity and Recovery Response

Team Action Plan

1.0 Purpose

The Business Continuity Team Action Plan outlines the actions to be taken and resources to be used to facilitate the continuity of critical business activities in the event of prolonged business interruption due to major incident impacting the agency.

This plan is not a complete, step-by-step, how-to-do-it manual since each crisis situation is unique, with varying levels of threats and business impact.

The plan suggests actions to take and is only guidelines to serve in managing a major incident. Real life decisions for reacting to a major incident must be guided ultimately by the sound judgement and discretion of involved managers and staff.

Procedures for dealing with day-to-day problems are not dealt with in this plan. Such problems should be taken up under the agency's standard operating procedures.

2.0 Team Charter

The role of this team is to ensure the continuity of critical activities of <<division name>> within the stipulated timeframes in the event of a major incident that renders the premises of the <<agency name>> inaccessible or unusable.

The key responsibilities of this team are:

-

3.0 Team Composition

Team Leader	
Alternate Team Leader	
BCM Coordinator	

Team Members	

Stand-by Team Members	



4.0 Critical Business Activities and Strategy

The critical business activities and their corresponding Maximum Acceptable Outage of this Division are as follows:

Division	Activity	Maximum Acceptable Outage			
		1 day	3 days	5 days	10 days

Other activities that are not listed in the table will be deferred in the event of BCP invocation. Although these deferred activities may be important for the day to day operations of the agency, they are not deemed to be critical under business continuity situations.

Deferred activities will be restored during the long term recovery phase – the level of effort, allocation of resources and actions needed would be dependent on the nature of the incident.

The broad strategies for the continuation of critical business activities are as follows:

	1 day	3 days	5 days	10 days
Strategy				



5.0 Assessment and Notification

5.1 Incidents during office hours

Initial Alert

Ref	Action	Done
1	If you become aware of a security event, contact the Security or your OSH representative	
2	Inform your manager of the incident	

Evacuation

Ref	Action	Done
3	When alarm is sounded, evacuate to the muster point as directed. Follow the instructions of your Floor Warden	
4	When you are at the muster point, ensure that you record your attendance with your Floor Warden	

Initial Assessment

Ref	Action	Done
5	The Crisis Management Team will assess the situation and decide if the Business Continuity Plan is to be invoked	
6	If the Business Continuity Plan is not invoked, return to the building when instructed by your Floor Warden	

Plan Invocation

Ref	Action	Done
7	<p>If the Business Continuity Plan is invoked:</p> <ul style="list-style-type: none"> a. Instruct relevant team members to proceed to the Business Continuity site b. Instruct team members who are not required immediately to support business continuity to return home to wait for further instructions 	



5.2 Incidents outside office hours

Initial Alert

Ref	Action	Done
1	<p>When you receive the notification, confirm with the caller:</p> <ul style="list-style-type: none"> a. Nature of the problem and circumstances leading to the Business Continuity Plan invocation b. Phone number where the caller can be reached c. That you will do the necessary notification to your Team Leader, if necessary 	

Initial Assessment

Ref	Action	Done
2	<p>If necessary, notify your Team Leader:</p> <p>When you call, provide the following information:</p> <ul style="list-style-type: none"> a. Nature of the problem and circumstances leading to the Business Continuity Plan invocation b. Phone number where you can be reached <p>Discuss with your Team Leader the key actions to be taken and who in the team should be activated</p>	

Plan Invocation

Ref	Action	Done
3	<p>Notify your Team members.</p> <p>When you call, tell them that the Business Continuity Plan has been invoked</p> <p>Ask them to proceed to the Business Continuity site immediately and to bring along a copy of their Business Continuity Team Action Plan, mobile phone, and access card</p> <p>Remind them not to speak with any external parties, including the media about the invocation</p>	



6.0 Phase 2 Plan Activation

6.1 Upon Arrival at Business Continuity Site

Ref	Action	Done
1	Verify that all required equipment are available and operational Verify that all required application systems are operational Notify IT User Support or Facilities if you encounter any problems with the IT / office infrastructure	
2	Re-establish positions of all work-in-progress and lost transactions, if any	
3	Retrieve and check supplies and vital records from off-site storage. If necessary, place orders for additional supplies	

6.2 Business Resumption

Within 1 day

Ref	Action	Done
1		
2		
3		
4		
5		

Within 3 days

Ref	Action	Done
1		
2		
3		
4		
5		

Within 5 days

Ref	Action	Done
1		
2		
3		
4		
5		



Within 10 days

Ref	Action	Done
1		
2		
3		
4		
5		

7.0 Phase 3 Return to Normality

7.1 Damage Assessment

	Action	Done
1	The Crisis Management Team will decide when would be an appropriate time to conduct a detailed damage assessment	
2	Assign 2 staff to participate on the Damage Assessment Team	
3	Carry out damage assessment under the direction of the Damage Assessment Team Leader	

7.2 Salvage and Restoration

	Action	Done
1	Compile list of items from the department that can be salvaged and those that have to be replaced	
2	Work with IT and Facilities to identify requirements for new office	

7.3 Relocation

	Action	Done
1	Following the decision of the Crisis Management Team to relocate determine the move requirements	
2	Develop plan to relocate processing back to the primary office, ensuring to maintain data integrity through the process	



Appendix 1 Contact Lists

Team Members (Primary)

Function	Name	Work Tel #	Mobile #	Home Tel #
Team Leader				

Team Members (Designated Alternates)

Function	Name	Work Tel #	Mobile #	Home Tel #

Other internal contacts

Function	Name	Work Tel #	Mobile #	Home Tel #

External contacts (Service providers, government agencies, etc)

Organisation	Contact Person	Number	Comments



Appendix 2 Resource Requirements

	Cumulative quantities required within ...			
	1 day	3 days	5 days	10 days
Minimum staffing levels:				
Managers				
Officers				
Office equipment:				
Desktop computer (stand alone)				
Desktop computer (networked)				
Laptop computer				
Modem				
Mono-laser printer				
Colour Printer				
Phone				
Fax				
Photocopier				
Typewriter				
Calculator				
Others:				

Appendix 3 System / Application Requirements

Name of system / application	Tick (☐) those required within ...			
	1 day	3 days	5 days	10 days



Appendix 4 Vital Records Requirements

Vital records / reports / forms / documentation requirements (on server)

Name of vital record / report / form / documentation	Location (server / drive name)	Tick (<input type="checkbox"/>) those required within ...			
		1 day	3 days	5 days	10 days

Vital records / reports / forms / documentation requirements (paper-based)

Name of vital record / report / form / documentation	Frequency of backups and storage location	Tick (<input type="checkbox"/>) those required within ...			
		1 day	3 days	5 days	10 days

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