

REFERENCE SHEET

BUSINESS CONTINUITY

Purpose of the document

Create a business continuity plan (BCP)

To reduce the impact on operations if an incident occurs, all companies should have a written BCP so they can:

- ✓ Respond effectively to incidents in order to:
 - ✓ Maintain client satisfaction
 - ✓ Protect the company's reputation
 - ✓ Reduce impacts on the organization
- ✓ Meet business partner requirements
- ✓ Be part of sound management practices

BCP content

Your BCP should indicate:

1. Your company's critical operations
2. Strategies to resume your activities as quickly as possible in the event of:
 - a) The loss of your building or access to it
 - b) High absenteeism for many days
 - c) The loss of your IT assets
 - d) The loss of essential machinery or equipment
 - e) The loss of a major supplier
3. The names and contact information for the team that manages and coordinates incidents/emergencies
4. Drills for staff and tests to be carried out on equipment
5. Annual review and update

What to document

In the event of an incident, you will need:

1. List of key people
2. List of employees in case you need to contact them
3. List of essential suppliers
4. List of important clients
5. Templates so you can communicate quickly and efficiently with:
 - a) Clients
 - b) Employees
 - c) Suppliers
 - d) Internal partners
6. Important procedures
7. The building owner's contact information, if applicable
8. List of tenants, if applicable

Depending on the nature of the incident, you may also need the phone numbers for:

- a) Your insurer
- b) A contractor specializing in excavation
- c) An electrician
- d) A general contractor (renovations)

Tips and advice

- a) Add all important phone numbers to your cellphone contacts
- b) Store copies of all documents on a secure USB or have paper copies accessible in case computer systems are down
- c) See Public Safety Canada's *A Guide to Business Continuity Planning*.