

Template - Business Continuity Plan

EXECUTIVE SUMMARY

A business continuity plan (BCP) is based on a business impact analysis (BIA), which helps define critical activities and the impacts that can lead to their interruption.

The purpose of the BCP is to document all the strategies and solutions that a company can use to maintain or resume its operations in a crisis situation, as well as the maximum downtime (MDT) during which service cannot be provided to clients.

Please see the business impact analysis appendix to complete this table.

Critical activities

Business areas	Critical activities	MDT (example)
Services/operations		15 minutes
		4-24 hrs
		24-48 hrs
		48-72 hrs
		More than 72 hrs

The BCP is based on determining consequences rather than the nature of the incident. This approach helps the company optimize its organizational resilience using the tools it needs to react to different situations, not just hypothetical ones.

1. DESCRIPTION OF THE COMPANY

Information							
Head office							
Total number of employees	Company total						
Number of unionized employees	Company total						
Normal business schedule	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Physical risks	Flood zone, Chemical industry, Rail transportation, Nuclear plant, Forest fires, Landslides, Natural gas, Agricultural zone, Tidal zone, Earthquakes, etc.						
The building is located near a:	River, lake, railway, hospital, school, daycare, prison, restaurant, highway, industrial park, mountain, clay soil, service station, subway station, etc.						
Building access	Parking, subway, bus, bicycle storage, on foot only.						
Building	Owner Yes _____			Renter Yes _____			

Business location #2	Name						
Normal business schedule	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Physical risks							
Building	Owner Yes _____			Renter Yes _____			

Business location #3	Name						
Normal business schedule	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Physical risks							
Building	Owner Yes _____			Renter Yes _____			

Business location #4	Name						
Normal business schedule	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Physical risks							
Building	Owner Yes _____			Renter Yes _____			

Business recovery site	
Company name	
Address	
Telephone	
Contact person	

2. CRISIS MANAGEMENT STRUCTURE

Crisis management cell			
Roles	Name	Title	Business contact information Telephone/Email
Business Continuity Coordinator			Office No.:
			Cell phone No.:
			Email
Alternates			Office No.:
			Cell phone No.:
			Email
			Office No.:
Communications Officer (COM)			Cell phone No.:
			Email
			Office No.:
			Cell phone No.:
Alternates			Email
			Office No.:
			Cell phone No.:
			Email
Operations Officer (OPS)			Office No.:
			Cell phone No.:
			Email
Alternates			Office No.:
			Cell phone No.:
			Email
			Office No.:
Human Resources Officer (HR)			Cell phone No.:
			Email
			Office No.:
			Cell phone No.:
Alternates			Email
			Office No.:
			Cell phone No.:
			Email

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Information Technology and Communications Officer (ITC)			Office No.:
			Cell phone No.:
Alternates			Email
			Office No.:
			Cell phone No.:
			Email
Administration Officer (ADM)			Office No.:
			Cell phone No.:
Alternates			Email
			Office No.:
			Cell phone No.:
			Email
Security Officer			Office No.:
			Cell phone No.:
Alternates			Email
			Office No.:
			Cell phone No.:
			Email
Crisis cell site			
Phone bridge No.			

3. LOSS OF BUILDING OR BUILDING ACCESS

Loss of your building refers to situations where the usual workplace is inaccessible for whatever reason. This can involve not being able to retrieve equipment or other tools that are necessary for operations.

For each activity, indicate the number of employees involved in activity in all business locations

Service or operations carried out on all of the organization's sites			
Critical activities #1			
Number of employees performing activities			
Head office	Site 2	Site 3	Site 4
Critical activities #2			
Number of employees performing activities			
Head office	Site 2	Site 3	Site 4
Critical activities #3			
Number of employees performing activities			
Head office	Site 2	Site 3	Site 4

Total number of employees working on all business sites			
Including managers, administrative assistants, etc.			
Head office	Site 2	Site 3	Site 4

You can combine activities and group names together if employees perform more than one critical activity.

Continuity strategy

During this period:

- a) The crisis management cell is activated and mobilized
- b) Clients are notified that services are being offered through other business sites—or not. They can be cancelled by:
 - a. calling clients
 - b. posting notices on entrances
 - c. recording a central voicemail message
 - d. posting a message on the company website
- c) Employees are notified of the situation
- d) Subsequent crisis cell meetings are planned

Reference sheet: possible strategies and solutions

1. Critical activities are relocated to another of the company's business places
2. Critical activities are relocated to a temporary site
3. Calls are rerouted to another team and work is reassigned
4. Employees are relocated to their homes and given remote access
5. Other:
 - a. Plan for travelling to other business places
 - b. Call transfer procedure
 - c. etc.

Incorporate measures for implementing strategies and solutions.

Measure(s)	Officer(s)	Comments	Deadline	Done
Decide which employees will resume critical activities		During the incident	March 31, 20xx	
Keep the plan up to date				
Document the procedure for implementing certain strategies				

4. HIGH ABSENTEEISM

High absenteeism refers to a situation where there is an unforeseen shortage of employees for an extended period of time.

Key strategies to put in place	
<ul style="list-style-type: none"> ▪ Give replacement employees training on critical activities (before, if possible, or during the incident) ▪ Hire a specialized agency to carry out activities ▪ Outsource certain critical activities 	
Identify key personnel in the business unit and solutions to mitigate the impact of high absenteeism	Status
	Choices: <i>Does not apply</i> – <i>To implement</i> – <i>Partly implemented</i> – <i>Implemented</i>
1. Identify successors for critical activities	
2. Work in tandem to promote cross-training	
3. Hire temporary employees	
4. Document work procedures for critical activities and use <i>collaborative</i> tools	
5. Opt for standard document management	
6. Use shared communication tools	
7. Other	

Incorporate measures for implementing strategies and solutions.

Measure(s)	Officer(s)	Comments	Deadline	Done
E.g. Implement activities that are partly in place or to be put in place			March 31, 20xx	

5. LOSS OF INFORMATION TECHNOLOGY

Loss of technology refers to a situation where one or more applications or software programs are not available.

Loss of information technology	
Continuity strategy	
<ul style="list-style-type: none"> ▪ Perform operations manually when possible ▪ Outsource certain critical activities ▪ Put a system backup in place 	
Specific workarounds	
To document	

6. LOSS OF ESSENTIAL MACHINE OR EQUIPMENT

Loss of a machine or equipment refers to a situation where one or more pieces of equipment are not available.

Loss of a machine or equipment	
Continuity strategy	
<ul style="list-style-type: none"> ▪ Rent from a supplier 	
Specific workarounds	
To document	

7. LOSS OF AN ESSENTIAL SUPPLIER

Loss of a supplier refers to a situation where one or more suppliers cannot provide services while under contract to do so.

Loss of an essential supplier	
Continuity strategy	
<ul style="list-style-type: none"> ▪ Have an alternate supplier (make a list of suppliers and keep it up to date), develop a partnership, and sign an agreement ▪ Oversee and monitor the supplier's business continuity management 	
Specific workarounds	
To document	

Incorporate measures for implementing strategies and solutions.

Measure(s)	Officer(s)	Comments	Deadline	Done
E.g. Implement strategies or solutions (voicemail, plasticized reference sheet, staff meeting, etc.)			March 31, 20xx	

APPENDICES

Title	Documented and filed in the directory:	Done Date
1. Key people		
2. List of employees		
3. List of essential suppliers		
4. List of important clients		
5. Guidelines for quickly contacting:		
a) Clients		
b) Employees		
c) Suppliers		
d) Internal partners		
6. Key procedures		
7. Owner's contact information		
8. List of your tenants		
Key contact information		
Telephone No.:		
a) Your insurer		
b) Excavation contractor		
c) Electricians		
d) Renovation specialist (general contractor)		
e) Other		

Business impact analysis

Type of impact	Impact level	1	2	3	4	5
	Impact category	Not significant (Minimal or none)	Moderate	Significant	High	Severe
Operational	Criteria					
Reputational	Criteria					
Regulatory	Criteria					
Financial	Criteria					

