Business Continuity Plan (BCP)

Correct as at:

Author:

Approved By:

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# 1. Distribution and Amendments

## 1.1 Distribution

This BCP is a controlled document and the authorised holders are listed below:

|  |  |  |
| --- | --- | --- |
| **Copy No** | **Issue Date** | **Appointment** |
| 1 |  |  |
| 2 |  |  |
| 3 |  |  |

## 1.2 Amendments

Mr/Mrs AAA is responsible for reviewing and updating this BCP and copies of any endorsed amendments will be distributed to the authorised holders of the BCP.

It is the responsibility of the authorised holders to action endorsed amendments into their copy of the BCP and completing the Register of Amendments below.

|  |  |  |  |
| --- | --- | --- | --- |
| **Revision Number** | **Date of Issue** | **Author** | **Description of Amendment** |
|  |  |  |  |
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# 2. The XXX Business Continuity Plan

## 2.1 Introduction

Business Continuity Planning (BCP) is an element of the Business Continuity Management (BCM) process. It involves the documentation of procedures and strategies to deal with business interruptions to key processes should prevention and protection controls are threatened or fail. Most incidents and emergencies occur with little or no warning. Planning for the preparation, response and recovery as a result of disruption to business is essential for any organisation to ensure business continuity.

In the event of an emergency or incident it is important that XXX can implement a Business Continuity Plan (BCP) to ensure the continuing availability of its business processes to meet its business obligations. This may include anything from natural disasters such as earthquakes and floods, protests, electrical failure or terrorist/criminal attack and sabotage.

## 2.2 Purpose of the BCP

This BCP identifies the relevant stakeholders, procedures and resources required to implement actions to ensure continuing availability of essential business services across XXX. The purpose of this plan is to:

* Assist in the **preparation** of an appropriate response to an emergency incident that affects XXX’s capacity to deliver its services, for example, the identification of the key business processes and affixing responsibility for managing an emergency incident;
* Identify the activities to be implemented during an emergency incident **response** with the intent of controlling the incident and thereby reducing the risk of further loss, for example, notification procedures, establishing emergency control and initial damage assessment; and
* Identify the activities to be implemented during the **recovery** process with the intent of restoring XXX’s normal business services that may have been partially or wholly disrupted.

## 2.3 Reference Documents

The following documents should be referred to when reviewing or implementing this BCP:

* XXX Corporate BCM Strategy,
* XXX Business Impact Analysis, and
* XXX Risk Assessment and Mitigation Report.

Some external reference documents to assist with preparation of the BCP include:

* The Australian National Audit Office (ANAO) *Better Practice Guide on Business Continuity Management (2000)*;
* The Australian and New Zealand Standard on Risk Management (AS/NZ 4360:1999); and
* The Business Continuity Institute’s *Good Practice Guidelines (2005).*

# 3. The Business Continuity Team

## 3.1 Structure

In accordance with XXX’s Corporate BCP the following team structure is to be established to coordinate, support and manage the implementation of the BCP:

* Emergency Response Coordination Team; and
* Recovery Team.

Contact details for all team members is at Annex A.

## 3.2 Emergency Response Coordination Team

Mr/Mrs AAA is nominated the Emergency Response and Recovery Coordinator. He is responsible for overall preparation and implementation of the BCP. His understudy is BBB

Specific responsibilities during each phase of the BCP are outlined in the appropriate annexes.

## 3.3 Recovery Team

The Recovery Team comprises the following personnel:



Specific responsibilities during each phase of the BCP are outlined in the appropriate annexes.

## 3.4 Notification of Absence

It is the responsibility of the person nominated in each site-specific BCP to ensure alternate arrangements are implemented to cover periods of significant absences, for example, annual leave or interstate travel. Such arrangements are to include:

* Notifying the appropriate Team Leader and other team members, and Recovery Coordinator of the nominated substitute, including contact details; and
* Providing a detailed briefing of the BCP, including specific responsibilities, to the nominated substitute.

# 4. Preparation Phase

The **preparation** phase includes the development and implementation of specific arrangements and/or plans to deal with an emergency incident.

## 4.1 Key Business Processes

A critical element of the BCP is the understanding and identification of the key business processes that, if interrupted, must be recovered to ensure XXX’s services are restored to the normal level of operations as quickly as possible. Mr/Mrs BB has completed this task and is responsible for ensuring it remains current. A list of the key business processes is at Annex B.

## 4.2 Classification of Processes

The key business processes can be classified as:

* Critical – to be recovered within 24 hours;
* Secondary – to be recovered within 72 hours; and
* Tertiary – to be recovered within seven days.

## 4.3 Identification of Key Processes

The key processes are those that:

* Satisfy statutory or contractual obligations;
* Provide essential cash flow; and
* Provide essential internal services.

For each key process, identify:

* The process services, supplies, inputs and dependencies; and
* The resources required to restore the process, for example, staff, space, furniture, stationery, IT and other business equipment.

## 4.4 Responsibilities

Management has a key role throughout the BCM process, particularly in the preparatory phase. As the authors of this document Mr/Mrs AAA and Mr/Mrs BBB responsibilities for maintaining the currency of the BCP are attached at Annex E.

# 5. Response Phase

The **response** **phase** includes the initial action to be implemented with the intent of controlling, stabilising or suppressing an emergency incident.

## 5.1 Declaration of an Emergency or Disastrous Event

Approval must be obtained from the Emergency Response Coordinator before an event can be declared an emergency or disastrous event.

## 5.2 Responsibilities

Specific responsibilities for key staff during the response phase are shown at Annexes E to G.

# 6. Recovery Phase

The **recovery phase** includes the implementation of services for the restoration of business processes and the site is re-established to full operational use.

## 6.1 Responsibilities

Specific responsibilities for key staff during the recovery phase are shown at Annexes E to G.

# 7. BCP Review/Test

Testing and regular reviews of the BCP are a critical factor in its success. Exercises can be simple discussion exercises through to a major test of the BCP involving (at a minimum) key staff. The regularity of testing depends upon availability of personnel and the turnover of key staff and their familiarity with the BCP. XXX will conduct a discussion exercise at least once a year to ensure key staff are familiar with their responsibilities.

|  |  |  |  |
| --- | --- | --- | --- |
| **Review / Test** | **Date** | **Co-ordinator’s Name** | **Signature** |
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# 8. Check Lists and Aide Memoire

Annexes A to I provide a number of check lists and aide memoires to assist with the preparation, response and recovery to an incident or emergency. They are a guide only and not the sole answer or solution to every situation.

**Annex A**

**Contact Details of the Business Continuity Team**

**(Key Personnel)**

**Recovery Coordinator**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Role** | **Company Appointment (i.e. General Manager)** | **Name** | **Contact Details** | **Comment** |
| Recovery Coordinator |  |  |  |  |
| Assistant |  |  |  |  |

**Recovery Support Team**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Role** | **Company Appointment** | **Name** | **Contact Details** | **Comment** |
| Financial |  |  |  |  |
| IT & Asset Management |  |  |  |  |
| OH&S and Environmental Issues |  |  |  |  |
| HR Coordination |  |  |  |  |
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**Succession Team**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Role** | **Company Appointment** | **Name** | **Contact Details** | **Comment** |
| Alternate Recovery Coordinator |  |  |  |  |
| Alternate IT Manager |  |  |  |  |
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**Annex B**

**Key Business Processes**

*Those processes and suppliers, partners, etc. that contribute to the conduct of business and outcomes*

|  |  |
| --- | --- |
| **Process**  **(Sample Only)** | **Description**  **(Sample Only)** |
| Property Supervision and Management | Provision of facilities maintenance manager during the required times as per management agreement. |
| Security | Preventative and remedial maintenance of any security systems situated in the building. |
| Repairs and Maintenance | Building to be maintained in a safe condition and in good and substantial repair, working order and condition to ensure any risk to property or people are negated. |
| Air Conditioning and Mechanical Services | Preventative and remedial maintenance of the air conditioning, mechanical ventilation, control and automation systems and equipment situated in the building. |
| Fire Services | Preventative and remedial maintenance, including inspections, of the fire protection systems situated in the Building to ensure working order and authority compliance. |
| IT systems | To support delivery of facility maintenance services, client reporting, client invoicing. This is controlled at a Corporate level. |

**Annex C**

**Key Supplier Contacts**

|  |  |  |  |
| --- | --- | --- | --- |
| **Services** | **Provider** | **Contact Details** | **Emergency Number** |
| Electricity |  |  |  |
| Water |  |  |  |
| Gas |  |  |  |
| Police |  |  |  |
| Fire |  |  |  |
| Ambulance |  |  |  |
| Industrial Relations Personnel |  |  |  |
| Telecommunications |  |  |  |
| IT Providers |  |  |  |
| Lifts |  |  |  |
| Plumbing |  |  |  |
| Security |  |  |  |
| Cleaning |  |  |  |

**Key Client Contacts**

|  |  |  |  |
| --- | --- | --- | --- |
| **Company** | **Name** | **Location** | **Contact Details** |
|  |  |  |  |
|  |  |  |  |
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**Annex D**

**Critical Systems and Maximum Response Times**

| **Critical System (Sample Only)** | **Critical Aspects (Sample Only)** | **Max. Downtime** |
| --- | --- | --- |
| Storage Vaults | Any failure, which compromises internal conditions of storage vaults, is critical. | X hours |
| IT Systems | Any failure will result in the loss of information | X hours |
| Controlled Environment Rooms | Any failure, which compromises internal conditions, is critical. | X hours |
| Equipment Cooling | Any failure, which interrupts the supply of, conditioned airflow to 24hr equipment such as computers, UPS, PABX, is critical. | X hours |
| Cooling Water Systems | Any failure, which interrupts cooling water to equipment, is critical. | X hours |
| Central Heating Plant | Any failure, which compromises the plant’s ability to meet the peak daily heating load, is critical. | X hours |
| Security Systems | Any failure or breach of security systems is critical. | X hours |
| Sewerage and Ground Water Plant | Any sewerage pump or sump pump failure initiating a high level or failure alarm is critical. | X hours |
| Fire Safety Systems | Any failure significantly compromising the capabilities of fire detection, intercommunication or protection systems is critical. | X hours |
| Alarm Systems | Failures likely to compromise DDC and BMS alarm systems and network communications are critical. | X hours |
| General Services | Any failure likely to cause significant danger or damage, if uncorrected, is critical | X hours |
| Telecommunications | Any failure or fault with the network is critical. | X hours |

|  |  |  |
| --- | --- | --- |
| **Call-Out Condition** | **Max. Response Time** | |
| **Business-Hours** | **After-Hours** |
| Critical Systems | X minutes | X hours |
| Non-Critical Systems | X hours | by XXX |

**Annex E**

**Preparation Phase Check List**

|  |  |  |  |
| --- | --- | --- | --- |
| **Action** | **Responsibility** | **Signature** | **Date** |
| Develop and update the XXX Risk Assessment and BCI |  |  |  |
| Complete BCP and submit to (Executive Director) |  |  |  |
| Confirm BCP has been approved by |  |  |  |
| Confirm that key personnel have been briefed on BCP |  |  |  |
| Confirm a copy of BCP has been placed on the XX Drive |  |  |  |
| Confirm Contact List has been completed |  |  |  |
| Maintain the currency of the BCP |  |  |  |
| Identify and confirm location of alternate office site |  |  |  |
| Identify the alternate communications channels particularly in relation to phone, fax and internet access points |  |  |  |
| Ensure that a process is in place for essential data to be saved into the central file system on a daily basis and has been backed up by off-site IT provider |  |  |  |
| Ensure a current list of the key sub-contractors and suppliers including after-hours contact details is maintained |  |  |  |
| Identify equipment and systems to re-establish alternate office |  |  |  |
| Confirm availability of resources/services required for implementation of BCP |  |  |  |
| Confirm IT off-site backup arrangements in place |  |  |  |
| Establish and implement BCP review program |  |  |  |
| Establish and implement BCP testing program |  |  |  |

**Annex F**

**Response Phase Check List**

|  |  |
| --- | --- |
| **Action** | **Responsibility** |
| Conduct initial assessment of emergency or potential emergency impact |  |
| Activate BCP |  |
| Contact the Emergency Response Coordination Team members, Recovery Coordinator and Executive Director |  |
| Establish command centre on site or at alternate location |  |
| Activate event log |  |
| Arrange for staff and/or other affected parties to be notified of the disaster, alternate communications and command centre location |  |
| Commence damage assessment |  |
| Develop plan to recover critical |  |
| Identify initial resourcing requirements |  |
| Brief team members on the plan to recover critical processes |  |
| Brief stakeholders on the plan to recover critical processes |  |

**Annex G**

**Recovery Phase Check List**

|  |  |
| --- | --- |
| **Action** | **Name** |
| Direct, coordinate and monitor all recovery operations |  |
| Reporting to the senior management as required |  |
| Coordinating media activities |  |
| Convening the recovery status meetings |  |
| Progressively review and update damage assessment report |  |
| Arrange for OH&S Manager to report hazard identification and risk assessment |  |
| Retrieve all identified equipment etc. required for recovery |  |
| Acquire replacement office equipment (furniture, computers, telephones, etc) |  |
| Retrieving all identified equipment etc. identified for recovery, which have been stored off-site to the nominated command centre and/or the nominated temporary office location; |  |
| Acquiring replacement equipment and/or facilities to enable access to the XXX IT systems |  |
| Retrieve lost information from IT systems |  |
| Identify and procure additional resource requirements to recover critical business processes (staff, IT, office, etc.) |  |
| Progressively report progress of recovery of critical processes to Emergency Coordinator and other key stakeholders |  |
| Develop plan, including resource requirements, to recover secondary processes and submit for approval |  |
| Brief team on plan to recover secondary processes |  |
| Progressively report progress of recovery of secondary processes to Emergency Coordinator and other key stakeholders |  |
| Develop and implement transition plan for final restoration of business processes to normal levels |  |
| Confirm completion of recovery and restoration action |  |
| Complete damage assessment |  |
| Review and amend BCP (if required) |  |
| Confirm completion of recovery action |  |

**Annex H**

**Initial Damage Assessment Survey**

|  |  |  |
| --- | --- | --- |
| **Date** |  | |
| **Time** |  | |
| **Building** |  | |
| **Assets/System** | **Location** | **Comments** |
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| **Action Taken** | | |
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**Annex I**

**Restoration Assessment Survey**

To be completed when recovery phase is finalised

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Description**  **(Asset**  **Equipment**  **System)** | **Damage Assessment** | | **Asset / Equip Salvageable** | | **Data Recovered** | | **Files Recovered** | | **Client Informed** | | **Tenants and / or**  **Suppliers informed** | |
|  | **Working** | **Not Working** | **Yes** | **No** | **Yes** | **No** | **Yes** | **No** | **Yes** | **No** | **Yes** | **No** |
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