

Strategic Sourcing & Procurement



SUPPLIER TIPS

Business Continuity /
Disaster Recovery Plan

Please note this guidance, in addition to the template business continuity plan, are provided for informational and guidance purposes only and may not be exhaustive of the specific needs of the Provider's organisation. Providers must satisfy themselves that they have completed a business continuity plan adequately covering the requirements of their organisation.

What is business continuity?

One in five businesses suffers a major disruption to their business every year, for example fire, computer system malfunction, power failure, flood or transport breakdown.

Business continuity simply means working out how to stay in business in the event of disaster. When an organisation prepares in advance for an emergency or extended period of disruption, this is referred to as a business continuity plan.

This guide will give you step-by-step information on what is needed to complete a successful plan.

Why is business continuity planning important?

It is vital that you understand what is important to your organisation and how you would protect it in an emergency.

The aim of a business continuity plan is to preserve the core objectives of your organisation, and to ensure they are not lost.

Careful planning will enable you to identify your key functions and to give each one of these a priority in the event of an extended period of disruption. Your priorities need to be understood clearly to ensure that you know what is going to be the most effective way to recover.

By having a business continuity plan, all the information you will need is in one document. This will save you time when developing your action plan in the event of a disruption.

How to complete a business continuity plan

It can be very confusing to know what needs to be included. The guide details the following items that can be included in a successful plan.

Distribution list

You need to note all the individuals to whom the completed business continuity plan has been sent. Your list should include the number of their copy, along with their name and their location.

Distribution list

Copy Number	Name	Location
1		
2		

3		
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Table of contents

This enables information in the plan to be located quickly. The number and name of the section should be given along with a page reference.

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Aims and objectives

You should be clear about why you are completing this plan and what you aim to achieve if the plan is activated.

Here are some considerations:

- Your aim is to prepare your business to cope with the effects of an emergency or extended disruption;
- Your organisation must know how to act in the event of an emergency or crisis;
- You intend that your usual working patterns will recover as quickly as possible and with as little impact as possible;
- Specific objectives of the plan may be:
 - to prevent customers going elsewhere;
 - to ensure that your credit rating is unaffected; and
 - to prevent cash-flow problems.

Note: requirements specific to your organisation should also be listed.

Critical Function Analysis and Recovery Process

Put simply, a critical function is an operation your business cannot survive without. For example water supply would be a critical function to the fire service as without it they cannot perform their service.

Each of your 'critical functions' should be analysed, and you should assign a level of importance to each.

You need to work out the effect of disruption of a 'critical function' over time - after 24 hours, between 24-48 hours, up to a week and up to two weeks.

This allows you to identify the actions you may need to take in the short-term (immediately following an emergency) and in the long- term (to fully recover).

You will also need to identify what resources, including people, will be required to recover your business from the emergency.

Priority List of Critical Functions

In the event of an emergency or extended period of disruption you may need to refer to your list of priorities in order to prepare an Action Plan.

This will serve as a reminder about which functions must be reinstated first and will be most crucial in the recovery process.

By prioritising and organising in advance, your course of action will be clearer if a crisis occurs.

Priority List of Critical Functions

<u>Priority</u>	<u>Critical Function</u>
<u>1</u>	

Emergency Response Checklist

This should include all actions that need to be completed to ensure the most efficient method of recovery. You will need to note who has completed each action, and the date it was completed.

Actions may include:

- Liaison with emergency services;
- Noting damage to the organisation, including staff, premises, equipment, data or records;
- Identification of disrupted “critical functions”; and
- Provision of briefings to staff, customers, public and interested parties.

Key Contacts lists

You should keep a list of people who need to be informed in case of an emergency, or will need to be involved in action planning following a disruption.

Details should include name, email, mobile number and other details as appropriate. Next of kin details for staff members within your organisation may also be relevant.

Key Contacts List

Contact	Office Number	Mobile Number	Other Information
1:			

Layout/map

You should consider including with your business continuity document up-to-date plans of any premises your organisation may occupy.

This is of use to the emergency services and should include locations of main water stop-cock; switches for gas and electricity supply; any hazardous substances; and items that would have priority if salvage became a possibility.

Emergency Pack

As part of the recovery plan for your organisation, you should hold copies of all important documents, records and/or equipment off-site. Their location should be recorded in your business continuity plan.

This emergency pack may be crucial to the recovery process.

Expenses Log

All expenses incurred should be recorded. Details of who made the decision and reasons why should be given.

Keep your plan up to date

Your organisation should not only prepare a business continuity plan, but must ensure it is kept up to date. Plans should be updated:

- If there are any changes to your organisation, including restructuring;
- If you change the method of delivery of your critical activities;
- If there is a change to the external environment in which the organisation operates;
- With lessons learned from an incident or exercise; and
- If there are changes to staff.