

Business continuity plan

This plan must be reviewed at least once every
and exercised at least once every

Last reviewed:	Next review due:
Last exercised:	Next exercise due:



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

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1. Aim and objectives

1.1. Aim

The aim of this plan is to provide a reference tool for

for the actions required during or immediately following an emergency or incident that threatens to disrupt normal business activities.

The plan will help to ensure the continuation of critical products, services, processes and activities by minimising the impact of any damage to staff, premises, equipment or records.

1.2. Objectives

- To help strengthen preparedness against incidents that could disrupt business continuity.
- To identify critical products and services, and the processes and activities that support them.
- To identify the timescales within which critical products, services, processes and activities must be recovered.
- To identify emergency response roles and responsibilities of internal staff and external partners.
- To provide a framework for an effective and coordinated response to an emergency/incident.
- To identify actions that could be taken in advance of an emergency or incident to reduce the risk of it occurring.

2. Scope

The plan will provide a response framework in the event (tick below as appropriate) of:

- ☐ Loss of key premises/facilities
- ☐ Loss of key staff
- ☐ Loss of IT/data
- ☐ Loss of telecommunications
- ☐ Loss of hard data / paper records
- ☐ Loss of utilities
- ☐ Loss of a key partner or supplier
- ☐ Disruption due to industrial action
- ☐ Disruption due to severe weather



3. Critical processes

3.1. Definition of critical

Whilst most parts of any businesses are considered important, if an incident did occur, priority must be given to the restoration of the processes that are deemed to be critical to the performance of the company.

Critical processes can be defined as:

“critical operational or support activities without which the business would rapidly be unable to achieve its objectives”

These individual processes must be given preferential access to premises, staff, equipment or records if an emergency situation restricted their overall availability. It is these processes that plans need to be designed to protect or restore.

3.2. Critical function checklist

Add the services/products that you identified to be most important for your business to continue in the table below. This list may be used as a checklist to ensure that critical tasks are completed on time.

Priority	Critical function	Timeframe	Page
1			
2			
3			

3.3. Critical function 1: Analysis and recovery process

Priority:	1	Critical function:	
Responsibility: <i>(role responsible for leading on this activity, plus deputies)</i>			
Potential impact on organisation if interrupted:			
Likelihood of interruption to organisation:			
Recovery timeframe: <i>(how quickly must this function be recovered to avoid lasting damage)</i>			
Resources required for recovery:			
Staff <i>(numbers, skills, knowledge, alternative sources)</i>			
Data / systems <i>(backup and recovery processes, staff and equipment required)</i>			
Premises <i>(potential relocation or work-from-home options)</i>			
Communications <i>(methods of contacting staff, suppliers, customers, etc)</i>			Also see section 5 – contact lists.
Equipment <i>(key equipment recovery or replacement processes; alternative sources; mutual aid)</i>			
Supplies <i>(processes to replace stock and key supplies required; provision in emergency pack)</i>			

3.4. Critical function 2: Analysis and recovery process

Priority:	2	Critical function:	
Responsibility: <i>(role responsible for leading on this activity, plus deputies)</i>			
Potential impact on organisation if interrupted:			
Likelihood of interruption to organisation:			
Recovery timeframe: <i>(how quickly must this function be recovered to avoid lasting damage)</i>			
Resources required for recovery:			
Staff <i>(numbers, skills, knowledge, alternative sources)</i>			
Data / systems <i>(backup and recovery processes, staff and equipment required)</i>			
Premises <i>(potential relocation or work-from-home options)</i>			
Communications <i>(methods of contacting staff, suppliers, customers, etc)</i>			Also see section 5 – contact lists.
Equipment <i>(key equipment recovery or replacement processes; alternative sources; mutual aid)</i>			
Supplies <i>(processes to replace stock and key supplies required; provision in emergency pack)</i>			

3.5. Critical function 3: Analysis and recovery process

Priority:	3	Critical function:	
Responsibility: <i>(role responsible for leading on this activity, plus deputies)</i>			
Potential impact on organisation if interrupted:			
Likelihood of interruption to organisation:			
Recovery timeframe: <i>(how quickly must this function be recovered to avoid lasting damage)</i>			
Resources required for recovery:			
Staff <i>(numbers, skills, knowledge, alternative sources)</i>			
Data / systems <i>(backup and recovery processes, staff and equipment required)</i>			
Premises <i>(potential relocation or work-from-home options)</i>			
Communications <i>(methods of contacting staff, suppliers, customers, etc)</i>			Also see section 5 – contact lists.
Equipment <i>(key equipment recovery or replacement processes; alternative sources; mutual aid)</i>			
Supplies <i>(processes to replace stock and key supplies required; provision in emergency pack)</i>			

4. Response actions

4.1. Response actions checklist

Task	Completed (date, time, by)
Actions within 24 hours:	
Start log of actions and expenses undertaken. (see section 9 Action and Expenses Log)	
Liaise with emergency services. (see section 6E Contact List – Emergency Services)	
Identify and quantify any damage to the organisation, including staff, premises, equipment, data, records, etc.	
Assess the key priorities for the remainder of the working day and take relevant action. Consider sending staff home, to recovery site etc.	
Inform staff what is required of them.	
Identify which critical functions have been disrupted (use section 3 Critical Function Checklist)	
Convene those responsible for recovering identified critical functions, and decide upon the actions to be taken, and in what time-frames (use section 4 Critical Function Analysis and Recovery Process)	
Provide information to: <ul style="list-style-type: none">• Staff• Suppliers and customers• Insurance company	
Publicise the interim arrangements for delivery of critical activities. Ensure all stakeholders are kept informed of contingency arrangements as appropriate.	

Recover vital assets/equipment to enable delivery of critical activities. The essential equipment/resources/information that need to be recovered where possible are:	
Daily actions during the recovery process:	
Convene those responsible for recovery to understand progress made, obstacles encountered, and decide continuing recovery process.	
Prioritise resources and staff to ensure continuity of most critical services and processes.	
Provide information to: <ul style="list-style-type: none"> • Staff • Suppliers and customers • Insurance company 	
Provide public information to maintain the reputation of the organisation and keep relevant authorities informed.	
Following the recovery process:	
Arrange a debrief of all staff and identify any additional staff welfare needs (e.g. counselling) or rewards.	
Use information gained from the debrief to review and update this business continuity management plan.	

4.2. Actions and expenses log

This form should be used to record decisions, actions and expenses incurred in the recovery process. This will provide information for the post-recovery debriefing and help to provide evidence of costs incurred for any claim under an insurance policy.

Date/time	Decision/action taken	By whom	Costs incurred

4.3. Emergency kit contents

As part of the recovery plan for the organisation, key documents, records and equipment are held off-site at

in an emergency kit. This kit may be retrieved in an emergency to aid in the recovery process.

The contents of the emergency kit should comprise the following:

Documents (tick critical documents as relevant):

- ☐ A printed copy of this plan, including key contact details
- ☐ Insurance policy

Records (tick critical documents as relevant):

- ☐ Computer backup tapes and / or disks
- ☐ Financial records

Equipment (tick critical documents as relevant):

- ☐ Spare keys
- ☐ Torch and batteries
- ☐ Electrical chargers for phones, etc.

5. Contact lists

5.1. Staff

This section contains the contact details that are essential for continuing the operation of the organisation.

Name	Job title	Office contact	Mobile contact	Home contact

5.2. Key suppliers contact list

Supplier	Provides	Telephone	Email

5.3. Key customers contact list

Customer	Service/goods used	Telephone	Email

5.4. Utility companies contact list

Utility	Company	Telephone	Email
Electricity			
Gas			
Telecommunications			
Water			

5.5. Local emergency services

Service	Specialty	Telephone
Ambulance	Emergencies	999
Fire Service	Emergencies	999
Floodline	Information service	0845 988 1188
NHS 111	Urgent medical advice and guidance	111
Police	Emergencies	999
	Non-emergency matters	101

5.6. Insurance and finance companies

Service	Company	Telephone	Email
Banking			
Insurance			

Additional documents

Blueprint of premises

Include a plan or blueprint of your premises (for use by emergency services) showing locations of:

- Main water stop-cock
- Switches for gas and electricity supply
- Any hazardous substances
- Items that would have priority if salvage became a possibility

Disclaimer

This template has been produced by the Royal Borough of Kensington and Chelsea Resilience Team to provide a generic framework to help small to medium sized businesses or voluntary organisations develop a business continuity plan. It is not intended to provide detailed or specific advice or guidance to individuals or their businesses. If required, you should seek professional advice to help develop an individual plan for your business. The Royal Borough of Kensington and Chelsea will accept no liability arising from the use of this document.