

Organisation  
Name

Business Continuity Management Plan

Date:

Distribution list:


Version control:

Number	Comments
01	Original version

If you have any suggestions for changing this plan, please contact:

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### 1. Aim of the plan

This plan has been designed to prepare {organisation name} to cope with the effects of an emergency or crisis. It is intended that this document will provide the basis for a relatively quick and painless return to "business as usual" regardless of the cause.

### 2. Objectives of the plan

- Understand the critical functions and activities of the organisation.
- Analyse and respond to the risks to the organisation.
- Provide a detailed, prioritised and timetabled response to an emergency situation.
- Identify the key roles, responsibilities and contacts to respond to an emergency.

### 3. Critical Function Checklist

Priority	Critical function	Timeframe	Page
1	{Name of function or activity}	{Recovery timeframe}	4
2			5
3			6

This list may be used as a checklist to ensure that critical tasks are completed on time and according to a pre-agreed priority schedule. It may also be used to provide a hand-over document between different shifts in the recovery process.

### 4. Command and Control

The decision to use this plan will be taken by the following, who will also be responsible for taking the "difficult" decisions for the organisation overall:

Name	Title	Contact details

## 5. Critical Function Analysis and Recovery Process

<b>Priority:</b>	<b>1</b>	<b>Critical function:</b>	
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>			
<b>Resources required for recovery:</b>			
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 6 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>			

5. Critical Function Analysis and Recovery Process (continued)

<b>Priority:</b>	<b>2</b>	<b>Critical function:</b>	
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>			
<b>Resources required for recovery:</b>			
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 6 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>			

## 5. Critical Function Analysis and Recovery Process (continued)

<b>Priority:</b>	<b>3</b>	<b>Critical function:</b>	
Responsibility: (role responsible for leading on this activity, plus deputies)			
Potential impact on organisation if interrupted:			
Likelihood of interruption to organisation:			
Recovery timeframe: (how quickly must this function be recovered to avoid lasting damage)			
<b>Resources required for recovery:</b>			
Staff (numbers, skills, knowledge, alternative sources)			
Data / systems (backup and recovery processes, staff and equipment required)			
Premises (potential relocation or work-from-home options)			
Communications (methods of contacting staff, suppliers, customers, etc)		Also see Section 6 Contact Lists.	
Equipment (key equipment recovery or replacement processes; alternative sources; mutual aid)			
Supplies (processes to replace stock and key supplies required; provision in emergency pack)			

{This form may be copied for further critical functions and activities}

## 6. Emergency Response Checklist

This page should be used as a checklist during the emergency.

Task	Completed (date, time, by)
<b>Actions within 24 hours:</b>	
Start of log of actions and expenses undertaken (see section 8 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	
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"> <li>• Staff</li> <li>• Suppliers and customers</li> <li>• Insurance company</li> </ul>	
<b>Daily actions during the recovery process:</b>	
Convene those responsible for recovery to understand progress made, obstacles encountered, and decide continuing recovery process	
Provide information to: <ul style="list-style-type: none"> <li>• Staff</li> <li>• Suppliers and customers</li> <li>• Insurance company</li> </ul>	
Provide public information to maintain the reputation of the organisation and keep relevant authorities informed	
<b>Following the recovery process:</b>	
Arrange a debrief of all staff and identify any additional staff welfare needs	



## B. Key Suppliers

[illegible][illegible]

**7. Contact Lists (continued)**

**D. Utility Companies**

Utility	Company	Telephone	E-mail
Electricity			
Gas			
Telecommunications			
Water			

Include a plan 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

**E. Local Emergency Services**

Service	Location	Telephone
Ambulance	Emergencies	999
Fire Service	Emergencies All stations across the borough	999 020 7587 2000
Floodline	Information service	0845 988 1188
NHS Hospital	UCL Hospitals Foundation Trust Royal Free Hospital	0845 1555 000 020 7830 2468
Camden Primary Care Trust	Across the borough	020 7530 3500
Police	Emergencies All stations across the borough	999 020 7404 1212

**F. Insurance and Finance Companies**

Service	Company	Telephone	E-mail
Banking			
Insurance			

**G. Local Authority**

London Borough of Camden  
 24 hour helpline: 020 7278 4444  
 Website: [www.camden.gov.uk](http://www.camden.gov.uk)



## **8. Emergency Pack Contents**

As part of the recovery plan for the organisation, key documents, records and equipment are held off-site at {location} in an emergency pack. This pack may be retrieved in an emergency to aid in the recovery process.

The contents of the emergency pack comprise the following:

### **Documents:**

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

### **Records:**

- Computer backup tapes and / or disks
- Financial records

### **Equipment:**

- Spare keys
- Torch and batteries

## 9. 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

### Disclaimer

This Business Continuity Management Plan (BCMP) is intended by the London Borough of Camden (LBC) to be a guide only and LBC does not intend the BCMP to be a definitive business continuity management plan. There may be other formats or methods of business continuity management plans which are more suitable for particular businesses or organisations than the BCMP. Whilst LBC has made every effort to ensure that the material contained in the BCMP is accurate, the BCMP is only available for public viewing and use on the basis that LBC disclaim all liability to the fullest extent permitted by English Law for any loss or damage arising out of the use of the BCMP or for any reliance by users of the BCMP upon its contents.