

INTRODUCTION

NOTE – SAMPLE PAGES ONLY – PAGES THEREFORE NOT IN SEQUENCE

Welcome to Continuity10 QUICK PLAN!

Continuity10 QUICK PLAN provides Risk Management and Business Continuity Planning guidance and support for your organisation.

The Continuity10 QUICK PLAN pack is designed for ease of use. Sections include:

Instructions and Explanations
Business Continuity Plan Documentation

Please review both sections carefully.

The 'Instructions and Explanations' file explains how to use this pack and specific guidance on how to complete the 'Business Continuity Plan Documentation' file.

When complete, print off the Business Continuity Plan documentation and put the information on a hardcopy file and in an electronic folder on your file server entitled 'Business Continuity'.

It is vital that you continue to Test, Review and Update your plan, so as to follow best practice and ensure your Plan remains relevant to your organisation. There is a Continuity10 Annual Test, Review & Update service available and if you register for this annual package we will supply you with the Test, Review and Update procedures you need, so that your processes and documentation remain relevant and up-to-date. Further details of this annual update package will be provided in due course.

Please refer to our service agreement terms and conditions on the following page and then turn to the Instructions and Explanations section.

If you have any questions regarding the implementation of QUICK PLAN, please email us at support@continuity10.com.

Thank you for choosing Continuity10 QUICK PLAN!

SERVICE AGREEMENT TERMS AND CONDITIONS

If you use "Continuity10" you agree to be bound by these terms and conditions.

1. Background and Definitions

Continuity10 has been designed and developed by Value Generation. In these terms and conditions "Value Generation" means Value Generation Limited (company number 6164150) whose registered office is 3RD Floor, Ivy Mill, Crown Street, Manchester, M35 5BG and any company which is at the relevant time a subsidiary or holding company of Value Generation Limited and any subsidiary of any such holding company ("subsidiary" and "holding company" shall have the meanings set out in sections 736 and 736A of the Companies Act 1985).

2. Intellectual Property

The copyright in the material contained in Continuity10 and its selection and arrangement, and all software compilations belongs to Value Generation. All rights are reserved. The content / information provided herein is not to be copied or reproduced for any commercial gain. None of this material may be reproduced or redistributed without our written permission except for use within your own organisation and for your own purposes.

3. Exclusions of liability

Business Continuity Planning is a complex and evolving process, unique to each business entity. The methodology and structure of Continuity10 is based on the typical operating characteristics of the majority of business organisations. Care needs to be taken to ensure that any operational risk factors or other issues specific to an individual entity are reflected by way of amendment / additions to, Continuity10.

We would highlight the need for Continuity10 to be reviewed, tested and updated on a regular basis appropriate to the needs and requirements of individual entities which as a minimum should be not less than once in every twelve month period. In particular, Continuity10 must be reviewed in the light of any material alteration to an entities scale or nature of operational activities including a change in working practices or following an incident in which Continuity10 was or ought to have been, invoked.

In no event shall Value Generation be liable for any loss of profit, revenues, goodwill, opportunity, business, anticipated savings or other indirect or consequential loss of any kind in contract, tort (including negligence) or otherwise arising out of use of Continuity10, save where such liability cannot be excluded by law.

INSTRUCTIONS AND EXPLANATIONS

BUSINESS CONTINUITY PLAN	
Section No:	Detailed activities:
All	<p>This section contains three parts:</p> <p>Part 1: Plan Overview; Part 2: Recovery & Continuity; Part 3: Appendices.</p> <p>Read and review the entire continuity plan, make yourself comfortable with its contents and then begin to complete the information below. In addition to the areas below, please insert any additional amendments as necessary to suit your organisation.</p> <p>When the Business Continuity Plan is complete, you may wish to delete the Introduction, Service Agreement and Instructions & Explanations pages (pages 1-5).</p>
BCP Footer	<p>Input the Business name and location into the footer section of the BCP document. (Double click on the footer to do this and once done on the first page it will then update all the pages of the BCP).</p> <p>You may wish to remove the Continuity10 brand logo before the document is finalised.</p>
Part 1 1.1	<p>Complete the 'Business Information' details.</p> <ol style="list-style-type: none"> 1. Business Name – your organisation's name(s); 2. Key activities – a one short paragraph summary of your principal activities; 3. Location – the physical location (e.g. 1 Grange Lane, Buxton) 4. Business Contact – to input fax, email and telephone details; 5. Plan Owner – to identify who in your organisation is responsible for the plan. This should be a member of top management (or a senior member of the admin. team who works closely with them e.g. their PA).
Part 1 1.2	<p>Insert the person responsible for Plan creation in column one.</p> <p>Set a responsible person and date/timescale (e.g. within 12 months) for the test exercise in column two and the review/update process in column three.</p>
Part 1 1.3	<p>List who will hold copies of the Plan as instructed. This should include the management team members listed in Appendix 1 and any additional members of staff as required.</p> <p>Copies should be held in paper and electronic form, both in the office and off site in secure locations.</p>
Part 2	<p>This part of the BCP is completed with a range of disaster recovery and business continuity measures that apply to most, if not all organisations. Please review this and:</p> <ol style="list-style-type: none"> 1. add in any additional measures that you consider are applicable to your organisation. 2. mark as 'not applicable' (n/a) or amend any items that do not reflect your organisation and its likely recovery and continuity steps
Part 3	<p>This part of the BCP includes appendices which contain the critical information for your organisation that may be needed to aid business recovery and continuity after a disruptive event. Please fill out the appendices in order, as per below:</p>

SAMPLE

BUSINESS CONTINUITY PLAN (BCP)

BCP CONTENTS

PART 1 - PLAN OVERVIEW

Which explains how this plan is meant to be used and provides some important introductory information

PART 2 - RECOVERY & CONTINUITY

Which outlines how to handle an unplanned disruption, undertake initial disaster recovery measures and then restore normal operations as quickly and efficiently as possible

PART 3 - APPENDICES

Which store relevant information to help you implement the recovery and continuity plan, e.g. contact details for employees, clients, suppliers and important external third parties

PART 1 - PLAN OVERVIEW

1.1 BUSINESS INFORMATION	
Business name:	Complete
Key activities:	Complete
Location:	Complete
Business Contact: Address: Email: Telephone:	Complete
Plan Owner: Address: Email: Telephone:	Complete

1.2 PLAN UPDATE		
Plan	Plan Test (minimum every 12 months)	Plan Review/Update (minimum every 12 months or on major business change)
Created By: Complete	Responsible person: Complete	Responsible person: Complete
Date: Complete	Date next test due: Complete	Date next review/ update due: Complete

1.3 PLAN DISTRIBUTION LIST
Keep a list here of who holds a copy of the plan (THEY SHOULD HOLD THIS OFFSITE AS WELL AS HAVING ACCESS TO A COPY ON THE BUSINESS PREMISES)

1.4 USING THE BCP
<p>All managers and staff should read the entire BCP thoroughly and should ensure any queries are referred back to the Business Continuity Manager.</p> <p>Upon invocation (use) you should know this plan inside out and be comfortable using the material within the plan as a general reference document.</p> <p>Recovery Actions are those undertaken during or in the immediate aftermath of the event causing disruption. The steps taken to protect and shield staff, assets and business revenues will, in many cases, determine the ultimate long term survival or otherwise of the business.</p> <p>Continuity Actions are those which enable the rebuilding and recovery of the business to be focused on critical business activities, thus protecting, for the long term, key aspects of operations, strategy, reputation and relationships with external stakeholders (e.g. clients/customers, suppliers and the authorities).</p> <p>The appendices contain a body of information including key data on staff, clients/customers, suppliers, other stakeholders, IT disaster recovery, staff reorganisation, legal issues, marketing and so on. This repository of information means that, even in the event of total location loss, the business will still have access to critical business information.</p>

PART 2 - RECOVERY & CONTINUITY CHECKLIST

PURPOSE	
To outline the steps to be taken to achieve business recovery and continuity of operations after a disruptive event.	
DESCRIPTION	Who will manage this
<p>Human Resources – to protect and support staff and ensure staff are properly informed and utilised after a disruption. Steps include (EXAMPLES ONLY – FULL DOCUMENT MORE COMPREHENSIVE):</p> <ul style="list-style-type: none"> - Ensure health, safety and protection of staff with effective evacuation, treatment of any injuries and transportation of staff to alternative meeting points in the event of building disruption; - XXX - XXX - XXX - XXX - XXX - XXX <p>- Please add any additional issues you consider are necessary in this section.</p>	<p>Insert who will be responsible for each section below.</p>
<p>Management and Strategy – to provide strong and focused leadership following a disruption and through the recovery process. Steps include:</p> <ul style="list-style-type: none"> - Hold initial emergency management meetings including top management and key operational management to assess each incident and consider the response required. Draw up a detailed Impact Assessment describing the incident, its effect on operations and the initial steps necessary to recover operations. Use this Impact Assessment as the basis for an Action Plan for recovery activities and amend this Action Plan as the recovery progresses; - XXX - XXX - XXX - XXX - XXX - XXX <p>- Please add any additional issues you consider are necessary in this section.</p>	

APPENDIX 1

MANAGEMENT AND STAFF CONTACTS SCHEDULE

APPENDIX PURPOSE
To provide complete updated and accurate contact details for all Management and supporting staff members to enable early notification and implementation of this BCP.

MANAGEMENT AND STAFF					
Position	Name	Mobile Tel.	Home Tel.	Best Email Address	Home Address
List top management here					

SUPPORTING MANAGEMENT DETAILS
(List staff with specific responsibility for the areas listed below – one member of staff may be included on a number of areas – REMEMBER A BACK UP MEMBER OF STAFF IS NEEDED TO ENSURE KNOWLEDGE AND RECOVERY CAPABILITY DOES NOT REST WITH ONE PERSON)

Functional Management/Staff	Names	Positions	Home Tel.	Mobile Tel.	Best Email Address
Human Resources	Complete section				
XXX					
XXX					
XXX					
XXX					
XXX					
XXX					
XXX					
XXX					
XXX					
XXX					
Other Management/Staff:					
List other staff not noted above here					

ADDITIONAL COMMENTS
The table above can hold contact details for all management and staff. On occasions this information may be held in physical or electronic forms at other locations. Where this is the case insert alternative staff data storage method and contact details as appropriate, or if you complete the table above simply mark this additional comments section as 'n/a'.