**Business Continuity Plan (BCP) for <Company Name>**

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# Section I - Plan Overview and Contact Information

## 1. Plan Summary

This Business Continuity Plan (BCP) has been developed to ensure <Company Name> is prepared to respond to unplanned business interruptions that may affect critical business processes. An unplanned business interruption is defined as an event (such as an emergency or disaster) that causes an unanticipated disruption to the operation of the business and/or service to customers. The objective of this plan is to minimize the impact of unplanned interruptions and provide guidance for continuing operations during an unplanned event and resuming normal operations once the event is resolved.

## 2. Plan Approval

All BCP plans must be approved by at least one individual in a senior company management role.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Printed Name** | **Title** | **Signature** | **Date** |
| 2.1 Prepared By: |  |  |  |  |
| 2.2 Approved By: |  |  |  |  |
| 2.3 Approved By: |  |  |  |  |

## 3. BCP Leadership Roles and Responsibilities

BCP leadership roles and responsibilities must be identified and defined before an emergency occurs in order for the BCP plan to be effective.

| **BCP ID** | **Role** | **BCP Responsibility** | **Name** |
| --- | --- | --- | --- |
| 3.1 | Company Management / Site Management (Primary) | Activate BCP plan upon notification of emergency, disaster or unplanned event causing interruption to business operations. Deactivate the BCP plan when conditions allow for transition back to normal operations. |  |
| 3.2 | Company Management / Site Management (Backup) | Backup person who can activate the BCP in the event that the primary person responsible for BCP activation is unavailable. |  |
| 3.3 | BCP Team Leader (Primary) | Provide leadership and decision making authority to BCP team upon activation of the BCP plan, until plan is deactivated.  |  |
| 3.4 | BCP Team Leader (Backup) | Backup person to serve as BCP leader in the event that primary BCP leader is unavailable. |  |
| 3.5 | BCP Communications Leader (Primary) | Manage external communications between the company and outside parties and internal communications between the BCP team and company personnel.  |  |
| 3.6 | BCP Communications Leader (Backup) | Backup person to serve as Communications Leader in the event that primary Communications Leader is unavailable. |  |
| 3.7 | Plan Administrator (Primary) | Own and mange the BCP plan to ensure it is current and accessible in the event of an emergency. Ensure review and testing is performed and documented on a regular basis. |  |
| 3.8 | Plan Administrator (Backup) | Backup person to serve as Plan Administrator in the event that primary Plan Administrator is unavailable. |  |
| 3.9 | Functional Lead (Primary)<Function1> | Functional leader/manager in charge of <a business operation or process (i.e. purchasing, manufacturing, distribution, IT, etc)> |  |
| 3.10 | Functional Lead (Backup)<Function1> | Backup person to serve as Functional leader/manager for <business operation>in the event that primary Functional leader/manager is unavailable. |  |
| 3.11 | <please expand this list to include primary and backup leaders for all critical business functions identified> |  |  |

## 4. Internal Contact Information

In the event of an emergency or disaster, it is critical to have contact information for all personnel to be able to quickly share important information as it becomes available and to quickly account for all personnel. The most useful format for this information, in the event of an emergency, is to set it up as one or multiple contact trees (depending on how big your organization is).

The contact tree is a structured hierarchical format with multiple levels which look like a pyramid if you draw them in a diagram (see example below).

In the event of an emergency, the BCP leadership contacts the person at the top of the tree (Level 1). The Level 1 person then contacts the assigned people in the tree one level down (Level 2). The Level 2 people then contact the people assigned to them one level down (Level 3). Once the Level 2 people have contacted (or attempted to contact) all the Level 3 people assigned to them, they then contact the Level 1 person above them to report the status (All People Accounted For or People Not Accounted For) and any question or information to be shared. This provides confirmation that the contact tree has reached all the affected individuals and that everyone is accounted for. The Level 1 person at the top of the tree is then responsible for reporting back to the BCP Leadership the status of people in their contact tree and conveying any information they need to share.

The contact tree can be set up various ways depending on what makes sense to your organization such as supervisor with associated personnel below, or it make more sense to have a level 1 site person with assigned people at the same site below (for organizations where reporting structures span multiple locations).

The contact tree can be expanded (more levels added) for larger groups. Multiple contact trees can be set up for multiple groups, functions, or locations.

The table provided below is set up in a contact tree structure to identify each person within a contact tree and to provide instructions on what to do in the event the contact tree is activated. Information about each person should include how to reach them through multiple means (phone, email, text, etc) and at different times (work hours, after work hours, etc). It is also very useful to note any special skills or training each person has (i.e. paramedic, firefighter, doctor, nurse, etc.) in the event their services are needed in an emergency.

**Example Contact Tree Diagram**



| **Contact tree ID** | **Name** | **Title and Affiliation (Employee, Contractor)** | **Emergency Skills/Qualifications****(ex. EMT, MD, RN)** | **(W)ork Phone/ (H)ome Phone/****(C)ell Phone** | **email** | **Contact tree Instructions** |
| --- | --- | --- | --- | --- | --- | --- |
| <CONTACT TREE A – TITLE ex. Field Sales> - Level 1 |
| A.1.1 | Stan Brown |  |  | (W)(H)(C) |  | Ex. - Contact A.2.1\_\_\_- Contact A.2.2\_\_\_- Contact A.2.3\_\_\_- Confirm contacts complete with BCP Leadership upon notification from A2.1, A2.2\_\_\_\_ |
| <CONTACT TREE A – TITLE ex. Field Sales> - Level 2 |
| A.2.1 | Sally Jones |  |  |  |  | Ex. - Contact A.3.1\_\_\_- Contact A.3.2\_\_\_- Confirm contacts complete with A.1.1\_\_\_\_ |
| A.2.2 | Phil Smith |  |  |  |  | - Contact A.1.1 as needed. |
| A.2.3 | Jim White |  |  |  |  | - Contact A.3.3\_\_\_- Confirm contacts complete with A.1.1\_\_\_\_ |
| <CONTACT TREE A – TITLE ex. Field Sales> - Level 3 |
| A.3.1 | Jane Wilson |  |  |  |  | - Contact A.2.1 as needed. |
| A.3.2 | Kate Green |  |  |  |  | - Contact A.2.1 as needed. |
| A.3.3 | Linda Hudson |  |  |  |  | - Contact A.2.3 as needed. |
| A.3.4 | <please expand this list to include contact information for all internal personnel affected by this BCP plan> |  |  |  |  |  |
| <CONTACT TREE B – TITLE > - Level 1 |
| B.1.1 | <please expand this list to include contact information for all internal personnel affected by this BCP plan> |  |  |  |  |  |

## 5. External Contact Information (Customers)

A critical piece of information to have available in the event of an emergency causing interruptions to business operations is a customer list to enable timely communications to customers during outages. This list can either be compiled using the table below, or if customer information is maintained in a separate system and a list can be printed or copied and pasted, attach it to this BCP plan as an Appendix and reference it here in place of the table.

| **BCP ID** | **Name** | **Title** | **Company Name and Address** | **(W)ork Phone/****(H)ome Phone/****(C)ell Phone** | **Web address, email** |
| --- | --- | --- | --- | --- | --- |
| 5.1 |  |  |  | (W)(H)(C) |  |
| 5.2 |  |  |  |  |  |
| 5.3 |  |  |  |  |  |
| 5.4 |  |  |  |  |  |
| 5.5 |  |  |  |  |  |
| 5.6 |  |  |  |  |  |
| 5.7 |  |  |  |  |  |
| 5.8 |  |  |  |  |  |
| 5.9 | <please expand this list to include contact information for all customers affected by this BCP plan> |  |  |  |  |

## 6. External Contact Information (Suppliers and Business Service Providers)

A critical piece of information to have available in the event of an emergency causing interruptions to business operations is a list of suppliers and service providers to enable timely restoration of services or implementation of backup services during an interruptions to normal business operations. This list can either be compiled using the table below, or if supplier and service provider information is maintained in a separate system and a list can be printed or copied and pasted, attach it to this BCP plan as an Appendix and reference it here in place of the table.

| **BCP ID** | **Service Provided** | **Company** | **Name / Title** | **Account / Policy #** | **Phone** | **email** |
| --- | --- | --- | --- | --- | --- | --- |
| 6.1 | Insurance |  |  |  |  |  |
| 6.2 | Legal Services |  |  |  |  |  |
| 6.3 | Computer Services / Web Site Hosting |  |  |  |  |  |
| 6.4 | Telephone Company (landline) |  |  |  |  |  |
| 6.5 | Cell Phone Provider |  |  |  |  |  |
| 6.6 | Internet Service Provider |  |  |  |  |  |
| 6.7 | Cable / Satellite Company  |  |  |  |  |  |
| 6.8 | Shipping Company |  |  |  |  |  |
| 6.9 | Material Suppliers |  |  |  |  |  |
| 6.10 | Travel Agency |  |  |  |  |  |
| 6.11 | Site Maintenance Company |  |  |  |  |  |
| 6.12 | <please expand this list to include contact information for all service providers and suppliers necessary to continue business operations> |  |  |  |  |  |

## 7. Utilities and Facilities Services

A critical piece of information to have available in the event of an emergency causing interruptions to business operations is a list of utility and site maintenance companies to enable timely restoration of services or implementation of backup services during an interruptions to normal business operations, or to allow for timely notification to cut service to remove unsafe conditions at the work site (i.e. gas leak, downed power wires, etc.). This list can either be compiled using the table below, or if utility and site management information is maintained in a separate system and a list can be printed or copied and pasted, attach it to this BCP plan as an Appendix and reference it here in place of the table.

| **BCP ID** | **Service Provided** | **Company** | **Name** | **Title** | **Phone** | **email** |
| --- | --- | --- | --- | --- | --- | --- |
| 7.1 | Landlord / Leasing Company / Site Owner |  |  |  |  |  |
| 7.2 | Gas Company |  |  |  |  |  |
| 7.3 | Electric company |  |  |  |  |  |
| 7.4 | Water Company |  |  |  |  |  |
|  | PO Box Rental Company |  |  |  |  |  |
| 7.5 | <please expand this list to include contact information for all utilities necessary to continue business operations> |  |  |  |  |  |

## 8. Financial Services Contact Information

In the event of an emergency or disruption to business requiring relocation, it is imperative to maintain contact with financial institutions to enable continuation of payments to employees, suppliers and service providers, as well as processing payments from customers. This list can either be compiled using the table below, or if financial institution information is maintained in a separate system and a list can be printed or copied and pasted, attach it to this BCP plan as an Appendix and reference it here in place of the table. This information should also identify key individuals who knowledge of account numbers and have system IDs and passwords allowing access to financial data and services. It is not recommended to publish this information within the BCP plan as this may result in unauthorized access. The plan should specify a primary and secondary individual responsible for accessing financial data and services.

| **BCP ID** | **Financial Service** | **Contact Names****(Primary and Secondary)** | **Address** | **Phone** | **email** | **Primary and Secondary Individuals with access to account, ID and password/PIN****(specify Contact Tree ID from section I, 4)** |
| --- | --- | --- | --- | --- | --- | --- |
| 8.1 | Bank |  |  |  |  | <Ex. Jane Smith (Primary), BCP ID 3.2Kate Wilson (Secondary), BCP ID 3.12> |
| 8.2 | Payroll Administrator |  |  |  |  |  |
| 8.3 | Benefits Administrator |  |  |  |  |  |
| 8.4 | <please expand this list to include contact information for all appropriate financial services> |  |  |  |  |  |

## 9. Regulatory Agency Contact Information

It is critical to maintain communications with regulatory agencies during emergencies to enable reporting of business status affecting required regulatory filings or reporting.

| **BCP ID** | **Regulatory Agency** | **Contact Names****(Primary and Secondary)** | **Address** | **Phone** | **email** |
| --- | --- | --- | --- | --- | --- |
| 9.1 | IRS |  |  |  |  |
| 9.2 | State Tax Dept. |  |  |  |  |
| 9.3 | Social Security |  |  |  |  |
| 9.4 | Licensing Bureau (if applicable) |  |  |  |  |
| 9.5 | SEC (if applicable) |  |  |  |  |
| 9.6 | FDA (if applicable) |  |  |  |  |
| 9.7 | <please expand this list to include contact information for all appropriate regulatory agencies> |  |  |  |  |

## 10. Critical Records and Systems

To ensure continuation of the business with minimal interruptions or negative impact to your customers, it is important to have access to critical information such as customer lists, orders, financial statements, personnel records, tax records, contracts, etc. These may reside in hard copy form or in electronic systems. For all of these records, regardless of the media or format, there must be backup copies available in the event of en emergency. Back up copies may be paper copies, microfilm, scanned files, electronic copies (CDs, DVDs, Memory stick etc.) or these may be maintained in computerized systems with remote access (i.e. Online Mailbox, online servers, etc.). The critical piece is that in the event of an emergency you can access the information you need quickly and from an alternate location. For this section, document each critical record (invoices, POs, contracts, etc.) and system (market research database, order processing system, web site server, etc.) and identify its backup. If you were to lose primary access to this information, where would you go to find it? This list should contain information needed to get to the back up record location or system (what do I need to know to be able to find this information in an emergency). It is not necessary to document system IDs and passwords here (unless you want to) but at a minimum you need to identify who has the necessary system IDs and passwords, pin, keys, combinations, etc. to be able to access the records/systems. Be sure to identify a primary and backup person here.

| **BCP ID** | **Critical Record or System** | **Backup Record Location / System (URL, Name&Address – how to find this information)** | **Primary Person With Access To This Information****(Name, Contract Tree ID)** | **BackUp Person With Access To This Information****(Name, Contract Tree ID)** |
| --- | --- | --- | --- | --- |
| 10.1 |  |  |  |  |
| 10.2 |  |  |  |  |
| 10.3 |  |  |  |  |
| 10.4 |  |  |  |  |
| 10.5 | <please expand this list to include contact information for all Critical Records and Systems> |  |  |  |

11. Backup Locations

To ensure continuation of critical business functions during activation of the BCP plan, backup/contingency locations must be identified for all essential operations which cannot be performed remotely (at home). Examples are laboratory or manufacturing operations, and conference facilities for meeting with customers. Backup sites should be far enough away from the primary work site to reduce the chances that the disaster will affect access to the backup site, but not so far as to prevent timely access by personnel. A general rule is for the backup site to be 20-50 miles from the primary site. Backup site information in the BCP plan must include directions instructing personnel how to get to the location. This list can either be compiled using the table below, or if backup location information is maintained in a separate system and a list can be printed or copied and pasted, attach it to this BCP plan as an Appendix and reference it here in place of the table.

| **BCP ID** | **Function / Operation** | **Backup Location Name\*** | **Contact Names****(Primary and Secondary)** | **Address** | **Phone** | **email** |
| --- | --- | --- | --- | --- | --- | --- |
| 11.1 |  |  |  |  |  |  |
| 11.2 |  |  |  |  |  |  |
| 11.3 |  |  |  |  |  |  |
| 11.4 |  |  |  |  |  |  |
| 11.5 | <please expand this list to include contact information for all appropriate backup locations> |  |  |  |  |  |

\* **Directions** and **Maps** to all backup locations are included in the Appendix Section of this BCP.

## 12. Backup Service Provider and Supplier Information

In the event of an emergency or disruption to primary business services and suppliers, a list of back up services and suppliers must be maintained for quick reference to enable restoration of essential business functions in a timely manner. This list can either be compiled using the table below, or if backup services and supplier information is maintained in a separate system and a list can be printed or copied and pasted, attach it to this BCP plan as an Appendix and reference it here in place of the table.

| **BCP ID** | **Service / Supplier** | **Company** | **Contact Names****(Primary and Secondary)** | **Address** | **Phone** | **email** |
| --- | --- | --- | --- | --- | --- | --- |
| 12.1 | <ex. Raw Materials, Manufacturing, Printing, Shipping, Order processing> |  |  |  |  |  |
| 12.2 | Computer services / web hosting |  |  |  |  |  |
| 12.3 | Payroll administration |  |  |  |  |  |
| 12.4 | File archives |  |  |  |  |  |
| 12.5 | <please expand this list to include contact information for all appropriate backup service providers and suppliers> |  |  |  |  |  |

## 13. Emergency Services Contact Information

In any emergency situation, it is essential to know who to contact. This information must be on hand for easy availability. List all critical emergency contact information in the table below so you have it all in once place for easy access.

| **BCP ID** | **Emergency Service** | **Contact Name(s)****(if it is important)** | **Address****(if it is important)** | **Phone****(include direct numbers if known, in case 911 services are unavailable)** | **Email / Web** |
| --- | --- | --- | --- | --- | --- |
| 13.1 | Local Police Dept. |  |  |  |  |
| 13.2 | State Police |  |  |  |  |
| 13.3 | Fire Dept. |  |  |  |  |
| 13.4 | Local Emergency Management Director |  |  |  |  |
| 13.5 | First Aid Squad |  |  |  |  |
| 13.6 | Hazmat |  |  |  |  |
| 13.7 | FBI |  |  |  |  |
| 13.8 | Homeland Security |  |  |  |  |
| 13.9 | Poison Control |  |  |  |  |
| 13.10 | Local Township/Municipality |  |  |  |  |
| 13.11 | <please expand this list to include contact information for all appropriate emergency services> |  |  |  |  |

# Section II - Business Risk Assessment and Impact Evaluation

This section of the BCP plan documents the risk associated with the disruption of any key business operation or process. Risk is defined as the combination of how likely a key operation will be disrupted, how much time before the business experiences the negative impact of losing the operation, and how much this disruption will hurt the business performance. (*Ex. The manufacturing plant can be shutdown for several months in the event that the river running through the property overflows and floods the building. Some flooding has occurred once every 3 years with major flooding occurring on average every 25 years. This will result in loss of sales within 2 days*).

The information documented in this section is used to justify the prioritization of the BCP plan activities and justify the money allocated to ensuring the continued operations during an emergency or disaster. (*Ex. A backup manufacturing site is qualified and PO-##### is issued to Company Z to enable start up of production within 1 day in the event of an emergency at the primary manufacturing facility. A new manufacturing site has been identified and a project initiated to relocate primary manufacturing to this site by 15-JUN-20##* ).

The more these figure can be quantified, the better will be the BCP decision-making.

To assist in this evaluation, use the scale indicated in the chart below.

Once this section is complete, this information will provide a roadmap for prioritizing the BCP tasks.

The result will be a list of key business operations/processes with risk levels assigned. The operations/processes with the lowest risk numbers will have the highest risk level. The high risk items are the ones which should receive the most attention when designing and implementing the BCP plan. These are the items which will hurt the business the most if they are not adequately addressed.

## 14A. Business Process Risk Evaluation

The critical elements of completing this section are:

* Identifying the key business operations and processes. These are operations or process which must be working in order for the business to continue.
* Identifying the likelihood of disruption (chances that something unexpected could happen which disrupts the key business operation or process). **SCALE: 1 – 10** (1 = Very High Likelihood of Unplanned Disruption, 10 = Very Low Likelihood of Unplanned Disruption)
* Identifying how significant the effect is of losing this operation or process. (i.e. people at risk, profits lost, customers lost) **SCALE: 1 – 10** (1 = Very High Significance To The Business, 10 = Very Low Significance To The Business). Identifying how long this operation can be disrupted before it negatively impacts the business. **Number of Days** without this operation before business would experience negative impact to operations and/or sales.

| **BCP ID** | **Key Business Process****(Operation/Process which must be working for the business to continue)**  | **(A) Likelihood Of Disruption** **SCALE:** **1 (High) - 10 (Low)** | **(B) Significance Of Negative effect if disrupted for more days than identified in (C)****SCALE:** **1 (High) - 10 (Low)**  | **(C) Time Before Negative Business Effect****(Number of Days)** | **BCP Priority****= (A)** x **(B) + (C)****(Lower Number = Higher Risk and Higher BCP Priority)** |
| --- | --- | --- | --- | --- | --- |
| 14.1 |  |  |  |  |  |
| 14.2 |  |  |  |  |  |
| 14.3 |  |  |  |  |  |
| 14.4 |  |  |  |  |  |
| 14.5 | <please expand this list to include information for all key business processes> |  |  |  |  |

## 14B. Business Process Disruption Impact Evaluation

For the key business processes identified in section 14A, evaluate the impact to the business of an unplanned disruption in terms of:

* Available work-arounds to temporarily replace the process *(ex. paper records can be processed manually in the event that a key computer system is unavailable, process can be outsourced to Company X).*
* How long can the business continue to operate until the process must be restored? *(ex. computer system must be back online within 3 months or costs and loss of efficiency will reach unsustainable levels).*
* What resources are needed for work-around and for restoration of the process? *(ex. for the duration of manual processing of paper forms, resources needed include: 3 temporary people working 8 hours per day each, 3 computers with internet access, 1 printer, XYZ software with 3 licenses, workspace for 3 people, 1 telephone, 1 FAX, etc.).*

 List the Key Business Processes in order of BCP Priority (lowest number first) using the information identified in the table in question 14A. The objective here is to identify which processes require the most immediate attention in the event of a disruption and what is required to address the disruption.

| **BCP ID****(From section 14A.)** | **Key Business Process** | **Work-arounds available to temporarily replace this process.** | **How long can business operate until process must be restored? (Number of Days)** | **Resources needed to temporarily replace this process. (People, Services, Equipment, Facilities, Money, etc.)** | **Resources needed to restore this process. (People, Services, Equipment, Facilities, money, etc.)** |
| --- | --- | --- | --- | --- | --- |
| 14.1 |  |  |  |  |  |
| 14.2 |  |  |  |  |  |
| 14.3 |  |  |  |  |  |
| 14.4 |  |  |  |  |  |
| 14.5 | <please expand this list to include information for all key business processes> |  |  |  |  |

# Section III - Pre-Emergency Planning

## 15. Risk Mitigation

Identify any risk mitigation options are available to reduce the chances of an unplanned disruption occurring and/or reduce the negative impact to the business. *(Ex. Create 2 backup copies of sales forecast and customer database and store in 2 different secure offsite locations. Location 1 is \_\_\_\_\_\_\_\_\_\_, location 2 is \_\_\_\_\_\_\_\_\_ ).*

| **BCP ID** | **Key Business Process** | **Risk Mitigation Plan****(if none possible, indicate “none”)** |
| --- | --- | --- |
| 15.1 |  |  |
| 15.2 |  |  |
| 15.3 |  |  |
| 15.4 |  |  |
| 15.5 | <please expand this list to include information for all key business processes> |  |

## 16. Emergency Materials and Supplies

For each Key Business Process, identify all critical emergency materials and supplies that need to be available in the event of an emergency or unplanned business interruption. This includes small disposable supplies (i.e. pens, paper, mailing supplies, etc.), office equipment (computers, printers, phones, etc.), production equipment (i.e. machinery needed to service customers, refrigerator, freezer, generator, batteries, tools, etc.) as well as raw materials and production supplies (i.e. paper, paint, lawn fertilizer, baking ingredients, gasoline, propane, etc.).

| **BCP ID** | **Key Business Process** | **Materials / Supplies needed (Location or Contact information)** |
| --- | --- | --- |
| 16.1 |  |  |
| 16.2 |  |  |
| 16.3 |  |  |
| 16.4 |  |  |
| 16.5 | <please expand this list to include information for all key business processes> |  |

# Section IV - BCP Plan Activation and Implementation

In this section, identify the triggers for activating the BCP plan (what events must occur in order to activate the BCP plan), who is involved in activating the BCP plan, and what are the steps to activate and implement the plan. All key business processes identified in Section 14A should be listed in Section 16 in order of BCP priority.

Start times should be specified based on impact evaluation information captured in section 14B (*ex. if production line downtime causes loss of customer orders within 2 days, then trigger is that production line is down for more than 1 day and target start time for production operation BCP should be specified to have a backup process in place within 2 days*).

## 17. Plan Activation

| **BCP ID** | **Key Business Process** | **BCP Activation Trigger** | **Responsible Individual(s) for Activating / Implementing BCP** | **BCP Plan ID (refer to section 18)** | **BCP Contact Tree\* (refer to sections 3 and 4)** |
| --- | --- | --- | --- | --- | --- |
| 17.1 |  |  |  |  |  |
| 17.2 |  |  |  |  |  |
| 17.3 |  |  |  |  |  |
| 17.4 |  |  |  |  |  |
| 17.5 | <please expand this list to include information for all key business processes> |  |  |  |  |

\*Upon activation of the BCP plan initiate the contact tree (Refer to Sections 3 and 4) to account for all personnel and to alert team members of BCP activation

18. Plan Implementation

In this section, define the tasks needed to start operating under the BCP plan. For each task, document who is assigned the responsibility for completing the task. The tables below are set up to document the tasks, who is responsible and a section for verification that the task was completed. As an alternative to these tables, the implementation plan can be a separate document attached to this document as an Appendix.

**18.2 Key Business Process: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

| **Start Time from BCP Activation (Days, Hours)** | **BCP Task** | **Assigned To** | **Completion Verification** **(enter Initials / Date / Time upon completion)** |
| --- | --- | --- | --- |
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**18.2 Key Business Process: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

| **Start Time from BCP Activation (Days, Hours)** | **BCP Task** | **Assigned To** | **Completion Verification** **(enter Initials / Date / Time upon completion)** |
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**18.3 Key Business Process: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

| **Start Time from BCP Activation (Days, Hours)** | **BCP Task** | **Assigned To** | **Completion Verification** **(enter Initials / Date / Time upon completion)** |
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<Please copy this section for each key business process.>

# Section V - BCP Plan Deactivation and Restoration of Normal Operations

Once the emergency situation has passed or is no longer an impact to the business, it is important to know what to do to get back to normal business operations and when to start doing this. This information needs to be defined before an emergency happens.

## 19. BCP Plan Deactivation

In this section, document the BCP De-Activation Trigger for each Key Business Process; what would need to happen in order to stop following the BCP plan and go back to conducting business like you did before the emergency (Ex. *Utilities at primary work location have been restored*). Be sure to document who is responsible for deactivating the BCP and initiating the restoration plan. Also be sure to document the affected Contact Tree (i.e. who needs to be informed of the deactivation of the BCP and initiation of the restoration).

| **BCP ID** | **Key Business Process** | **BCP De-Activation Trigger** | **Responsible Individual(s) for De-Activating BCP and initiating Restoration Plan** | **Restoration Plan ID (refer to section 20)** | **BCP Contact Tree\* (refer to sections 3 and 4)** |
| --- | --- | --- | --- | --- | --- |
| 19.1 |  |  |  |  |  |
| 19.2 |  |  |  |  |  |
| 19.3 |  |  |  |  |  |
| 19.4 |  |  |  |  |  |
| 19.5 | <please expand this list to include information for all key business processes> |  |  |  |  |

## 20. Return To Normal Operations

In this section, define the tasks needed to move from operating under the BCP plan to restoring normal operations. For each task, document who is assigned the responsibility for completing the task. The tables below are set up to document the tasks, who is responsible and a section for verification that the task was completed. As an alternative to these tables, the restoration plan can be a separate document attached to this document as an Appendix.

**20.1 Key Business Process: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

| **Restoration Task** | **Assigned To** | **Completion Verification** **(enter Initials / Date / Time upon completion)** |
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**20.2 Key Business Process: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

| **Restoration Task** | **Assigned To** | **Completion Verification** **(enter Initials / Date / Time upon completion)** |
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**20.3 Key Business Process: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

| **Restoration Task** | **Assigned To** | **Completion Verification** **(enter Initials / Date / Time upon completion)** |
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<Please copy this section for each key business process.>

# Section VI - BCP Plan Testing

To ensure that a BCP plan will be effective in the event of an emergency, it is important to test it out. Just like a fire drill tests out how good your plan is for evacuating the area in an emergency and how well people are trained and prepared to respond to an evacuation, you need to know how well your BCP plan is set up and how well people can follow it. Testing will identify any areas that need attention or revising. Ideally, the test should be documented in a report which is attached to the BCP plan to document what was done, what the results were and any follow up actions that need to be taken to ensure effectivity of the BCP plan.

| **BCP Plan Test Date** | **Completed By****(Printed Name/Signature/Date)** |
| --- | --- |
|  | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ / \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ / \_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
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# Section VII - BCP Plan Maintenance

It is important to keep a BCP plan current and up to date in order for it to be useful when you really need it. This means that the plan must be reviewed and information updated on a regular or as-needed basis. This can either be done every year or every 6 months as it makes sense, or it can be every time there is a change that impacts on the information contained in the BCP plan.

When the plan is reviewed, indicate the date the plan was reviewed and what changes, if any, were made. If the plan is reviewed on a regular time basis, then it is possible that the review will find that all of the information is current and correct and thus no changes are necessary. It is still important to indicate the date and completion of this review to specify that the plan is still current.

| **BCP Plan Review Date** | **Updates / Changes Made, if any.****(brief description of sections updated)** | **Completed By****(Printed Name/Signature/Date)** |
| --- | --- | --- |
|  |  | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ / \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ / \_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
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# Section VIII - Appendices / Attachments

Appendices or attachments are supporting documents that are attached to the BCP plan document. It is important to have these documents on hand in the event of an emergency. By attaching copies of them to the BCP plan, you will have these all in once place in case you need them and cannot access your regular work location.

## Appendix \_\_\_ - <insert title here>

Examples:

* Map to alternate locations
* List of suppliers
* Contact list for temporary resources
* Customer list
* Instructions on how to set up a remote office network
* List of IDs and passwords for online systems
* BCP Plan test reports