BUSINESS CONTINUITY PLAN

<table>
<thead>
<tr>
<th>Code:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Version:</td>
</tr>
<tr>
<td>Date of version:</td>
</tr>
<tr>
<td>Created by:</td>
</tr>
<tr>
<td>Approved by:</td>
</tr>
<tr>
<td>Confidentiality level:</td>
</tr>
</tbody>
</table>

©2019 This template may be used by clients of Advisera Expert Solutions Ltd. www.advisera.com in accordance with the License Agreement.
Change history

<table>
<thead>
<tr>
<th>Date</th>
<th>Version</th>
<th>Created by</th>
<th>Description of change</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>0.1</td>
<td>27001Academy</td>
<td>Basic document outline</td>
</tr>
</tbody>
</table>

Table of contents

1. PURPOSE, SCOPE AND USERS ........................................................................................................... 3
2. REFERENCE DOCUMENTS ................................................................................................................ 3
3. BUSINESS CONTINUITY PLAN .......................................................................................................... 3
   3.1. PLAN CONTENT ............................................................................................................................ 3
   3.2. ASSUMPTIONS ............................................................................................................................. 3
   3.3. APPOINTMENTS AND AUTHORITIES ......................................................................................... 3
   3.4. PLAN ACTIVATION; PLAN DEACTIVATION .................................................................................. 4
   3.5. COMMUNICATION ....................................................................................................................... 5
   3.6. SITES AND TRANSPORTATION .................................................................................................. 5
   3.7. ORDER OF RECOVERY FOR ACTIVITIES .................................................................................. 5
   3.8. INTERDEPENDENCIES AND INTERACTIONS ............................................................................ 6
   3.9. REQUIRED RESOURCES ........................................................................................................... 6
4. RESTORING AND RESUMING BUSINESS ACTIVITIES FROM TEMPORARY MEASURES ................ 7
   4.1. PRESERVATION OF DAMAGED ASSETS AND EVALUATION OF DAMAGE ............................. 7
   4.2. ASSESSMENT OF THE SITUATION & DETERMINING OPTIONS AND RESPONSIBILITIES ....... 7
   4.3. DEVELOPING ACTION PLANS .................................................................................................. 8
5. VALIDITY AND DOCUMENT MANAGEMENT .................................................................................. 8
6. APPENDICES .................................................................................................................................... 9
1. Purpose, scope and users

The purpose of the Business Continuity Plan is to define precisely how [organization name] will manage incidents in the case of a disaster or other disruptive incident, and how it will recover its activities within set deadlines. The objective of this plan is to keep the damage of a disruptive incident at an acceptable level.

This plan is applied to all critical activities inside the scope of the Information Security Management System (ISMS) [Business Continuity Management System (BCMS)].

Users of this document are all staff members, both inside and outside the organization, who have a role in business continuity.

2. Reference documents

- ISO 22301 standard, clause 8.4
- ISO/IEC 27001 standard, clause A.17.1.2
- List of statutory, regulatory, contractual and other requirements
- Business Continuity Policy
- Business Impact Analysis questionnaires
- Business Continuity Strategy

3. Business Continuity Plan

3.1. Plan content

The Business Continuity Plan consists of these major parts:

- Business Continuity Plan – defines top-level rules for business continuity
- Incident Response Plan – Appendix 1 – a plan that defines direct response to the occurrence of various types of incidents
- Disaster Recovery Plan – a plan that defines the recovery of IT infrastructure and IT services
- Recovery plans for individual activities - these are prepared separately for each activity - Appendix 7 and on - plans dealing with the recovery of necessary resources for each activity

3.2. Assumptions

3.3. Appointments and authorities
### Crisis Management Team

<table>
<thead>
<tr>
<th>Members:</th>
<th>Substitutes:</th>
<th>Role:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Crisis Management Support Team

<table>
<thead>
<tr>
<th>Members:</th>
<th>Substitutes:</th>
<th>Role:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

The purpose of the Crisis Management Team is to make all key decisions and coordinate actions involved in managing the disruptive incident. Members of the Crisis Management Support Team are directly involved in the execution of plans and tasks.

### Type of Decision | Who is Authorized
--- | ---
How small incidents related to IT and communications technology are resolved | Employees in [name of organizational unit]

---

3.4. **Plan activation; plan deactivation**

[Commented [27k10]: To learn more about this topic, read this article: Activation procedures for business continuity plan](https://advisera.com/27003academy/blog/2011/09/16/activation-procedures-for-business-continuity-plan/)
The Incident Response Plan is activated automatically in case an incident occurs, or a potential incident is threatening its activities. The Incident Response Plan is deactivated after an incident has longer than the recovery time objective for that activity. The decision of the Crisis Manager may be written or oral.

3.5. Communication

The following means will be used for communication between the Crisis Management Team and activities, and between activities themselves - they are ordered according to priority (the first one from the list is to be used first, in case it is not available, the next one is used):

1. [Communication means 1]
2. [Communication means 2]

[Job title] in the Crisis Management Team is responsible for coordinating communication with all activities.

3.6. Sites and transportation

[Job title] is responsible for ensuring access to each provided alternative site. Appendix 3 specifies all provided alternative sites.

3.7. Order of recovery for activities

Activities must be recovered in the following order:

<table>
<thead>
<tr>
<th>No.</th>
<th>[Activities]</th>
<th>[Recovery time]</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Commented [27k11]: To learn more about this topic, read this article:

Enabling communication during disruptive incidents according to ISO 22301
https://advisera.com/27001academy/blog/2016/12/19/enabling-communication-during-disruptive-incidents-acco
### 3.8. Interdependencies and interactions

The dependencies and interactions between activities, as well as with suppliers and external parties, are described in the interdependency matrix. The interdependency matrix can be found in Annex B. This Annex is not included in this plan.

### 3.9. Required resources

Resources that are required for the recovery of the activities are listed in their recovery plans; the required resources are described in the Resource Management Plan and the Resource Management Log.

Team, is equipped as follows:

<table>
<thead>
<tr>
<th>Name of resource</th>
<th>Description</th>
<th>Amount</th>
<th>Person</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Data in electronic form:</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Communication</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
4. Restoring and resuming business activities from temporary measures

The purpose of restoration and resuming the business activities from temporary measures is to bring the company back to a normal state and prevent any further damage.

The steps described in this section are not time critical – they are to be performed in proportion with the resources available and the stage of recovery.

The following steps need to be performed, in this order:

1. Preservation of the damaged assets and evaluation of damage
2. [Job title] will nominate the team for preserving the damaged assets – the focus of this team is to prevent the damage from spreading.

4.1. Preservation of damaged assets and evaluation of damage

4.2. Assessment of the situation & determining options and responsibilities

[Job title] will determine the options and responsibilities for the recovery and repair process. This includes the following:

- [Job title] will determine the options and responsibilities for the recovery and repair process. This includes the following:
  - [Job title] will determine the options and responsibilities for the recovery and repair process. This includes the following:
    - [Job title] will determine the options and responsibilities for the recovery and repair process. This includes the following:
      - [Job title] will determine the options and responsibilities for the recovery and repair process. This includes the following:
support key products and services (activities with lower priority) will be recovered/resumed, and (4) whether there are enough human resources to support normal operations, etc.

- Making claims against insurance policies
- Restoring facilities
- [other responsibilities]
- [other responsibilities]
- [other responsibilities]
- [other responsibilities]
- [other responsibilities]
- [other responsibilities]

4.3. Developing action plans

Each responsible person must develop an action plan for his/her area of responsibility, which will – amongst other information – contain the following: (1) steps to be taken, (2) required human resources needed to perform the action plan, and (3) the time frame for completing the action plan. The responsible person will have to report to the steering group when completing the action plan and perform the review of the steps once they are completed.

5. Validity and document management

This document is valid as of [date]

This document is stored in the following way:

- the paper form of the document is stored at the following locations: Command Centre, [list locations]
- the electronic form of the document is stored in the following way: [provide location on the intranet]

The owner of this document is [job title], who must check and if necessary update the document at least once a year.

When evaluating the effectiveness and adequacy of this document, the following criteria need to be considered:

- [criteria 1]
- [criteria 2]
- [criteria 3]
6. Appendices

- Appendix 1 – Incident Response Plan
- Appendix 2 – Incident Log
- Appendix 3 – List of Business Continuity Sites
- Appendix 4 – Transportation Plan
- Appendix 5 – Key Contacts
- Appendix 6 – Disaster Recovery Plan
- Appendix [number] – Activity Recovery Plan for [name of activity]

[signature]

[Commented [27A20]: List separately for each activity.]

[Commented [27A21]: Only necessary if the Procedure for Document and Record Control prescribes that paper documents must be signed.]

©2019 This template may be used by clients of Advisera Expert Solutions Ltd. www.advisera.com in accordance with the License Agreement.