



BUSINESS CONTINUITY PLAN

Organisation Name:

Click or tap here to enter text.

Plan Author:

Click or tap here to enter text.

Publish Date:

Click or tap to enter a date.

Version:

Click or tap here to enter text.

Instructions for Completion

This Business Continuity Plan (BCP) template has been designed to provide a non-technical, practical approach to business continuity, specifically to help small and medium-sized enterprises (SMEs) develop and implement a proportionate and effective BCP. The template focuses on simplicity and usability, ensuring it can be completed without specialist business continuity knowledge.

The purpose of the plan is to help organisations prepare for, respond to, and recover from incidents and disruptive events, reducing the impact on critical activities, staff, customers, and stakeholders.

Each section of the template contains a short descriptor. These descriptors explain:

- The purpose of the section, and
- The type of information that should be provided.

When completing the plan, users should refer to these descriptors as guidance only. Once the relevant information has been entered, the descriptors should be deleted to leave a clear, concise final plan.

The template has been developed in Microsoft Word and has deliberately been left fully customisable. Organisations are encouraged to:

- Add additional sections or prompts where appropriate
- Amend headings or layout to suit their operating model
- Adapt the design, structure, or formatting to align with internal standards or branding

There is no requirement to complete every section if it is not relevant to the organisation. The plan should remain proportionate to the size, complexity, and risk profile of the business.

Once completed, the BCP should be:

- Reviewed regularly
- Updated following significant organisational or operational changes
- Tested where possible to ensure it remains practical and effective

The completed plan should be accessible to those responsible for managing incidents and continuity arrangements.

Contents

To be added before completion.

1. Purpose & Scope

1.1 Purpose

In this section identify what the purpose of this document is, e.g. to support the business in its response to an event/incident which is impacting the ability to deliver key activities/services.

Click or tap here to enter text.

1.2 Objectives

In this section identify what this plan will include to achieve its purpose. E.g. It will identify roles and responsibilities, it will identify key activities/services, it will outline continuity strategies etc.

- Click or tap here to enter text.

1.3 Scope

In this section outline which parts of the business this plan covers, if not all the business. Identify any assumptions that have been made when planning and any limitations to what the plan covers.

Click or tap here to enter text.

2. Organisation Overview

2.1 Business Profile

In this section provide a summary of your business including what the nature of your business is, where you operate, what your customer base is etc.

Click or tap here to enter text.

2.2 Organisational Structure

In this section provide a narrative of your organisations structure including senior leadership, key decision makers and the different departments etc.

Click or tap here to enter text.

2.3 Critical Stakeholders

In this section provide a narrative of who your critical stakeholders are i.e. customers, suppliers, regulators etc. You do not have to list all of them but provide a summary of the type of clients or suppliers that the business has.

Click or tap here to enter text.

2.4 Key Dependencies

In this section use the table provided to identify what your business depends on in each of the categories (which are deemed applicable). This can include key software or machinery, offices or other premises, third parties such as suppliers, contractors, partners, and utilities such as electricity, gas, water etc.

Category	Dependencies
Technology	Click or tap here to enter text.
Premises	Click or tap here to enter text.
Third Parties	Click or tap here to enter text.
Utilities	Click or tap here to enter text.

3. Roles & Responsibilities

3.1 Plan Ownership

In this section identify who is responsible for approving and maintaining this plan. That may be an individual(s) or a specific group like a senior leadership team or a specialist team.

Click or tap here to enter text.

3.2 Incident Management Roles

In this section identify the structure that would be implemented to manage and coordinate the response to an incident affecting your business. Who will be the incident manager? Who will your incident management team consist of? Who can deputise for your primary participants?

Click or tap here to enter text.

3.3 Functional Responsibilities

In this section outline the responsibilities of different departments/teams/roles in the response to an incident. Identify what tasks they are responsible for carrying out. E.g. the Operations Manager is responsible for overseeing the implementation of the required continuity strategies.

Click or tap here to enter text.

4. Risk Assessment Summary

4.1 Risk Assessment Approach

In this section summarise the methodology you have used to assess risk to your business. You may also want to provide a link to your risk assessment.

Click or tap here to enter text.

4.2 Key Risks

In this section outline the potential impact for the identified key risks (you can always add your own from your risk assessment) and identify what mitigations are in place to either prevent or reduce the impact of these risks should they materialise.

Key Risk	Potential Impacts	Mitigations
Loss of Staff		
IT Failure		
Loss of Premise		
Supplier Failure		

5. Business Impact Analysis

In this section use the table to outline your key business activities and provide details to help you identify what the impact would be if that activity was disrupted, how long your business could cope without that activity (hours, days, weeks etc.), who you need to deliver each activity, and what systems or equipment are required.

Business Activity	What Happens if This Stops?	How Long Can We Cope?	People Needed	Systems/Equipment Needed

6. Incident Response & Activation

6.1 Business Continuity Triggers

In this section identify what would trigger the need for the business continuity plan. This could be disruption to the delivery of services, impacts to the normal operating environment, issues that could cause negative impacts to the business etc.

Click or tap here to enter text.

6.2 Activation Criteria

In this section provide detail on who has the authority to activate the business continuity plan and what the thresholds are for activating this plan (linked to the triggers in the previous section) and what the thresholds are for escalating issues within the organisation's hierarchy.

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6.3 Initial Response Actions

In this section list what initial actions would be taken in the response to an incident/disruption. This could include things such as, making sure all staff are safe, evacuating a premise, calling the emergency services, notifying senior management etc.

Click or tap here to enter text.

6.4 Key Incident Management Actions

In this section outline the actions that the incident management team would be responsible for to ensure that the incident can be dealt with effectively. This could include ensuring actions and decisions are logged, coordinating deployment of resources, regularly reviewing the impacts and continuity strategies etc.

Click or tap here to enter text.

7. Continuity Strategies

In this section use the table to outline your continuity approaches for each business activity i.e. what we will do if we can't do it our normal way. You can then outline how you will implement this approach, identify any needs to implement the approach i.e. paper forms, replacement equipment etc. You can also identify what limitations this approach would have compared to your normal approach e.g. slower delivery time, less output etc.

Business Activity	Continuity Approach	How We Will Do This	What We Need in Place	Limitations

8. Communication Plan

8.1 Communication Principles

In this section identify what your key principles are around the provision of communications in an incident/disruption. This could be statement which includes things such as a commitment to accuracy, timeliness and avoiding misinformation etc.

Click or tap here to enter text.

8.2 Internal Communications

In this section outline how you communicate with staff during an incident/disruption. What communication methods would you use? What back-up methods do you have if your main medium is impacted? How frequently will you communicate with them? Who is responsible for managing internal communications?

Click or tap here to enter text.

8.2 External Communications

In this section outline how you communicate with external stakeholders such as customers, suppliers, regulators etc. in an incident/disruption. What communication methods would you use? What back-up methods do you have if your main medium is impacted? How frequently will you communicate with them? Who is responsible for managing internal communications?

Click or tap here to enter text.

8.3 Media and Public Statements

In this section outline how you will communicate with the media or issue public statements, if relevant. Identify who can talk to the media and how statements are signed off.

Click or tap here to enter text.

9. Returning to Business as Usual

9.1 Managing Backlogs

In this section outline how you will look to reduce any backlogs in work that have been caused by the incident/disruption. What actions might you take to help manage these?

Click or tap here to enter text.

9.2 Stand-Down Criteria

In this section identify how you will stand down your response to the incident/disruption and move back to business-as-usual approaches. What are your triggers? Who can decide this? What actions do you take to formally close the incident?

Click or tap here to enter text.

10. Training, Validation & Maintenance

10.1 Training Requirements

In this section identify who needs to have training to be familiar with the business' business continuity plan and what frequency they need to undertake this training. If training is not delivered in-house, identify how they may receive this training.

Click or tap here to enter text.

10.2 Exercising & Validation

In this section identify how you will exercise this plan to ensure that the contents are valid and fit for purpose. Outline the frequency that you will exercise this plan.

Click or tap here to enter text.

10.3 Lessons Management

In this section identify how you will capture lessons identified either in exercises or when responding to incidents that can improve this plan, business continuity procedure or the resilience of your business.

Click or tap here to enter text.

10.4 Review Cycle

In this section identify how frequently this plan will be reviewed. Good practice is to review plans a minimum of every 3 years.

Click or tap here to enter text.

10.5 Change Triggers

In this section identify what changes within your business could trigger the need to update this plan outside of your scheduled review period. This could include organisational changes, introduction of new methods of work or learning from incidents that have occurred.

Click or tap here to enter text.

Appendix B: External Contacts

Name	Primary Contact No.	Secondary Contact No.	Email
Emergency & Medical Services			
Utilities			
Key Suppliers			

Name	Primary Contact No.	Secondary Contact No.	Email
Customers			

Dependencies: including both internal and external stakeholders you rely on, as well as those who rely on your service.

