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COMPANY

BCP Guidance

DATE 2025

BCP Guide

# 1.0 About the Plan

## 1.1 Plan Details and Version Control

The Plan Owner is the senior responsible owner of Business Continuity Management and is responsible for ensuring there is sufficient capability to manage incident response and maintain critical activities.

A decision needs to be made in the ‘review schedule’ box as to how frequently the plan will be reviewed - the minimum legal requirement is an annual review. Similarly, a decision also needs to be made about the date of the plan exercise – this is required to provide the organisation with assurance that the plan is validated and fit-for-purpose in the context of an incident.

In terms of plan storage, it is recommended that a hard copy of the plan is contained within the emergency ‘grab bag’ as a way of mitigating against a loss of premises and loss of ICT risks. A check list for the contents of a grab bag can be found at Appendix E. It is also recommended that a copy of the plan is stored electronically on the ICT network to mitigate against the loss of the hard copy format through fire or flood etc. For additional resilience it is also recommend that all nominated Incident Managers have a hard copy of the plan stored securely off site, this is to ensure an out of hours response can be implemented if needed, as well as mitigating against the loss of ICT and the loss of premises risks.

Version control is crucial in the effective maintenance and upkeep of the plan – you should document the version number of the plan and record details of any changes in the version control box. Whenever the plan is updated, you must re-issue the plan so that the most up-to-date hard copy version is available for all people who need it.

## 1.2 Plan Purpose and Scope

The plan is designed to provide a flexible framework to manage the response to any service disruption or emergency , maintain critical activities and recover from the incident quickly and efficiently.

When providing details of any documented procedures that support the operation of this plan, examples may include reference to any out of hours rota’s in place to provide an out of hour’s service response or you may wish to refer to specific response plans for certain known scenario’s, such as a specific snow plan.

## 1.3 Plan Activation

In an incident, effective communication is vital to ensure all relevant parties are kept informed and engaged – this section of the plan requires a phased response in notifying the appropriate people, both internally and externally depending on the extent and nature of the incident and what type of response is required.

The plan activation process flow chart should provide the relevant Incident Manager with a series of guidance information to help determine what kind of response is required – this may require the activation of pre-planned alternative ways of working or may need an alternative approach not considered before.

# 2.0 Incident Management

The primary purpose of this part of the plan is to protect the safety and welfare of staff, visitors and the public – this is normally in response to ‘no notice’ incidents such as a fire or other emergency situation and will require urgent communication with all your key stakeholders. This phase of your response may also involve taking steps to protect your vital assets e.g., equipment and data (if possible, under the circumstances) to support you in the business continuity phase of response.

# 3.0 Business Continuity

This part of your response usually follows on from an incident management phase but may be the starting point for pre-planned business continuity incidents such as industrial action or for slowly developing scenario’s that are not ‘no notice’ emergencies but have the potential to disrupt critical service activities over time, one example of this type of scenario is a flu pandemic.

The premise of this type of planning is to focus on the impact of an incident rather than its cause. By having a range of pre-agreed strategies or tactical options to manage a loss of staff, premises, ICT or supply chain that are already rehearsed and understood by staff, it will improve the speed and quality of your response, thus minimising the potential impact and cost of an incident and ensuring that our customers are not unduly affected.

This section consists of both a checklist to guide you in your response and a range of generic actions that should be applicable to most scenarios. These are obviously broad tactics and you will need to consider the detail of how this will apply to your business, and any additional tactics that would meet your needs.

# 4.0 Recovery and Resumption

This phase of your incident response is concerned with getting all of your service activities back up and running and returning to ‘business as usual’ as quickly as possible. Where the impact of the incident is prolonged, normal operations may need to be delivered under new circumstances e.g. from a different building on a longer term basis. This section of the plan is similar to previous sections in the sense that it includes generic actions to guide the recovery and resumption of your service and should be applicable to most scenarios.

This phase will almost certainly require the management of resource to catch up with the backlog of work that will inevitably have accumulated during the business continuity/ This phase of response should help to ensure any non-critical activities suspended as part of your business continuity response are recovered within appropriate timescales.

# 5.0 Roles and Responsibilities

Having clearly defined roles will help ensure and effective response to an incident, and the below roles are suggested as key within any business continuity plan. The roles can be undertaken by more than one member of staff, similarly one individual may be responsible for more than one role. Ensure that all staff are clear about their role and what is expected of them in an incident.

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