

ORGANISATIONAL RESILIENCE

Critical components of a Business Continuity Plan (BCP)

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When we say we have a "BCP"

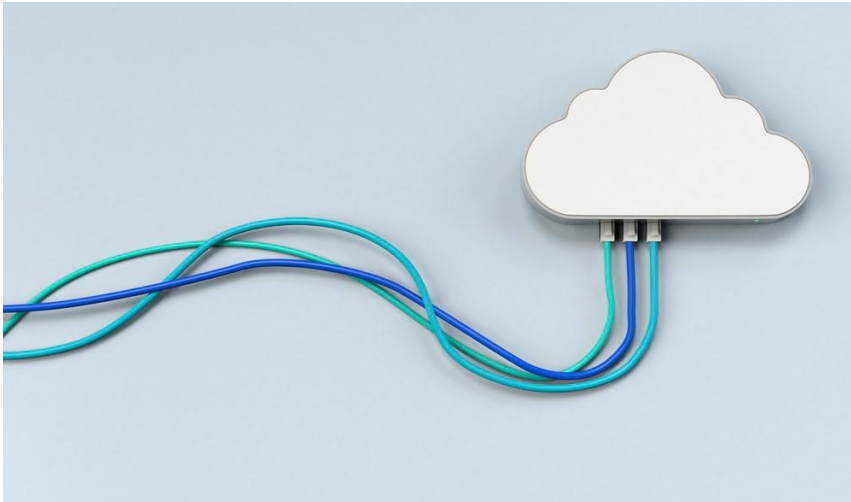
How often have you come across a conversation or an internal request (or discussion), when our colleagues or members of the senior management team ask for a "BCP"? Or perhaps, when asked about the "status or progress of the company's BCP"?

After experiencing the recent global COVID-19 pandemic, almost every organisation or government would have been familiar with the term "BCP". But are we referencing it correctly?

Does a "BCP" refer to an organisation's internal state of preparedness? Is it referring to some form of programme in place? Or does it refer to any existing documentation which informs readers or action parties on the specific steps to take following a fire outbreak scenario? Or is it a combination of all the above?

According to ISO 22301:2019, a "business continuity plan" refers to "**documented information that guides an organisation to respond to a disruption and resume, recover and restore the delivery of products and services consistent with its business continuity objectives**". Sounds simple right? Let's explore what contents are generally covered.

Organisational Resilience



Components of a BCP

The following summarises what is generally required in a BCP document. However, do note that the specific contents (and details) will depend primarily on the organisation's scope of services coverage and the requirements set out by the respective regulators within your area of operations.

From a brief overview, a BCP should contain the following contents:

1. **Introduction:** Provides an overview of the BCP and explains its purpose and scope.
2. **Policy and Objectives:** Describes the policy and objectives that guide the development and implementation of the BCP.
3. **Risk Assessment:** Identifies potential risks and threats to the organization, evaluates their likelihood and potential impact, and prioritizes them based on severity.
4. **Business Impact Analysis (BIA):** Analyses critical business functions and processes, identifies the resources needed to maintain them during a disruption, and prioritizes them based on their importance to the organization.
5. **Recovery Strategies:** Outlines the strategies and actions needed to recover critical business functions and processes, including IT systems, infrastructure, and data.

“What is generally believed to be required in your BCP, may not always be applicable.

Be sure to engage a certified business continuity consultant to avoid unnecessary effort”



Components of a BCP

6. **Emergency Response Procedures:** Describes the procedures for responding to an emergency or crisis situation, including communication protocols, evacuation procedures, and emergency contact information.
7. **Crisis Communications Plan:** Outlines the processes and protocols for communicating with employees, stakeholders, customers, and the media during and after a disruptive event.
8. **Testing and Maintenance:** Describes the process for testing the BCP and maintaining it to ensure that it remains effective and relevant to the organization's needs.
9. **Training and Awareness:** Outlines the training and awareness activities needed to ensure that employees are prepared to respond to a disruption and understand their roles and responsibilities in the BCP.
10. **Appendices:** Includes supporting documentation, such as contact lists, emergency response checklists, and other relevant information.

Next steps

Having a document that incorporates the above components or one that establishes “step by step” response and recovery measures is a good indication that your BCP is heading towards the right direction. Do ensure your BCP is tested and exercised on a regular basis and reviewed at pre-defined intervals.

For further discussion on ensuring your BCP is in good order, we’d be delighted to have a discussion on this subject. Do reach out to us at (65) 6679-6231 or via email at: Enquiries@infinitycontinuity.com

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