Response to disruptions

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**1. Subject**

**1.1 Purpose**

The purpose of this procedure is to respond to a disruption by protecting the health and safety of staff and reducing the impacts on the company's activities.

**1.2 Scope**

This procedure applies to all disruptions to our company's critical activities.

Topics covered may include:

* security (of staff and the company)
* work practices
* confidentiality of data (financial and business)
* environmental protection

**1.3 Glossary**

BCMS – business continuity management system

BCP - business continuity plan

**2. Responsibility**

The business continuity manager has the authority to write and update this procedure.

**3. Documents**

**3.1 Procedures**

Business continuity

Business continuity plan

Warning and communication

**3.2 Instructions and records**

Business impact analysis

Risk treatment

Strategies and solutions

Risk communication

Disruptions, decisions

Crisis team

Business continuity plans

**4. Requirements of the ISO 22301: 2019 standard**

8.4.2 Response structure

8.4.2.1 The organization shall implement and maintain a structure, identifying one or more teams responsible for responding to disruptions.

8.4.2.2 The roles and responsibilities of each team and the relationships between the teams shall be clearly stated.

8.4.2.3 Collectively, the teams shall be competent to:

a) assess the nature and extent of a disruption and its potential impact;

b) assess the impact against pre-defined thresholds that justify initiation of a formal response;

c) activate an appropriate business continuity response;

d) plan actions that need to be undertaken;

e) establish priorities (using life safety as the first priority);

f) monitor the effects of the disruption and the organization’s response;

g) activate the business continuity solutions;

h) communicate with relevant interested parties, authorities and the media.

8.4.2.4 For each team there shall be:

a) identified personnel and their alternates with the necessary responsibility, authority and

competence to perform their designated role;

b) documented procedures to guide their actions (see 8.4.4), including those for the activation, operation, coordination and communication of the response.

**5. Development**

**5.1 Identification**

A disruption is identified following monitoring of all staff.

When the alert threshold or the severity level is exceeded, any person who has detected the threat immediately notifies their line manager, who will contact a member of the crisis team.

The disruption is assessed in relation to its nature and its impact on critical activities.

Internal and external communication is activated to inform stakeholders of the disruption, its nature and its impact.

The crisis team establishes a central point of coordination.

Team members have the tools, resources and authority to respond effectively.

Preparing for threats of disruption means:

* raise awareness and train staff
* establish a strategy and share it with relevant stakeholders
* provide detection and monitoring tools
* plan the different responses

**5.2 Management**

An investigation is being carried out to determine the root causes of the disruption.

If necessary, external experts are called upon.

A specific but flexible plan is put in place to address the main vulnerabilities identified during the survey.

The crisis team decides on the solutions to put in place in order to avoid or mitigate the spread of the disruption. Depending on the case:

* evacuation of the affected area
* zone isolation
* immediate actions to minimize the impact on critical activities

**5.3 Responses**

The solutions available are numerous (procedures, instructions, measures to follow) and are linked to the severity and impact of the disruption.

The response time and resolution time are adapted.

The objectives of the responses are determined and relate to imminent threats, risk reduction and staff training.

The selected answers are based on envisaged scenarios:

* earthquake, fire, flood:
  + contact:
* the police
* emergency assistance
  + measures to be applied
* power failure, electricity, water, gas:
  + contact:
* emergency services
  + measures to be applied
* failure of means of communication:
  + emergency means of communication
* computer attack:
  + emergency computer system
  + application of the incident response plan
* sabotage or terrorism:
  + contact the police
  + apply the Vigipirate plan

Conduct a post-incident review to assess response effectiveness and identify areas for improvement.

**5.4 Recovery**

Systems and applications are recovered using backup and recovery procedures.

The functionality of restored systems is verified and validated before returning them to normal operation.

Lessons learned are included in the disruption response plan and are shared with relevant stakeholders.