Business continuity plan

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**1. Subject**

**1.1 Purpose**

The purpose of this procedure is during a disruption:

* protect critical activities
* minimize impacts

**1.2 Scope**

The scope of the “Business continuity plan” procedure applies to all departments of our company.

**1.3 Glossary**

ICT – information and communication technology

BCP - business continuity plan

**2. Responsibility**

The business continuity manager has the authority to write and update this procedure. He is responsible for its implementation and has the support of the director.

**3. Documents**

**3.1 Procedures and processes**

Response to disruptions

Exercise and test

Assess risks

Anticipate emergency situations

Recover activities

**3.2 Instructions and records**

Business continuity objectives

Crisis team

Business impact analysis, results

Strategies and solutions

Business continuity plans

Exercise programs

Exercise results

Review of business continuity capabilities

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

8.4.4 Business continuity plans

8.4.4.1The organization shall document and maintain business continuity plans and procedures.

The business continuity plans shall provide guidance and information to assist teams to respond to a disruption and to assist the organization with response and recovery.

8.4.4.2Collectively, the business continuity plans shall contain:

a) details of the actions that the teams will take in order to:

1) continue or recover prioritized activities within predetermined time frames;

2) monitor the impact of the disruption and the organization’s response to it;

b) reference to the pre-defined threshold(s) and process for activating the response;

c) procedures to enable the delivery of products and services at agreed capacity;

d) details to manage the immediate consequences of a disruption giving due regard to:

1) the welfare of individuals;

2) the prevention of further loss or unavailability of prioritized activities;

3) the impact on the environment.

8.4.4.3Each plan shall include:

a) the purpose, scope and objectives;

b) the roles and responsibilities of the team that will implement the plan;

c) actions to implement the solutions;

d) supporting information needed to activate (including activation criteria), operate, coordinate and communicate the team’s actions;

e) internal and external interdependencies;

f) the resource requirements;

g) the reporting requirements;

h) a process for standing down.

Each plan shall be usable and available at the time and place at which it is required.

**5. Development**

**5.1 Readiness**

The Business Continuity Plan (BCP) defines how to maintain critical business activities during and after a disruption.

Prevention of BCPs consists of identifying and reducing the risks linked to likely disruptions according to the Assess risks and Anticipate emergency situations processes.

The business continuity objectives applicable to unfavorable situations are determined in accordance with the results of the analysis of the Business impact analysis in the event of a disruption. These objectives are validated by top management and recorded in the Business Continuity Plan (BCP).

The assessment and treatment of risks contribute to the development of the BCP, in particular by determining critical activities and systems.

Business continuity is integrated into the Anticipate emergency situations process.

The Business continuity policy makes it possible to restore critical activities within the maximum tolerable period of disruption.

Action planning to guarantee business and process continuity in the event of a disruption is based on:

* identification of critical processes
* maintaining critical activities at a minimum level
* predefined thresholds to activate responses
* determination of actions and their priorities
* understanding the disruption and its root cause
* monitoring the disruption and its impact
* clarification of the consequences on critical activities
* raising awareness and training staff on the principles of business continuity
* the selection of solutions
* protection of personnel and equipment
* the necessary financial, organizational and technical resources
* documentation of continuity plans
* taking into account the impact on the environment

BCPs are available when needed.

**5.2 Implementation**

The adequate crisis team to prepare for and respond to an adverse situation includes people with the necessary authority, experience and competence. This team is appointed by top management with the aim of providing a timely response to disruptions and maintaining critical activities.

Answers to the following questions are determined:

* what is the purpose of the BCP?
* what is the scope of the BCP?
* what are the objectives of the BCP?
* who should assess the situation when activating the BCP?
* who to contact?
* when ?
* how ?
* who is responsible for the actions to be taken?
* who is responsible for coordinating actions?
* what are the immediate actions?
* what specific actions should be taken for extraordinary circumstances?
* who is responsible for communication?
* what are the activation thresholds?
* what are the critical systems?
* what are the critical processes?
* what are the critical activities?
* what are the interdependencies?
* what resources are planned?
* what equipment needs to be replaced?
* what alternative temporary site should be set up for critical activities?
* what are the recovery steps as quickly as possible?
* what are the backup restoration actions?
* who is responsible for reporting actions and lessons learned?

The Business Continuity Plan (BCP) includes the necessary measures to provide the required level of continuity for all critical, sensitive and confidential activities.

Examples of measurements:

* 30 minutes – emergency team meeting
* 120 minutes – assessment of the situation and damage
* 8 hours – setting up emergency systems
* one week – restoration of all systems

The company ensures that:

* an adequate organizational structure is in place to prepare for, mitigate and respond to a sustained disruption by personnel with the necessary responsibility, authority and competence
* the business continuity plan, including response and recovery procedures detailing how the business plans to manage a disruption is:
  + assessed regularly through exercises and tests
  + approved by top management
* the business continuity plan includes the following information:
  + performance and capacity specifications to meet business continuity requirements and objectives
  + objective of recovery of priority processes and restoration of components

ICT continuity management is a key and specific element of business continuity requirements regarding availability to be able to:

* react and recover from an interruption of ICT services, whatever the cause
* ensure that the continuity of priority activities is supported by the required ICT services
* react:
  + before an interruption of ICT services occurs
  + upon detection of at least one incident that could lead to an interruption of ICT services

**5.3 Verification**

The BCP is updated and tested at least once a year (schedule resources). The test results are analyzed and evaluated by top management.

Updates follow changes in information system processes, policies and procedures.

Recovering business activities is carried out using the Recover business process.