

**BUSINESS CONTINUITY PLAN TEMPLATE FOR  
PROVINCIAL MILK MARKETING BOARDS**

**March 2008**

DM125575

## Contact Information

|                                    |           |        |      |
|------------------------------------|-----------|--------|------|
| <u>Name of Organization:</u>       |           |        |      |
| Address:                           |           |        |      |
| <u>Name of Manager:</u>            |           |        |      |
| Telephone:                         | Office:   | Home:  |      |
|                                    | Cellular: | Pager: | Fax: |
| Email:                             |           |        |      |
| <u>Name of backup for Manager:</u> |           |        |      |
| Telephone:                         | Office:   | Home:  |      |
|                                    | Cellular: | Pager: | Fax: |
| Email:                             |           |        |      |
| <u>Name of BCP Leader:</u>         |           |        |      |
| Telephone:                         | Office:   | Home:  |      |
|                                    | Cellular: | Pager: | Fax: |
| Email:                             |           |        |      |
| <u>Signature of Manager:</u>       |           |        |      |
| Date Signed:                       |           |        |      |

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## 2. Introduction

### Background and Aim

The Business Continuity Plan (BCP) that follows provides specific guidance to staff in the event of an incident or emergency which disrupts the continued availability of one or several critical services or key assets.

### How to Use the Business Continuity Plan

The Business Continuity Plan (BCP) contains several sections which follow one from the other. The first section, **Introduction**, outlines the basic assumptions of the plan as well as the overarching incident response and notification processes (including a copy of the incident notification form to be used to transmit incident information). The second section, **Identification of Important Services and Assets**, provides an initial consideration of what services and assets are important. Combining these services with a risk assessment in the next section leads to a comprehensive understanding of the critical services and key assets in section five. Section six, **Contacts for Critical Services and Key Assets**, lists those personnel who will be responsible for managing the recovery activities related to each critical service or key asset. The next section called **Critical Service and Key Asset Recovery Strategy** summarizes the important steps that will be taken to restore the service or asset to operational status. Finally, the last section provides details on the location and requirements for an alternate site in the event that a serious incident arises which affects the facility where the service or asset is normally provided.

### Assumptions

The following underlying assumptions concerning the present business continuity plan are made:

- The plan follows an *All-Hazards Approach* meaning that it can and should be implemented for any risk or threat if it affects the critical services or key assets;
- The incident is likely to affect more than one service/asset;
- When in doubt as to whether the critical services or key assets are being affected, the plan will be activated;
- Training/awareness will be provided to all staff involved in mitigating a crisis;
- Employees will familiarize themselves with the plan as they are a key component to effective response;
- Managers will communicate and exercise the BCP;
- The plan will be updated and tested regularly.

## Incident Response and Notification Processes

In the event of an incident affecting critical services, the following steps in the Incident Response Process (Figure 1) will be put sequentially in motion:

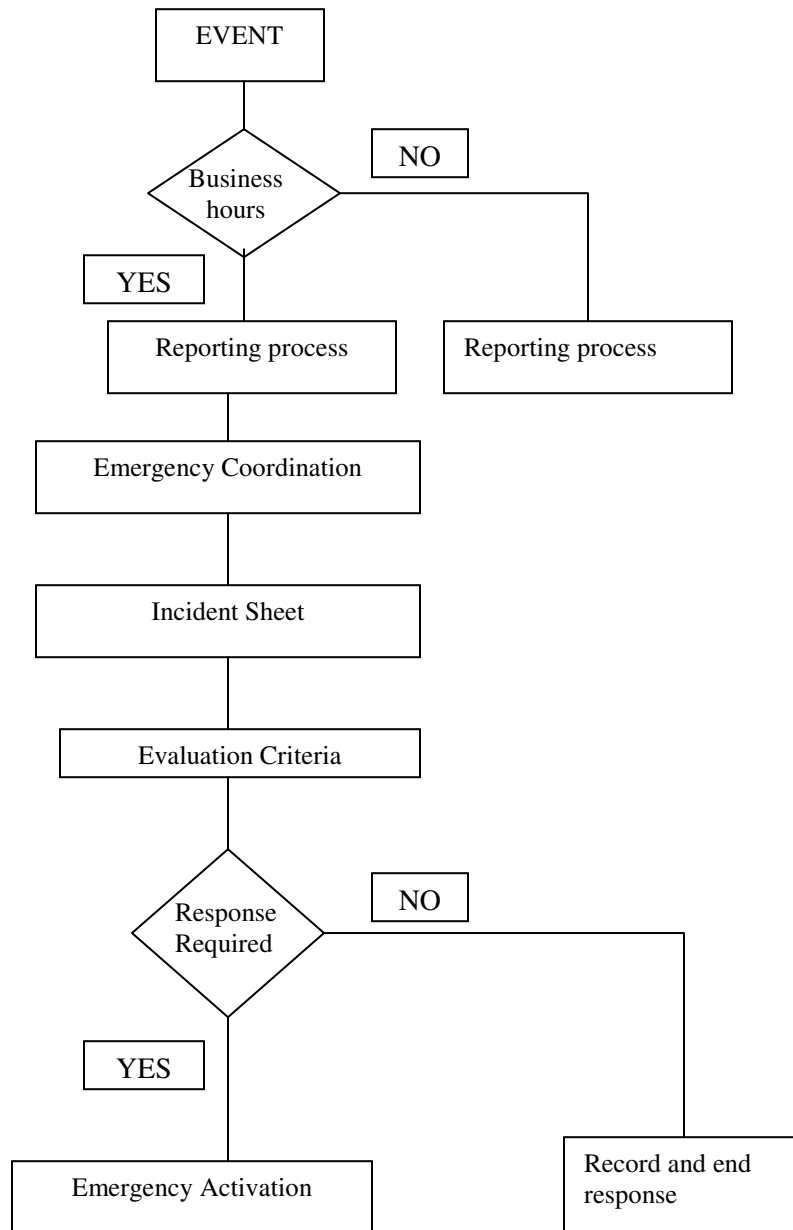


Figure 1 – Incident Response Process

The Incident Notification Process (Figure 2) below depicts the steps that are to be used in ensuring notification of key stakeholders.

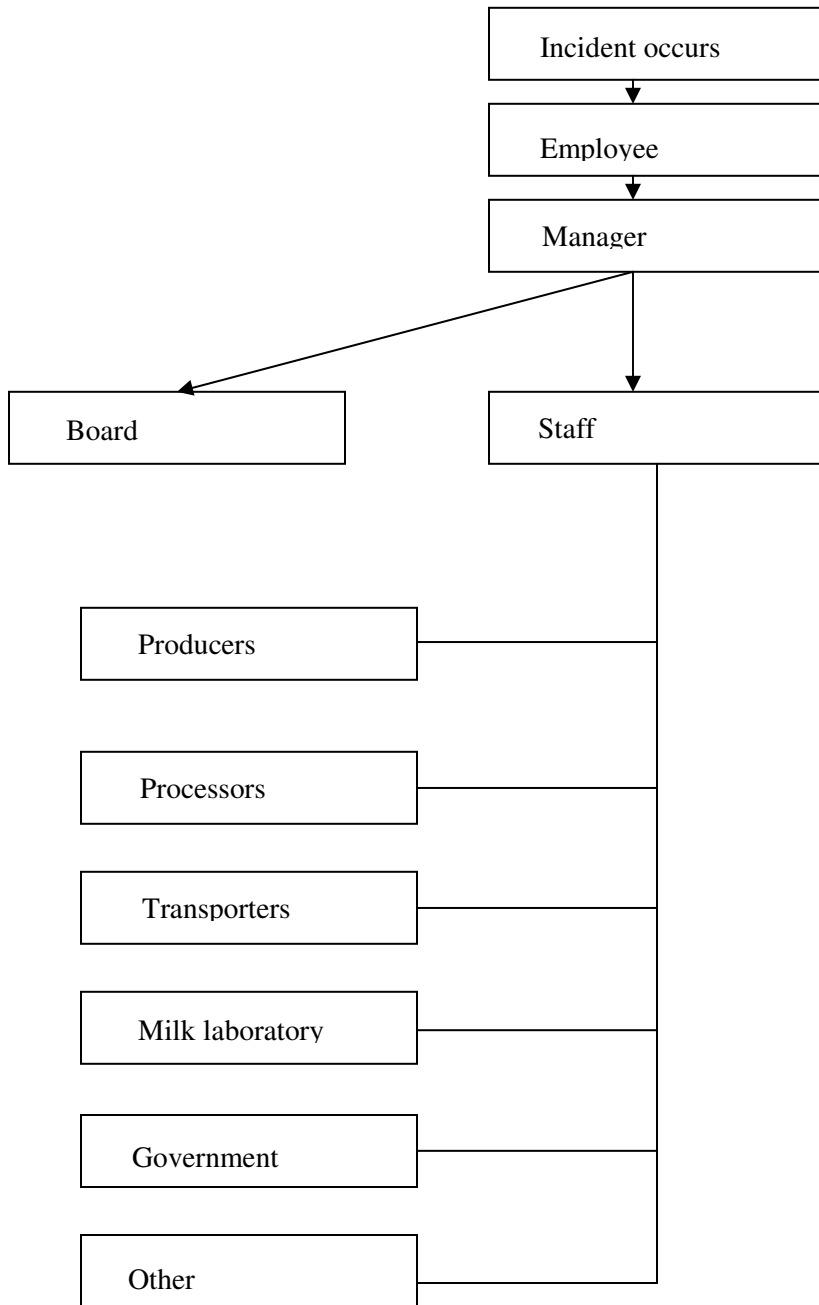


Figure 2 – Incident Notification Process

### **Identification of Important Services and Assets**

- Please identify the important services provided by the Board and the key assets that you manage.
- These services may be provided to external clients or internal staff.
- These services and assets should be listed in priority order.

| Priority | Service/Asset Identification | Location |
|----------|------------------------------|----------|
|          |                              |          |

**Risk Assessment – Business Impact Analysis**

- This form assesses the possible risk to each important service or asset in terms of downtime and cost.
- Consideration is given to the loss of the service or asset in terms of significant, high-level impacts.
- Assets include human resources, data, etc.

|                          |
|--------------------------|
| <b>Service or Asset:</b> |
| <b>Location:</b>         |

| <b>Impacts</b>   | <b>Maximum Downtime</b> | <b>Cost</b> | <b>Comments</b> |
|--|-------------------------|-------------|-----------------|
| <b>1. Milk Supply</b>  |                         |             |                 |
| <b>2. Milk Quality Testing</b><br>The loss of this service would cause a direct negative impact on the safety of quality of the milk or its testing. |                         |             |                 |
| <b>3. Milk Payments</b><br>Board’s ability to pay producers and truckers or to invoice processors impeded or lost.                                   |                         |             |                 |
| <b>4. Milk Transportation</b><br>Pick up and delivery of milk impaired or lost.  |                         |             |                 |
| <b>5. Milk Processing</b>  |                         |             |                 |
| <b>6. Retailers and restaurants</b>  |                         |             |                 |



**7. Credibility and Public Confidence**

The loss of this service would cause a direct negative impact on the credibility or public confidence in the board, its management or officials by:

- \* members
- \* clients
- \* partners

**8. Legal or Regulatory Compliance**

The loss of this service would cause a direct negative impact on the ability of the board to enforce or comply with acts, policies or regulations.

## Summary of Critical Services and Key Assets

- This worksheet summarizes the critical services and key assets in your functional unit based on their time sensitivity and overall priority.
- Each of these critical services and key assets will have an action plan and recovery strategy developed for it in the following pages of this BCP.

| Maximum Allowable Downtime | Service or Asset | Priority | Location |
|----------------------------|------------------|----------|----------|
| 0-4 hours                  |                  |          |          |
| 5-24 hours                 |                  |          |          |
| 1-2 days                   |                  |          |          |
| 3-5 days                   |                  |          |          |
| 6-10 days                  |                  |          |          |
| 10 days +                  |                  |          |          |

### Contacts for Critical Services or Key Assets

- List the key personnel in your organization who can assist in bringing these critical services back online.
- List their contact information including telephone numbers (i.e. office, cell, home) and email addresses.
- Please also provide the names and contact information for alternates to these key personnel, as well as any additional support staff who may be required.

| <b>Service or Asset</b> | <b>Primary<br/>Contact/<br/>Contact Info</b> | <b>Alternate<br/>Contact/<br/>Contact Info</b> | <b>Additional<br/>Support Staff/<br/>Contact Info</b> |
|-------------------------|--|--|---|
|                         |  |  |   |

## **Critical Service and Key Asset Recovery Strategy**

- This worksheet identifies the steps that must be taken, and by whom, to recover the critical service or key asset.

|  |
|--|
| <p><b>Critical Service or Key Asset:</b></p> <p><b>Location:</b></p> <p><b>Time Sensitivity:</b></p> <p><b>Primary Contact/Contact Info:</b></p> <p><b>Alternate Contact/Contact Info:</b></p> |
|--|

| <b>Recovery Steps (Technical)</b> | <b>By Whom</b> |
|-----------------------------------|----------------|
| 1.                                |                |
| 2.                                |                |
| 3.                                |                |
| 4.                                |                |
| 5.                                |                |
| 6.                                |                |
| 7.                                |                |
| 8.                                |                |
| 9.                                |                |
| 10.                               |                |

| <b>Recovery Steps (Manual)</b> | <b>By Whom</b> |
|--------------------------------|----------------|
| 1.                             |                |
| 2.                             |                |
| 3.                             |                |
| 4.                             |                |
| 5.                             |                |
| 6.                             |                |

- 7.
- 8.
- 9.
- 10.

**Identify Services, Assets or Providers That You Rely On to Recover This Critical Service or Asset**

| <b>Service/Asset Required</b> | <b>Provider</b> | <b>Contact Info</b> |
|-------------------------------|-----------------|---------------------|
| Power                         |                 |                     |
| Communications<br>Equipment   |                 |                     |
| Banking                       |                 |                     |
| IT                            |                 |                     |
| Databases                     |                 |                     |
| Service-Related Process       |                 |                     |
| Other                         |                 |                     |

**Identify Services, Assets or Providers That You Support With This Critical Service or Asset**

| <b>Service/Asset Provided</b> | <b>To Whom</b> | <b>Contact Info</b> |
|-------------------------------|----------------|---------------------|
|-------------------------------|----------------|---------------------|

### Alternate Site

- In the event of a serious incident or emergency, there may be a requirement to move to an alternate facility.
- On the worksheet below, please identify the alternate site for your organization (if possible) or telework requirements.
- Please also list in priority order who is required (by timeline) and physical, telecommunications and IT assets which will be needed.
- In the last box, list common resources required by staff at an alternate facility (e.g. fax, printers, copiers, software, reference materials, and essential records).

|                             |                                   |   |
|-----------------------------|-----------------------------------|---|
| Location:                   |                                   |   |
| Staff Required<br>(by name) | When Required<br>(e.g. 0-4 hours) | Workstation/<br>Other Physical<br>Resource Required |
|                             |                                   |   |

Common Resources Required for Above Staff:

Appendix 1

**Incident Reporting Form  
(Used to Report Incident)**

|                |                |                |
|----------------|----------------|----------------|
| Incident Name: | Date Occurred: | Time Occurred: |
|----------------|----------------|----------------|

|  |
|--|
| <b>INCIDENT DESCRIPTION AND LOCATION</b> |
|  |
| Map attached?   Yes      No              |

|   |
|---|
| <b>BRIEF SUMMARY OF INJURIES OR DAMAGES</b> |
|   |

|  |
|--|
| <b>POTENTIAL IMPACT ON CRITICAL SERVICES</b> |
|  |

|   |
|---|
| <b>ACTIONS TAKEN TO MITIGATE IMPACT</b> |
|   |

|                                    |
|------------------------------------|
| <b>KEY CONTACTS TO BE NOTIFIED</b> |
|                                    |

|                                      |                                      |
|--------------------------------------|--------------------------------------|
| <b>Prepared by:<br/>(Name/Title)</b> | <b>Approved by:<br/>(Name/Title)</b> |
|--------------------------------------|--------------------------------------|

Distribution:  
Chair (email, fax)  
Communications (Email, FAX)  
BCP Lead (Email, FAX)