BUSINESS CONTINUITY PLAN TEMPLATE FOR PROVINCIAL MILK MARKETING BOARDS

March 2008 DM125575

Contact Information

Name of Organization:					
Address:					
Name of Man	ager:				
Telephone:	Office:	Home:	F		
Email:	Cellular:	Pager:	Fax:		
Name of back	up for Manager:				
Telephone:	Office:	Home:	_		
Email:	Cellular:	Pager:	Fax:		
Name of BCP	Leader:				
Telephone:	Office:	Home:	-		
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Signature of M	Manager:				
Date Signed:					

Table of Contents

- 1. Contact Information
- 2. Introduction
 - Background and Aim
 - How to Use the Business Continuity Plan
 - Assumptions
 - Incident Response and Notification Processes
- 3. Identification of Important Services and Assets
- 4. Risk Assessment- Business Impact Analysis
- 5. Summary of Critical Services and Key assets
- 6. Contacts for Critical Services and Key assets
- 7. Critical Service and Key Asset Recovery Strategy
- 8. Alternate Site
- 9. Appendix 1: Incident Reporting Form

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:

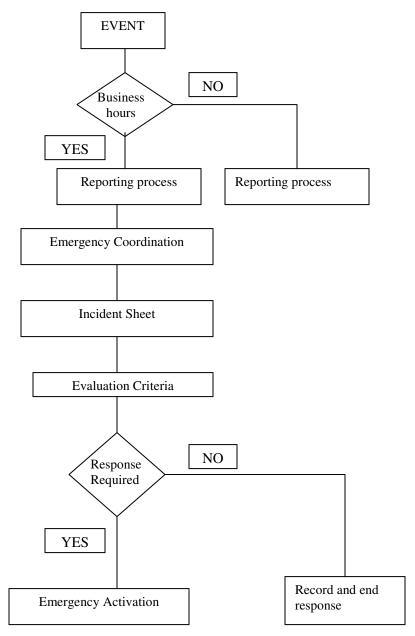


Figure 1 – Incident Response Process

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

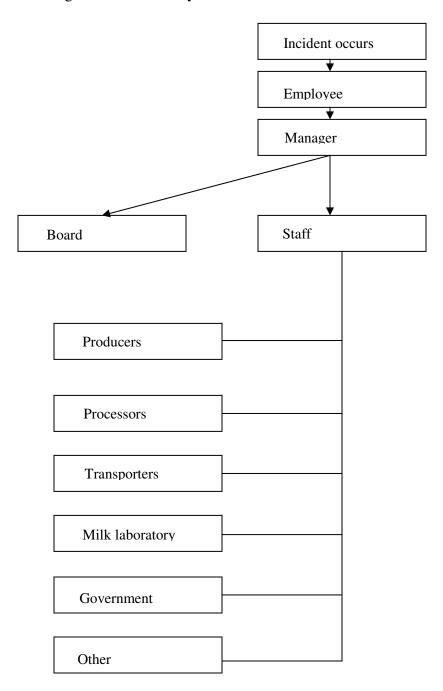


Figure 2 – Incident Notification Process

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.

Service or Asset:				
Location:				
Impacts	Maximum Downtime	Cost	Comments	
4.3500 G	Downtime			
1. Milk Supply				
2. Milk Quality Testing				
The loss of this service would cause a direct negative				
impact on the safety of quality				
of the milk or its testing.				
3. Milk Payments Board's ability				
to pay producers and truckers				
or to invoice processors impeded or lost.				
4. Milk Transportation				
Pick up and delivery of				
milk impaired or lost.				
5. Milk Processing				
6. Retailers and restaurants				

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 haves			
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.

Service or Asset	Primary Contact/ Contact Info	Alternate Contact/ Contact Info	Additional Support Staff/ Contact Info

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.

Critical Service or Key Asset:		
Location:		
Time Sensitivity:		
Primary Contact/Contact Info:		
Alternate Contact/Contact Info:		
Recovery Steps (Technical) 1.	By Whom	
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		
Recovery Steps (Manual)	By Whom	
1.		
2.		
3.		
4.		
5.		
6.		

7.		
8.		
9.		
10.		
Identify Services, Assets or Pr	oviders That <u>You Rely On</u> to Rec	cover This Critical Service or Asset
Service/Asset Required	Provider	Contact Info
Power		
Communications Equipment		
Banking		
IT		
Databases		
Service-Related Process		
Other		
Identify Services, Assets or Pr	oviders That <u>You Support</u> With	This Critical Service or Asset
Identify Services, Assets or Pr Service/Asset Provided	oviders That <u>You Support</u> With ' To Whom	This Critical Service or Asset Contact Info

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 (by name)	When Required (e.g. 0-4 hours)	Workstation/ Other Physical Resource Required
Common Resources Required for	Above Staff:	
-		

Appendix 1

Incident Reporting Form (Used to Report Incident)

Incident Name:	Date Occurred:	Time Occurred:	
INCIDENT DESCRIPTI	ON AND LOCATION		
Map attached? Yes	No		
Map attached: Tes	INU		
BRIEF SUMMARY OF	INJURIES OR DAMAGES		
DOTENTIAL IMPACT	ON CRITICAL CERVICES		
POTENTIAL IMPACT	ON CRITICAL SERVICES		
ACTIONS TAKEN TO	MITIGATE IMPACT		
KEY CONTACTS TO B	BE NOTIFIED		
Duanavad by		A nanoyod by	
Prepared by: (Name/Title)		Approved by: (Name/Title)	

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