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**< Name of Business Unit >**

**Business Continuity Plan**

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## Part A: Introduction

### 1. HOW TO USE THE PLAN

1.1. This plan is written for the Business Unit Representative (BU Rep) and the Alternate Business Unit Representative (Alt BU Rep) of <Name of Business Unit>. In the event that the Business Continuity Plan (BCP) is activated, the BU Rep or the Alt BU Rep (if the BU Rep is not available) is to follow the procedures in this plan.

1.2. Part B of this plan sets out the sequential procedures to be undertaken upon activation. In the event of crisis, each BU Rep is to refer to Part B and follow through with the procedures that he or she is responsible for.

### 2. SCENARIOS AND ASSUMPTIONS

2.1. Business disruptions to the Business Critical Functions of <Name of Business Unit> can arise from the following scenarios:

2.1.1. Acute shortage of staff during pandemic/epidemic, due to staff being infected, absent to look after affected family members and loss of confidence.

2.1.2. Denial access to office building due to closure by authority (MoH, MoE or University) for pandemic spread, severe utilities outage, fire and building structural failure.

2.2. BCP in <Name of Business Unit> is based on the following key assumptions:

2.2.1. The main office <Name of Office> or the office building <Name of Building> is down and the office-site office at <Name of building, Address> or alternative arrangement of <specify the arrangement, eg. working from home, etc.> is/are available.

2.2.2. Staff is denied access to the office <Name of Office> or office building <Name of Building> for an assessed sustained period of minimum 07 calendar days.

2.2.3. Only critical business functions will be accorded priority for restoration.

2.2.4. Should the crisis be projected to exceed 07 calendar days, extended planning will commence after Day 2 or Day 3 after the crisis has happened.

### 3. COMMUNICATION WITH EXTERNAL PARTIES

3.1. At all stages of a crisis, Faculty/Office/RI/RC Unit Incident Commander and/or Business Continuity (BC) Manager must be consulted before any information pertaining to the crisis is conveyed to internal and external parties, eg. students, staff, vendors, suppliers, business partners and etc.

3.2. All personnel in the unit shall not release information of the emergency/crisis, activation of BCP and etc to any media reporters, journalists, personal friends, members of the public, as well as via any new media (internet blog, Facebook, Yahoo U-Tube, hand phone Tweeter, etc).

3.3. All external communications to vendors, suppliers, business partners and etc, will have to consult Office of Corporate Relations (OCR). Press Release and management of the media will be done through OCR.

### 4. LOCATION OF BCP COMMAND CENTER / OFF-SITE OFFICE

4.1. The BCP Command Centre is located at:

BCP Command Centre, <Name of Building, Address>

Tel: (65) P P P P P P P P

Fax: (65) Q Q Q Q Q Q Q Q

<Map of off-site office to be inserted>

4.2. The BCP off-site office is located at:

Off-site office, <Name of Building, Address>

Tel: (65) X X X X X X X X

Fax: (65) Y Y Y Y Y Y Y Y

<Map of off-site office to be inserted>

### 5. CORPORATE CALL TREE

5.1. During a crisis, the Command Centre will be activated the following corporate call tree. Subsequently, each BU Rep (or Alt BU Rep) (as shown in the chart) is to activate his or her own business unit's call tree (Please refer to Part C – Annex B).

<Corporate Call Tree will be inserted into the business unit's plan once it is finalized>

**6. AMENDMENTS**

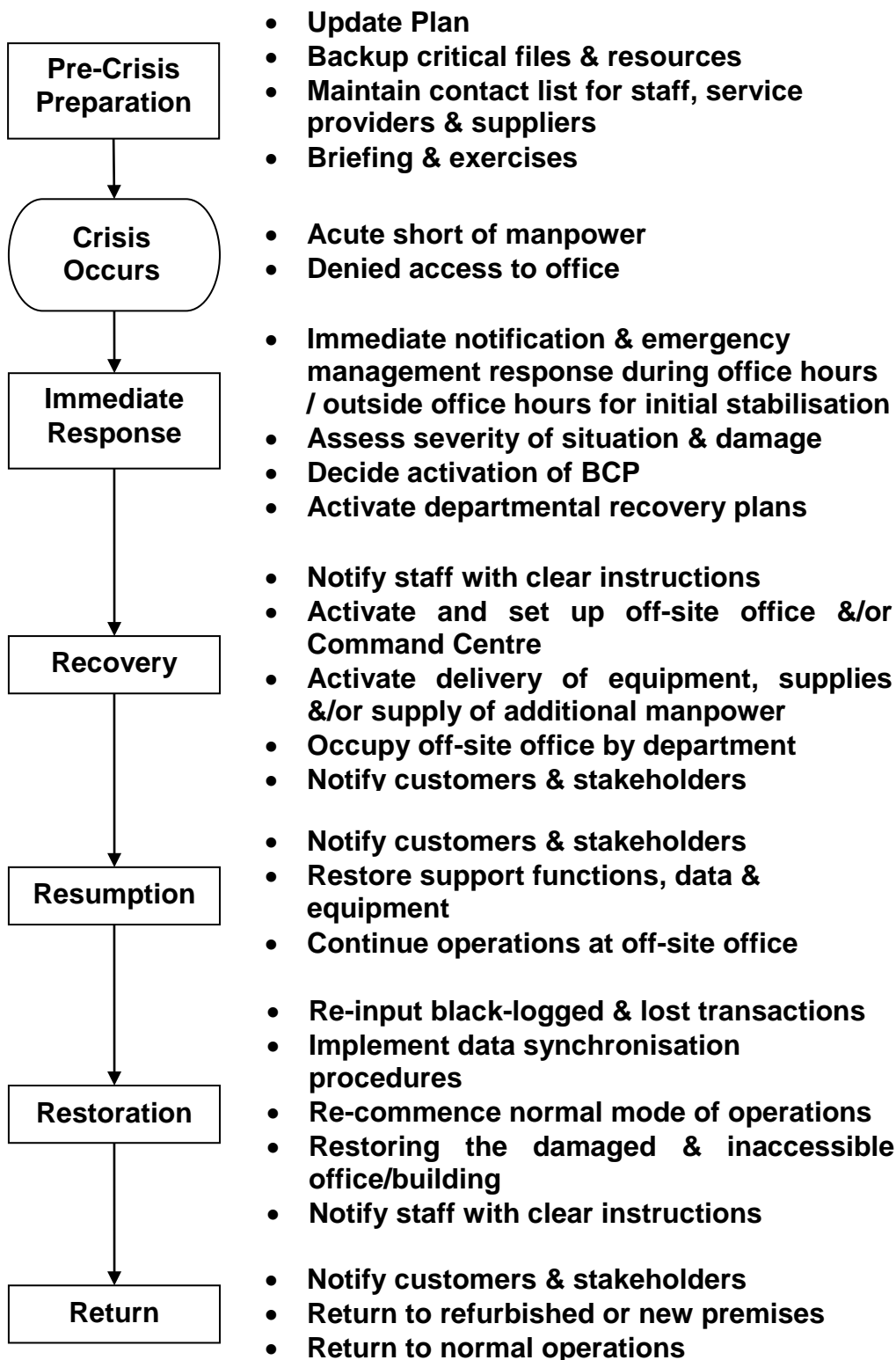
6.1. Any amendment to Part A and B of this plan has to be made through the Business Continuity (BC) Manager.

6.2. BU Representatives may amend the Annexes in this plan, subjected to the approval by their respective Heads of Business Unit. The signing off for the amendment is in Annex J.

6.3. A copy of each amended Annex is to be sent to the Business Continuity (BC) Manager.

## Part B: CORPORATE CRISIS PROCEDURES

### 1. Sequential Flowchart



**2. DETAILED PROCEDURES**

2.1. The following table shows the detailed procedures for each part of the flowchart shown in paragraph 1.

S/No	Tasks	Person Responsible	Essential Document & Resources	Annex
<b>PRE-CRISIS PREPARATION</b>				
<b>CRISIS OCCURS</b>				
<b>IMMEDIATE RESPONSE</b>				
<b>During Office Hours</b>				
<b>During Off-Office Hours</b>				
<b>RECOVERY</b>				

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S/No	Tasks	Person Responsible	Essential Document & Resources	Annex
<b>RESUMPTION</b>				
<b>RESTORATION &amp; RETURN</b>				

**Prepared by:**

Name			
Appointment			
Business Unit			
Contact Number			
Date		Time	

## Part B: BUSINESS UNIT PROCEDURES

These procedures describe the detail activities to be performed by <Name of Business Unit> during a BCP activation to meet the challenging requirements of their Critical Business Functions. These activities will be executed until normal business operations can be resumed. Each business unit will also need to spell out the procedures on 'returning home' ie. returning to the main office and resuming normal operations.

The procedures are essentially a step-by-step drilling down of the recovery process of <Name of Business Unit>. In this document, four main questions will need to be answered.

**WHAT** - What specific steps will you undertake based on your recovery processes which have been identified earlier? What work will you process? Will you have a cut-off point on the value of the transaction? What are you not going to process? You need to define the tasks step by step.

**HOW** - How will you process the work? How do you coordinate with the other business unit(s) that you work with? Define the flow and spell out what actions are needed in the liaison.

**WHO** - Who will be performing the tasks?

Note: Do not assign any tasks to any external person as this plan is strictly within your business unit. If needed, design the task to read as 'Liaise with Admin' or 'Arrange with IT'.

**WHEN** - When will the tasks be performed?

Think in terms of (T+X) hours, where T is the time that the BCP is activated. Apply the two time periods in the recovery process: from (T) to (T+24) hours and beyond (T+24) hours. If required, insert (T) to (T+2) and (T+2) to (T+8).

(Do try to answer all questions. Assuming that you will not be the person who has to invoke the plan, hence need to make the procedures sufficiently clear such that if need be, any senior staff from your business unit can activate the plan.)

**BUSINESS UNIT RECOVERY DETAILED PROCEDURES**

*<This portion can be extracted/copied from the Table F- Recovery Strategies you have completed earlier. Suggest to include more detailed actions and steps for better clarity.>*

**1. Critical Business Function:**

**Maximum Allowable Outage (Days/Hours):**

**T-hr is the time the BCP is activated.**

<b>Pre-Crisis (Pre-T hr)</b>		
<b>S/No</b>	<b>Action / Preparation Steps</b>	<b>By Who</b>

<b>From Activation of BCP till Recovery of Critical Business Functions (Within T hr – T+X hr/Day)</b>		
<b>S/No</b>	<b>Action / Preparation Steps</b>	<b>By Who</b>

<b>From Recovery of Critical Business Functions to Resumption of Normal Operations (After T+X hr/Day)</b>		
<b>S/No</b>	<b>Action / Preparation Steps</b>	<b>By Who</b>

<b>Restoration &amp; Return to Normalcy at Original/New Office</b>		
<b>S/No</b>	<b>Action / Preparation Steps</b>	<b>By Who</b>

**Prepared by:**

Name			
Appointment			
Business Unit			
Contact Number			
Date		Time	

2. **Critical Business Function:**

**Maximum Allowable Outage (Days/Hours):**

**T-hr is the time the BCP is activated.**

<b>Pre-Crisis (Pre-T hr)</b>		
<b>S/No</b>	<b>Action / Preparation Steps</b>	<b>By Who</b>

<b>From Activation of BCP till Recovery of Critical Business Functions (Within T hr – T+X hr/Day)</b>		
<b>S/No</b>	<b>Action / Preparation Steps</b>	<b>By Who</b>

<b>From Recovery of Critical Business Functions to Resumption of Normal Operations (After T+X hr/Day)</b>		
<b>S/No</b>	<b>Action / Preparation Steps</b>	<b>By Who</b>

<b>Restoration &amp; Return to Normalcy at Original/New Office</b>		
<b>S/No</b>	<b>Action / Preparation Steps</b>	<b>By Who</b>

**Prepared by:**

Name			
Appointment			
Business Unit			
Contact Number			
Date		Time	

3. **Critical Business Function:**

**Maximum Allowable Outage (Days/Hours):**

**T-hr is the time the BCP is activated.**

<b>Pre-Crisis (Pre-T hr)</b>		
<b>S/No</b>	<b>Action / Preparation Steps</b>	<b>By Who</b>

<b>From Activation of BCP till Recovery of Critical Business Functions (Within T hr – T+X hr/Day)</b>		
<b>S/No</b>	<b>Action / Preparation Steps</b>	<b>By Who</b>

<b>From Recovery of Critical Business Functions to Resumption of Normal Operations (After T+X hr/Day)</b>		
<b>S/No</b>	<b>Action / Preparation Steps</b>	<b>By Who</b>

<b>Restoration &amp; Return to Normalcy at Original/New Office</b>		
<b>S/No</b>	<b>Action / Preparation Steps</b>	<b>By Who</b>

**Prepared by:**

Name			
Appointment			
Business Unit			
Contact Number			
Date		Time	

**GRAB LIST**

1. The items to be included in this list are those must be taken during an evacuation. The items must be related to business needs and can be hand-carried from the office to the emergency/evacuation assembly point.
2. BU Representatives are to familiarise all staff in the business unit with the items on this grad list.

<b>S/No</b>	<b>Item / Description</b>	<b>Person Responsible</b>	<b>Physical Storage Location of Item</b>

**Prepared by:**

Name			
Appointment			
Business Unit			
Contact Number			
Date		Time	

**CALL PROCEDURES**

**<Name of Business Unit> CALL TREE**

**1. Call Procedures**

1.1. Instructions

1.1.1. These procedures are to be used as a guide when notifying staff of a BCP activation and the action to be taken.

1.1.2. As a guide, call tree activation should be in tier-system. Any one person should not call more than 03 names and to keep each call to less than 03 minutes.

1.2. Upon activation by the Unit Incident Commander or the Unit Business Continuity Manager, the BU Rep is to contact the Head of <Name of Business Unit> and proceed to activate the other staff in the call tree.

1.3. **If person called is not available**, relay the following information:

1.3.1. Crisis/Disaster status.

1.3.2. Action to be taken:

- a. Stand by at home, maintain contactable until contacted with further instruction, OR
- b. Stay at home, maintain contactable and commence operating from home using the Internet connection and VPN to access NUS network.
- c. Report to <Location> at <Time> with bringing along assigned critical files, data and resources, Staff ID and Security Access Card.

1.3.3. Emphasis that the situation should not be published or disclosed to any other irrelevant parties, especial to the media.

1.4. **If person called is not available**, leave a message for the person to return call via voice mail or SMS with brief update and simple instructions. If leaving a message is not feasible, repeat the call every 05 minutes.

1.5. **If person called remains un-contactable** for 15 minutes, call the next person that this person is assigned to notify.

1.6. Thereafter, report list of un-contactable persons to the BU Representative.

1.7. The BU Rep will then compile and return the Status Report (Annex D1) to the Command Centre.

**2 Business Unit Call Tree**

2.1 To include hand phone numbers and home telephone numbers of all members in the Call Tree list.

2.2 To highlight and distinguish staff:

2.2.1 Those who are assigned to go to the alternate/off-site office

2.2.2 Those who are required to stay home and operate from home.

2.2.3 Those who are to remain at home during the start of a crisis.

<Insert Business Unit Call Tree List>

**Prepared by:**

Name			
Appointment			
Business Unit			
Contact Number			
Date		Time	

**STATUS REPORT:  
IMMEDIATE RESPONSE**

<b>Reported By</b>			
<b>Appointment</b>			
<b>Business Unit</b>			
<b>Contact Number</b>			
<b>Date</b>		<b>Time</b>	

This is to be sent to the Business Continuity Manager/Unit Incident Commander at the Command Centre (Fax: YYYYYYYY, email: xxxx@nus.edu.sg).

S/N	Action	Time of Action		Result	Remarks
		Activated	Completed		
1	Evacuation from office/building (during office hours)			<Update on status>	<Attach casualty list, name list of personnel not accounted for, etc.>
2	Business Unit Call Tree (during both office and off-office hours)			<Update on status>	<Attach list of personnel un-contactable, etc.>
3	Activation of business unit emergency management plan			<Update on status>	<Attach casualty list,>
4	Initial activation of business unit recovery procedures			<Update on status>	
5					

Any other issues. Please state if any specific assistance from Command Centre is required.

--

\_\_\_\_\_  
**Signature**

**STATUS REPORT:  
RECOVERY**

<b>Reported By</b>			
<b>Appointment</b>			
<b>Business Unit</b>			
<b>Contact Number</b>			
<b>Date</b>		<b>Time</b>	

This is to be sent to the Business Continuity Manager/Unit Incident Commander at the Command Centre (Fax: YYYYYYYY, email: xxxx@nus.edu.sg).

S/N	Action	Time of Action		Result	Remarks
		Activated	Completed		
1	Relocating staff to the off-site office			<Update on status>	<Attach name list of personnel cannot be accounted for the relocation, etc.>
2	Activation of vendors, suppliers, business partners in supporting the off-site office			<Update on status>	<Attach list of equipment, resources shortage, etc.>
3	Off-site office in operation			<Update on status>	<Attach casualty list,>
4	Staff remain and operate from home			<Update on status>	
5					

Any other issues. Please state if any specific assistance from Command Centre is required.

\_\_\_\_\_  
**Signature**

**STATUS REPORT:  
RESUMPTION**

<b>Reported By</b>			
<b>Appointment</b>			
<b>Business Unit</b>			
<b>Contact Number</b>			
<b>Date</b>		<b>Time</b>	

This is to be sent to the Business Continuity Manager/Unit Incident Commander at the Command Centre (Fax: YYYYYYYY, email: xxxx@nus.edu.sg).

<b>S/N</b>	<b>Issue</b>	<b>Result/Update</b>	<b>Remarks</b>
1	Problem face in continuing operations at off-site office	<Update on status>	
2	Problem face in external liaison, eg. with students, staff, suppliers, vendors, partners, etc.	<Update on status>	
3			

Any other issues. Please state if any specific assistance from Command Centre is required.

\_\_\_\_\_  
**Signature**

**STATUS REPORT:  
RESTORATION**

<b>Reported By</b>			
<b>Appointment</b>			
<b>Business Unit</b>			
<b>Contact Number</b>			
<b>Date</b>		<b>Time</b>	

This is to be sent to the Business Continuity Manager/Unit Incident Commander at the Command Centre (Fax: YYYYYYYY, email: xxxx@nus.edu.sg).

<b>S/N</b>	<b>Issue</b>	<b>Result/Update</b>	<b>Remarks</b>
1	Problem face in returning back to main office	<Update on status>	
2	Problem face in re-input the back-logged and lost transactions	<Update on status>	
3			

Any other issues. Please state if any specific assistance from Command Centre is required.

--

\_\_\_\_\_  
**Signature**

**OFF-SITE OFFICE LAYOUT**

<Insert diagram(s) of office-site office to include office layout plan, seating plan, IT equipment and communication allocation plan, etc>

**Prepared by:**

Name			
Appointment			
Business Unit			
Contact Number			
Date		Time	



**KEY EXTERNAL CONTACTS**

Name of Organisation	Contact Person Name	Appointment	Email	Office No	HP No	Fax No	After Office Hours Tel No

Message for informing the key external contacts, business partners, suppliers, vendors, etc.

**Prepared by:**

Name			
Appointment			
Business Unit			
Contact Number			
Date		Time	

