**United Nations Development Programme - <Insert Office’s Name>**

**BUSINESS CONTINUITY PLAN**

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| --- | --- |
| **Last updated on:** | **<Insert Date>** |
| **Last tested on:** | **<Insert Date>** |
| **Amendments: please notify** | **<Insert BCP Focal point’s email>** |

# INTRODUCTION

Business Continuity Management (BCM) brings together ongoing efforts undertaken to strengthen the organization’s ability to ensure staff safety and security as well as to maintain continuity of critical functions during a critical incident of any nature. The central elements of BCM are incident management (crisis/emergency/disaster response and recovery) and business continuity. The latter is reflected in this Business Continuity Plan (BCP).

This Business Continuity Plan is established to safeguard the organization’s staff, its assets, its critical operations and its credibility; it follows an all hazards approach, including all risk reflected in the Risk Assessment This document has been developed to outline the general procedures to be taken by the <insert Bureau/Office’s name>, in the event of a serious business disruption affecting the operation of key functions in HQ, New York that requires the activation of UNDP’s Business Continuity Plan.

This Business Continuity Plan is the property of UNDP. It is an operational document that is constantly being monitored and updated to reflect our on-going business operation.

# PLAN ACTIVATION/DE-ACTIVATION

### In line with UNDP Crisis Management Procedures, when a crisis occurs in HQ New York, the UNDP Security Management Group will convene to direct the overall crisis management and make the decision about the plan activation. Upon consultation with the SMG members, the Chair of the SMG – UNDP Associate Administrator, or the Deputy Chair of the Security Management Group (SMG) UNDP Assistant Administrator and Director of Bureau of Management have the authority to activate UNDP’ business continuity plan. This activation will be notified to the Bureau Director and Deputy Director, as well as the BCP focal point.

Activation of BCP should be informed to the following distribution list:

* The Executive Group
* The Organizational Performance Group
* The BCP focal Points in HQ
* Head of Office listed as a devolution location;

Upon receiving notice of activation, this BCP is automatically activated for the <insert Bureau/Office’s Name>.

# CRITICAL FUNCTIONS FOR MINIMUM OPERATIONS

All units in HQ should activate their respective BCPs and monitor the continuity of critical functions during the activation. Offices should return to normal business once BCP activation is terminated/ended as advised/instructed by the chair of SMG or her/his deputy.

**BCP Activation Chart**



# RESPONSIBILITIES

# The following functions have been designated as critical for <insert Bureau/Office’s name> and will be maintained with no interruption throughout the crisis: Under each critical function the designated critical staff and/or the alternates are responsible for maintaining the following processes: - Annex 2 for list of critical staff

## <Insert Critical Function 1>

* <Insert task 1>;
* <Insert task 2>; and
* <Insert task 3>;

## <Insert Critical Function 2>

* <Insert task 1>;
* <Insert task 2>; and
* <Insert task 3>;

## <Insert Critical Function 3>

* <Insert task 1>;
* <Insert task 2>; and
* <Insert task 3>;

## <Insert Critical Function 4>

* <Insert task 1>;
* <Insert task 2>; and
* <Insert task 3>;

## <Insert Critical Function 5>

* <Insert task 1>;
* <Insert task 2>; and
* <Insert task 3>;

# INCIDENT RESPONSE STRUCTURE

# SCENARIOS

### Depending on the nature of the crisis or incident, the BCP team will focus one of the following scenarios:

* **Status Quo:** To maintain the current level of operations in response to a limited disruption in the country; and staff continue to support all functions and services.
* **Minimum Operations:** To maintain the operations of critical functions and processes. Those functions must continue to deliver the minimum level of operations no matter what the disaster is going on around them and in response to a major disruption that heavily affects the office. ‘They are ‘critical’ to keep minimum operations running. When activated, the Office will maintain all critical processes as listed in Business Impact Analysis (Annex 8)

# DEVOLUTION

In the case where it is not possible to maintain some or all critical functions/processes, these functions/processes should be devolved to a pre-agreed alternative office. The critical staff should ensure, prior to the crisis, that the devolution office has the necessary, access, record/data, knowledge and skill to perform the functions/processes requested.

Devolution can be activated in 2 ways:

* + Request-based activation

In the event of cataclysmic incident that render the office unable to run the critical functions/processes, Director or delegated authority has the authority to request the devolution office to take over the functions/processes;

* + Automatic activation

Upon receiving the news of cataclysmic event in the country, the head of devolution office should inquire the office/Unit about the continuity of critical function. If due to the nature of the crisis, the Office/Unit is not reachable, the devolution of functions/and process should be in effect immediately until further notice is received from the Office. In this case, the devolution office should inform Executive Group in HQ about this activation;

# PLAN MAINTENANCE AND TESTING

This plan along with attached annexes, will be reviewed tested and revised on annual basis. The BCP focal Point is responsible for the maintenance of this plan in coordination and with support from UNDP BCM specialist. .

# APPROVAL

**I have read, accept and fully understand the responsibilities detailed under this Business Continuity Plan (BCP) and its annexes. I approve this plan.**

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## <Insert Name>

## Director <Insert Bureau/Office>

## 

## 

**ANNEXES <to be updated by all Offices>**

**Standard Annexes**

This documents need to be annexed to the BCP as standard annexes

1. Annex 1 – [Risk Assessment](https://intranet.undp.org/unit/bom/erm/BCM/Tools%20and%20Templates/Templates%20for%20CO%20and%20other%20offices%20(not%20based%20in%20New%20York)/In%20English/Template%20Annex%201%20-%20Risk%20Assessment.xlsx)
2. Annex 2 – [Business Impact Analysis](https://intranet.undp.org/unit/bom/erm/BCM/Tools%20and%20Templates/Templates%20for%20CO%20and%20other%20offices%20(not%20based%20in%20New%20York)/In%20English/Template%20Annex%202%20-%20Business%20Impact%20Analysis.xlsx)
3. Annex 3 – [Minimum Operation Scenario](https://intranet.undp.org/unit/bom/erm/BCM/Tools%20and%20Templates/Templates%20for%20CO%20and%20other%20offices%20(not%20based%20in%20New%20York)/In%20English/Template%20Annex%203%20%20-%20Minimum%20Operation%20Scenario.docx)
4. Annex 4 – [Service Level Agreement with Devolution Office](https://intranet.undp.org/unit/bom/erm/BCM/Tools%20and%20Templates/Templates%20for%20CO%20and%20other%20offices%20(not%20based%20in%20New%20York)/In%20English/Template%20Annex%205%20-%20Service%20Level%20Agreement%20for%20Devolution.doc)
5. Annex 5 – [BCP team contacts list](https://intranet.undp.org/unit/bom/erm/BCM/Tools%20and%20Templates/Templates%20for%20CO%20and%20other%20offices%20(not%20based%20in%20New%20York)/In%20English/Template%20Annex%206%20-%20BCP%20Team%20Contact%20List.xlsx)

**Other Annexes**

These documents can also be annexed to this plan as necessary and appropriate to the local context:

1. Security plan (including Security Risk Assessment);
2. List of key government counterparts and contacts;
3. Other Critical Contact Lists (Key Vendors, Partners etc);
4. Emergency Evacuation Scenario;
5. Other documents that would help critical staff in maintaining their respective critical functions.

**Notes on using the template**

This note is not part of the plan and should be deleted from the document when it is finalized

1. The template follows the ISO standard for BCP which is succinct and short to ensure this remains actionable.

2. The number of critical functions can be added or subtracted as necessary by the Bureau. The mandatory functions that need to be covered are:

a. Communication: to ensure that the bureau would be able to maintain communication with its key stakeholders (internal and external). While the continuation of some corporate system would be covered by corporate BCP (e.g. email connection, ATLAS, etc.) access to this system would depend on various other things (power/electricity, internet connection, etc.) The bureau should therefore make sure that their critical staff has the necessary backup communication devices to be able to communicate;

b. Accounting for staff: Being able to account for staff in the event of emergency is the responsibility of every manager. Therefore the bureau is primarily responsible for this. The Emergency Notification System could be listed as the tool for this.

3. The plan should not elaborate on the details of how the critical function would be maintained. Instead, critical staff who are in charge for those functions, are expected to come up with the arrangements and be prepared to execute them at all time. If necessary those arrangements can be documented and annexed to this plan.