## Business Continuity

1. **Purpose**

The objective of the Business Continuity Plan is to coordinate recovery of critical business functions in managing and supporting the business recovery in the event of a facilities disruption or disaster. This can include short or long-term disasters or other disruptions, such as fires, floods, earthquakes, explosions, terrorism, tornadoes, extended power interruptions, hazardous chemical spills, and other natural or man-made disasters.

A disaster is defined as any event that renders a business facility inoperable or unusable so that it interferes with the organization’s ability to deliver essential business services.

1. **The priorities in a disaster situation are to:**

* Ensure the safety of employees and visitors in the office buildings.
* Mitigate threats or limit the damage that threats can cause.
* Have advanced preparations to ensure that critical business functions can continue.
* Have documented plans and procedures to ensure the quick, effective execution of recovery strategies for critical business functions.

1. **Goals and Objectives**

* Serves as a guide for the Company recovery teams.
* References and points to the location of critical data.
* Provides procedures and resources needed to assist in recovery.
* Identifies vendors and customers that must be notified in the event of a disaster.
* Assists in avoiding confusion experienced during a crisis by documenting, testing and reviewing recovery procedures.
* Identifies alternate sources for supplies, resources and locations.
* Documents storage, safeguarding, and retrieval procedures for vital records.
* Risk Prevention, reduction, and mitigation.
* Organizational resilience enhancement.
* Financial, operational and business continuity requirements.
* Compliance with legal requirements.

1. **Assumptions**

* Key people (team leaders or alternates) will be available following a disaster.
* A national disaster such as nuclear war is beyond the scope of this plan.
* This document and all vital records are stored in a secure off-site location and not only survive the disaster but are accessible immediately following the disaster.
* Each support organization will have its own plan consisting of unique recovery procedures, critical resource information and procedures.

1. **Changes to the Plan/Maintenance Responsibilities**

Maintenance and review of the Business Continuity Plan is the responsibility of the program coordinator and program committee.

* Periodically review the adequacy, effectiveness, and appropriateness of the plan.
* Assess the impact on the Business Continuity Plan of additions or changes to existing business functions, procedures, equipment, and facilities requirements.
* Keep recovery team personnel assignments current, taking into account promotions, transfers, and terminations.
* Communicate all plan changes to the required personnel.
* Maintain and/or monitor offsite office space sufficient for critical functions and to meet the facility recovery time frames.
* Ensure the workability of the Business Continuity Plan. This should be periodically verified by active or passive testing.
* Support corrective actions to address program deficiencies.
* Provide the necessary resources to support the program.

1. **Disaster Definition**

Any loss of utility service (power, water), connectivity (system sites), or catastrophic event (weather, natural disaster, vandalism) that causes an interruption in the service provided by the Company operations. The plan identifies vulnerabilities and recommends measures to prevent extended service outages.

1. **Recovery Teams**

* Emergency management team (EMT)

This team is responsible for:

* + The safety of all employees.
  + Inspecting the physical structure and identifying areas that may have sustained damage.
  + Expanding on and/or revising the findings of the Preliminary Damage Assessment.
  + Providing management with damage assessment reports and recommendations.
* Communications Team (CT)

This team is responsible for:

* + Providing information regarding the disaster and recovery efforts to Customers, Vendors/Contracts, Media, Regulatory Agencies Other Stakeholders
  + Providing information regarding the disaster and recovery efforts to employees and families.
  + Notifying employee’s emergency contact of employee injury or fatality.
  + Ensuring the processing of all life, health, and accident insurance claims as required.
  + Ensuring the recovery/restoration personnel has assistance with clerical tasks, errands, and other administrative activities.
  + Arranging for the availability of necessary office support services and equipment.
  + Providing a channel for authorization of expenditures for all recovery personnel.
  + Assuring that mail, and reports are redirected to the proper location as required.
* IT technical services (IT)

This team is responsible for:

* + Managing the IT disaster response and recovery procedures.
  + Mobilizing and managing IT resources.
  + Coordinating all communications related activities, as required, with telephone & data communications, PC, LAN support personnel, and other IT related vendors.
  + Assisting, as required, in the acquisition and installation of equipment at the recovery site.
  + Participating in testing equipment and facilities.
  + Coordinating telephone setup at the EOC and recovery site.

1. **Team Member Responsibilities**

* Each team member will designate an alternate.
* All of the members should keep an updated calling list of their work team members’ work, home, and cell phone numbers both at home and at work.
* All team members should keep this plan for reference at home in case the disaster happens after normal work hours. All team members should familiarize themselves with the contents of this plan.

1. **Instructions for Using the Business Continuity Plan**

**Invoking the plan**

This plan becomes effective when a disaster occurs. Normal problem management procedures will initiate the plan and remain in effect until operations are resumed at the original location or a replacement location and control is returned to the appropriate functional management.

**Disaster declaration**

The senior management team, with input from the EMT, CT and IT, is responsible for declaring a disaster and activating the various recovery teams as outlined in this plan.

In a major disaster situation affecting multiple business units, the decision to declare a disaster will be determined by senior management. The EMT and CT will respond based on the directives specified by senior management.

**Notification**

Regardless of the disaster circumstances, or the identity of the person(s) first made aware of the disaster, the EMT and CT must be activated immediately in the following cases:

* Two or more systems and/or sites are down concurrently for three or more hours
* Five or more systems and/or sites are down concurrently for three or more hours
* Any problem at any system or network facility that would cause either of the above conditions to be present or there is certain indication that either of the conditions are about to occur

**Internal Communications**

Communicating information during and following a disaster to relevant parties is a key priority for the program coordinator and program committee.

Internal emergency management alerts can be sent using email, overhead building paging systems, voice messages, emails or text messages to mobile devices. This type of communication would include instructions to evacuate the building and relocate at assembly points, updates on the status of the situation and notification of when it's safe to return.

Warning, notification, and communications systems shall be reliable, redundant, and interoperable.

Emergency warning, notification, and communications protocols and procedures shall be developed, tested, and used to alert employees potentially at risk from an actual or impending incident.

Procedures shall include issuing warnings through authorized agencies if required by law as well as the use of pre-scripted information bulletins or templates.

**External Communications**

Corporate public relations personnel are designated as the principal contacts with the media, clients, regulatory agencies, government agencies, and other external organizations following a formal disaster declaration. Clients and customers shall be notified in the event of a business disruption.

1. **Emergency Management Standards**

**Data backup policy**

Full and incremental backups preserve corporate information assets and should be performed on a regular basis for audit logs and files that are irreplaceable, have a high replacement cost, or are considered critical. Backup media should be stored in a secure, geographically separate location from the original and isolated from environmental hazards.

Department-specific data and document retention policies specify what records must be retained and for how long. All organizations are accountable for carrying out the provisions of the instruction for records in their organization.

IT follows these standards for its data backup and archiving:

**Tape retention policy**

Backup media is stored at locations that are secure, isolated from environmental hazards, and geographically separate from the location housing the system.

**Billing tapes**

1. Tapes greater than three years old are destroyed every six months.
2. Tapes less than three years old must be stored locally off-site.
3. The system supervisor is responsible for the transition cycle of tapes.

**System image tapes**

* A copy of the most current image files must be made at least once per week.
* This backup must be stored offsite.

1. The system supervisor is responsible for this activity.

**Off-site storage procedures**

* Tapes and disks, and other suitable media are stored in environmentally secure facilities.
* Tape or disk rotation occurs on a regular schedule coordinated with the storage vendor.
* Access to backup databases and other data is tested annually.

1. **Impact Analysis**

The company shall perform a review and analysis of the potential risks and impacts that could occur from disruptions of normal business operations. These analyses shall

* Identify the potential areas where the Company will be most severely disrupted.
* Company’s legal obligations.
* Company’s key activities that help it provide goods and services.
* Persons and other entities dependent on the organization.
* The impact of the Company being unable to deliver on its own obligations.
* Identify other items that may be disrupted in the event of a disaster.

The Company shall review the effectiveness of its response to incidents after an exercise or incident occurs. The Company shall identify opportunities to improve the business continuity plan, it’s management, coordination, and effectiveness.

The business continuity plan shall be reviewed and updated on a regular basis to ensure that the procedures put in place to maintain business operations are appropriate and effective.

1. **Training**

Management is responsible for ensuring that the personnel who would carry out the Business Continuity Plan are sufficiently aware of the plan’s details. Each employee shall be trained on his or her responsibilities and roles in executing the business continuity plan in the event the plan is activated. This may be accomplished in a number of ways including; practice exercises, participation in tests, and awareness programs conducted by the Business Continuity Coordinator.

Training, practice exercises, and impact analysis shall be documented and retained in writing.