**QHF517**

**[INSERT NAME HERE]**

**BUSINESS CONTINUITY PLAN**

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1. INTRODUCTION

As an emergency pre-hospital medical services provider, the continuous availability of National Ambulance’s services is critical to the community and stakeholders. Potential disruptions need to be identified at the earliest opportunity in order to response efficiently and in a timely manner. This Business Continuity Plan for *XXXX* addresses all aspects of the organization’s response from the detection of an incident through to returning to ‘business as usual’, including communication during the disruption between all participants.

Managing and responding to disruptions that may impact National Ambulance’s operations is addressed in this Business Continuity Plan in alignment with NCEMA 7000:2021 Standard. This will ensure the delivery of prioritized activities within the predetermined timelines in the event of disruptions.

This plan is relevant to the Risk Evaluation and Management System Component.

1. SCOPE

The scope of this plan applies to XXXX and all supporting functions required to deliver these operations including *XXXX* department/s.

1. PURPOSE

The purpose of this BC Plan is to provide the information that the response team requires and the actions they need to take in order to ensure effective and timely response to disruptions. This BC Plan shall set the requirements needed for detecting potential incidents and responding to disruptions in order to shorten their duration, limit their impact, and protect those affected.

1. OBJECTIVES

The objectives of this BC Plan are to:

* Provide an overview of how National Ambulance will respond to a disruptive incident affecting its business continuity
* Set out who will respond to an incident and how our business continuity plans will be invoked
* Define how decisions will be taken with regard to responding to an incident
* Explain how communication within National Ambulance and with external parties will be handled
* Provide contact details for key people and external parties

1. ROLES AND RESPONSIBILITIES

*Define the roles, responsibilities, and authorities that are related to executing this plan*

|  |  |  |
| --- | --- | --- |
| Designation | Roles and Responsibilities | Contact Details |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

1. REQUIRED RESOURCES

*Details of the resources required for implementing this plan by the BC plan implementation team.*

1. PRIMARY, SECONDARY, AND BACKUP LOCATIONS

*Mention the primary, secondary, and back up locations if applicable.*

1. INTERESTED PARTIES

*Identify relevant internal and external interested parties and list their details. External interested parties may include stakeholders, suppliers..etc.*

* 1. External Interested Parties

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Interested Party | Supplier/  Stakeholder | Services/ Products Provided | Name & Contact Details | Response Time (if applicable) |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

* 1. Internal Interested Parties

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Name | Role in Plan | Office Number | Phone Number | Email |
|  |  |  |  |  |
|  |  |  |  |  |
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1. AUTHORITY TO ACTIVATE

*Designation/s that have the authority to activate this BC plan.*

1. CRITERIA FOR ACTIVATING

*Criteria needed to declare a disruption and initiate an appropriate response.*

1. PLAN ACTIVATION AND IMMEDIATE RESPONSE PROCEDURE

*Procedure for activating the BC Plan and for the immediate response. This should take into account:*

* *Timely detection and assessment of incidents to determine their nature and potential consequences.*
* *Assessing threats to human life and damage to infrastructure and services.*
* *Establishing priorities (giving immediate priority to life safety).*
* *Determining actions to be taken to shorten the period and limit the impacts of disruption.*
* *Monitoring the consequences of the disruption and the organization’s response.*
* *Communicating with relevant interested parties and authorities .*
* *Referring to the emergency evacuation plan.*
* *Providing first aid and essential supplies.*
* *Locating people under the organization’s control, including visitors.*
* *Assessing potential opportunities for restoration of damaged facilities, equipment and documented information.*

1. PRIORITIZED ACTIVITIES

*Activities that are critical and must be given the priority when recovering from disruptive events in order to reduce the impact.*

1. IMPACT OF DISRUPTION ON PRIORITIZED ACTIVITIES OVER PREDETERMINED TIMEFRAME

*The impact of disruption on prioritized activities with respect to key obligations.*

1. RECOVERY AND STAND-DOWN

*Requirements and recovery procedures needed to ensure that critical activities can be resumed within their RTOs following a disruption. The requirements include:*

* *Strategies and resource requirements for resuming activities and their dependencies*
* *Actions needed to resume prioritized activities and prevent further disruption*

1. RETURN TO BUSINESS AS USUAL

*Return to business as usual should include:*

* *The basis on which a decision for returning to normal will be made.*
* *Tasks and responsibilities.*
* *How activities not identified as prioritized will be resumed and recovered.*
* *Document the incident by a post report.*

1. DOCUMENTATION AND RECORDS

*How actions taken and decisions made will be recorded*

1. RELEVANT LEGISLATION

International, federal or local legislation and circulars relevant to this Policy. Full detail on this legislation can be found in QHP109 Legal Register.

|  |  |
| --- | --- |
| **Code, Name of Legislation** | **Jurisdiction** |
| NCEMA 7000:2021 Standard | UAE |
|  |  |

1. RELATED POLICIES AND FORMS

List related policies and procedures to the created/updated policy.

|  |
| --- |
| **Policy & Procedure /Form** |
|  |
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|  |

1. FEEDBACK

Any feedback or suggestions for improvement to this Policy, Processes or Procedures can be submitted to [qhse@nationalambulance.ae](mailto:qhse@nationalambulance.ae)

1. DOCUMENT CONTROL AND OWNERSHIP

A review and update of this document will take place as necessary, when changes occur that identify the need to revise thisPolicy such as changes in roles and responsibilities, release of new legislative or technical guidance, or identification of a new policy area.

This document ownership for editing is identified as:

* QHSE & BC Manager

**Change Brief**

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| --- | --- | --- |
| **Version No.** | **Date** | **Change** |
| 1.0 | December 2021 | *New document* |
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CEO Approval

Board Member Verification