

Team Action Plan - Human Resources

Uniban Canada Inc.

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WG ADVISORY SERVICES vDRAFT

BUSINESS CONTINUITY TOOLKIT

UNIBAN CONTACT LIST

Crisis Management Team (CMT) / Business Continuity Committee (BCC)			
Name	Role	Email	Phone

Internal Contacts			
Name	Role	Email	Phone

VENDOR AND SUPPLIER CONTACT LIST

Vendor/Supplier	Email	Phone	Comments

SITE/DAMAGE ASSESSMENT FORM

Date:

Time:

Person
Responsible:

Department	Equipment	OK	Description of Problem (Include Cost Estimate)

ALTERNATE FACILITIES AND LOCATIONS

Determine if it is possible to set up an alternate or temporary location if the Laval office must be evacuated. How much work can be done virtually? What pre-agreements do you have for these options? Use the form below to outline alternate facilities within the BCP plan.

Alternate Facility and Location					
ALTERNATE LOCATION					
NAME:					
STREET ADDRESS:					
CITY:		PROVINCE:		POSTAL CODE:	
TELEPHONE:		IS THERE A PRE-AGREEMENT IN PLACE?			
POINT OF CONTACT					
CONTACT NAME:					
EMAIL ADDRESS:					
TELEPHONE:		ALTERNATE:			
SITE ASSESSMENT					
NUMBER OF STAFF FACILITY CAN ACCOMMODATE			EQUIPMENT/SUPPLIES THAT WOULD BE NEEDED		
REQUIRED TIME TO SET UP OPERATIONS			EQUIPMENT/SUPPLIES ALREADY IN PLACE		
OTHER CONSIDERATIONS (e.g. working from home)					

ANNEX B – HUMAN RESOURCES (TEAM ACTION PLAN)

Purpose

The Business Continuity Team Action Plan outlines the actions to be taken and resources to be used to facilitate the continuity of critical business activities within the **Laval Office** in the event of prolonged business interruption due to major incident impacting Uniban services.

This plan is not a complete, step-by-step, how-to-do-it manual since **each crisis situation is unique**, with varying levels of threats and business impact.

The plan suggests actions to take and is only guidelines to serve in managing a major incident. Real life decisions for reacting to a major incident must be guided ultimately by the sound judgement and discretion of involved managers and staff.

Procedures for dealing with day-to-day problems are not dealt with in this plan. Such problems should be taken up under the agency's standard operating procedures.

Team Charter

The role of this team is to ensure the continuity of critical activities of the **Uniban Human Resources Team** within the stipulated timeframes in the event of a major incident that renders the premises of the Laval Office inaccessible or unusable.

The Human Resources Department provides the following functions to the organization:

- Recruitment and Hiring
- Payroll Services
- Health and Safety Services
- Security Access, Training, Social Benefits, and Internal Communications

Team Composition

Team Leader:		Alternate Team Leader:	
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Critical Business Activities and Strategy

The critical business activities and their corresponding Maximum Acceptable Outage of this Division are as follows:

Service/Process	Maximum Acceptable Outage			
	0-4 hrs	24 hrs	3-Days	1-Week
Payroll				X

Other activities that are not listed in the table will be deferred in the event of BCP invocation. Although these deferred activities may be important for the day to day operations of the agency, they are not deemed to be critical under business continuity situations.

Deferred activities will be restored during the long-term recovery phase – the level of effort, allocation of resources and actions needed would be dependent on the nature of the incident.

The broad strategies for the continuation of critical business activities are as follows:

Strategy

Day 1	Day 3	Day 7

Assessment and Notification

Incidents During Office Hours

Initial Alert		
Ref	Action	Done
1	If you become aware of an event that could have a negative impact on operations inform your team lead or alternate	

Evacuation		
Ref	Action	Done
2	When alarm is sounded please evacuate to the muster point as directed	
3	When you are at the muster point, ensure that you record your departments attendance	

Initial Assessment		
Ref	Action	Done
4	The Crisis Management Team will assess the situation and decide if the Business Continuity Plan is to be invoked	
5	If the Business Continuity Plan is NOT invoked, return to the building/office when instructed by your team lead or alternate	

Plan Invocation		
Ref	Action	Done
6	If the Business Continuity Plan is invoked: <ul style="list-style-type: none"> Instruct relevant team members to proceed to the Business Continuity site Instruct team members who are not required immediately to support business continuity to return home or wait for further instructions 	

Assessment and Notification

Incidents Outside Office Hours

Initial Alert		
Ref	Action	Done
1	<p>When you receive the notification, confirm with the caller:</p> <ul style="list-style-type: none"> • Nature of the problem and circumstances leading to the Business Continuity Plan invocation • Phone number where the caller can be reached • That you will do the necessary notification to your Team Leader, if necessary 	

Initial Assessment		
Ref	Action	Done
2	<p>If necessary, notify your Team Leader:</p> <p>When you call, provide the following information:</p> <ul style="list-style-type: none"> • Nature of the problem and circumstances leading to the Business Continuity Plan invocation • Phone number where you can be reached <p>Discuss with your Team Leader the key actions to be taken and who in the team should be activated</p>	

Plan Invocation		
Ref	Action	Done
3	The Crisis Management Team will assess the situation and decide if the Business Continuity Plan is to be invoked	

Plan Activation

Upon Arrival at Business Continuity Site

Ref	Action	Done
1	Verify that all required equipment is available and operational – Verify that all required application systems are operational – Notify IT Support if you encounter any problems with the IT / office infrastructure	
2	Re-establish positions of all work-in-progress and lost transactions, if any	
3	Retrieve and check supplies and vital records from off-site storage. If necessary, place orders for additional supplies	

Business Resumption

Within 1-Day		
Ref	Action	Done
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		

Uniban Canada – Team Action Plan (Human Resources)

Within 3-Days		
Ref	Action	Done
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		
Within 1-Week		
Ref	Action	Done
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		

Return to Normality

Damage Assessment

Ref	Action	Done
1	The Crisis Management Team will decide when would be an appropriate time to conduct a detailed damage assessment	
2	Assign 1 staff member to participate on the Damage Assessment Team	
3	Carry out damage assessment under the direction of the Damage Assessment Team Leader (<i>Site/Damage Assessment Form</i>)	

Salvage and Restoration

Ref	Action	Done
1	Compile list of items from the department that can be salvaged and those that need to be replaced	
2	Work with IT to identify requirements for new office	

Relocation

Ref	Action	Done
1	Following the decision of the Crisis Management Team to relocate – determine the move requirements	
2	Develop plan to relocate processing back to the primary office, ensuring to maintain data integrity through the process	