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Organization Name
Business Continuation Plan
Last updated: XX/XX/XX

SECTION 1: THE PLAN

Business Continuation Management Team

Function: To oversee the development, maintenance and reviewing/testing of recovery plans addressing vital business functions. In case of a disaster or emergency, the ability to manage the backup and recovery efforts and facilitate the support for key business functions and restoration of normal activities.

Organization – Staff: The team is coordinated by the Plan Coordinator and composed of management personnel from each of the areas involved in the recovery process, including support staff.

Action Requirements: On an annual basis, or more frequently if changes occur, the team will meet to review and re-evaluate the operating functions and the overall status of the plan. Staff will ensure that changes to their procedures are reflected in any other formalized procedures, as well as maintaining a checklist with equipment model and serial numbers and a checklist for updates of maintenance and accuracy.

Computer Files/Information Back-up

On-site back-ups done daily each morning – stored in reception area fire-proof safe.

Off-site back-ups done every 2 weeks – stored in Program Assistant's residence

Non-Computer Record Back-ups

Non-computer documents as listed below are stored in a fire-proof safe located in the Commons area:

- Building lease
- Contracts
- Maintenance Agreements
- Insurance Policies
- Tax Records/Audits
- Other documents as deemed necessary

Plan Copies

Distributed to all staff – and are kept at their residence. On site storage: in the fire proof safe. Off site: at Program Assistant's Residence, with back-ups, and with other designated individual, ex: Insurance Agent.

SECTION 2: RECOVERY PROCEDURES

Plan Coordinator

Function: to coordinate and oversee Business Contingency Plan response and recovery efforts

Step 1: Action Procedures

- Locate the “Business Recovery Plan”
- Notify staff: see attached page of employees updated contact info (Notification List – kept updated by XX)
- Implement the recovery plan
- Notify the President of the Board of Directors and/or Executive Committee

It may be necessary to visit the office/site for an initial damage assessment, salvage, clean-up, etc.

Damage Assessment/Salvage

The Team: Plan Coordinator and/or other personnel involved, once notified, to report within 2 to 4 hours after entry to the facility is permitted, assess the extent of the damage to the affected site, equipment, etc, and make recommendations regarding possible reactivation and/or relocation of office operations. Following assessment of the damage, involved personnel are then responsible for slave operations in the area affected.

Identification of all equipment (model/serial number, etc) and a listing of technical support and vendors, (name, address, phone/fax numbers) to be kept current with other important records.

Advise Executive Committee/Coordinator to designate and determine the business impact. Secure temporary or alternative site, and evaluate additional financial needs, if applicable.

III. INSURANCE - DESIGNATED INDIVIDUAL

Function: To provide insurance coverage and to ensure the recovery action is taken in such a way as to assure a prompt and fair recovery from insurance carriers. Determine and identify coverage required for the facility, equipment, etc. Arrange for video recording equipment to record damage. Include the Insurance Agent in planning.

Action Procedures: See Spreadsheet/Timetable

Plan Coordinator: to activate and coordinate during the initial stage of an emergency

Designated personnel: to evaluate the initial status of the damaged area. Assess what can be salvaged, when entry is permitted to the facility. Gather all information, discuss details and options with Coordinator and Team members. Restore the site, depending upon the extent of damage, designate personnel to supervise, direct or consult with vendors (for cleaning of carpets/walls, replacing supplies).

IV: TELECOMMUNICATIONS – DESIGNATED INDIVIDUAL

Function: To provide voice and data communications services to support critical business and operational functions in the event that normal telecommunications lines and equipment are disrupted or relocation of the facility and/or personnel is necessary

Action Procedures: Contact carrier to temporarily redirect telecommunications lines.

Coordinate, consult with outside contractors and service providers as necessary to ensure replacement equipment is available. Rental of temporary communications equipment (cell phones, fax, etc) may be necessary.

V. PUBLIC INFORMATION

Function: Maintain good public relations that inquiries from the media, family and friends of staff, donors, etc, can be handled effectively. Assist in making the facts presented to the public as accurate and positive as possible given the situation. Contact media sources in a timely manner that they are not forced to resort to unreliable sources for information that could be untrue and more damaging than the facts.

Action: Utilize media to notify the public of an emergency and maintain up-to-date contact info for other required parties.

ATTACHMENTS: Contact list/Phone tree
Timetable

Timetable

Priority 1	Day 1	Convene Staff, notify ED/Insurance Agent, assess damages, discuss options, notify media Restore/redirect communications, obtain temporary equipment
Priority 2	Days 2 - 4	Restore/replace computer programs/data as necessary Restore partial operation to priority areas and determine priority of equipment and supplies
Priority 3	Days 5 - 7	Order/replace/receive/set-up equipment and supplies Restore full telecommunications. Recreate necessary hard copies
Priority 4	Days 8 - 14	Restore voice mail, locate permanent facility, if needed.
Priority 5	Days 30 - 90	Historical files compiled as available

<u>Business Operation</u>	<u>Risk Analysis</u>	<u>Recovery Goals</u>	<u>Procedure</u>	<u>Responsible Party</u>
Examples:	Examples:			
Telecommunications	Critical	Priority Level		
Computers/Servers	Essential			
Off - Site Backup	Necessary			
PR Communications	Desirable			