

# Business Continuity Plan

## *Respond*

- Identify, assess and report the incident/loss/outage
- Implement emergency procedures
- Isolate/contain damage
- Initial impact assessment
- Escalation to senior management
- Initiate Business Recovery Plans as required
- Assess against criteria for a 'Crisis', invoke the BCP and activate the Command Centre if necessary

## *Restore*

- Stabilise situation (damage control)
- Reassess impact
- People support – counselling
- Implement restoration and work-arounds in accordance with Business Recovery Plans
- Identify / allocate resources and assistance required
- Manage indirect consequences, e.g. public relations

## *Recover*

- Salvage and repair damage
- Reinstate original systems and processes
- Business resumption
- Cost capture and recovery, e.g. insurance
- Post-occurrence analysis



For more information  
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**“Risk Management -vs- RISKY Management”**  
**It's your choice!**

