

# Business Continuity Preparation and Response Plan

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## Introduction

### *Purpose*

The Business Continuity Preparation and Response plan serves as a guide in preparing for and responding to potential business disruptions.

## Business Continuity Preparation and Response

### *Overview*

The Business Continuity Preparation and Response Plan serves two purposes. It provides instructions for the preparation of continuity of operations for any planned or unplanned event. It also provides the requirements, strategies, and actions necessary to rapidly and effectively manage the recovery of operations following an event.

In order to effectively manage events, offices must

- Anticipate crises and prevent them when possible
- Work to reduce tension during the incident
- Promptly attend to the needs of affected employees
- Work effectively with emergency responders from city, state and federal agencies
- Contain financial exposure and minimize the incident's effect on the company's reputation

## Roles

Each office should designate a Recovery Director, Lead(s) and Alternate Lead(s).

Recovery Director – serves as the main contact point, regarding the incident. The Recovery Director will be responsible for disseminating information to the Leads. This person will head preparation efforts, in the instance of a foreseen event. Post-incident, this person will head the resumption of business efforts (alternate site set-up, supplies, phones, etc.).

Lead(s) – department managers will assume Lead roles over their respective departments. Leads serve as the point of contact for a business function. This person(s) will be in constant contact with the Recovery Director regarding the incident. Leads will work with the Recovery Director and disseminate information to Alternate Lead(s) (if applicable) and employees. Leads will maintain contact with employees and coordinate updates on employee well-being/location and availability of employees to resume job duties.

Alternate Lead – will assist Leads with implementing and managing the tasks associated with resuming business functions over their respective departments. This may include handling communications, the setup of alternate locations, etc.

## **Preparing for a possible outage scenario**

In preparing for an outage scenario, offices should use the checklist below as a guideline. The Recovery Director should lead and/or delegate the following efforts:

- Review Business Continuity Plan
- Determine which communication avenues will be the most appropriate before/during/after outage
- Discuss potential of the threat and the need to release employees based on projected time to impact and severity of event, taking into consideration mandatory evacuation zones
- Discuss communications to clients, customers and vendors (scheduled communications and content)
- Establish employee communication plan
  - Inform employees of acceptable methods of communication with office managers (email, phone, text, etc.) and how often the employee is expected to check in with the manager.
  - Inform employees on how they will be notified of office closure/return to work information
- Review and update call trees and/or employee contact information to ensure it is current
- Review business continuity plans to determine critical/priority business services that must be resumed quickly and the resources required to achieve resumption
- Remind staff to charge mobile phones and laptop batteries
- Instruct employees to back up personal computers and take laptops with them (keeping phone, Blackberry and laptop chargers with them)
- Instruct employees to verify VPN connectivity; if applicable.
- Print vendor, customer, client and other vital contact lists
- Obtain electronic and/or hard copies of all vital records
- Move loose items from outer offices into hallway or into an inner office or room (to avoid potential weather damage from broken windows).
- Arrange for critical employees to work at alternate location (may require early release from impacted site to allow for safe travel to alternate location)
  - Phones - transfer phones to alternate location.
  - Mail - make alternate arrangements for mail and package delivery (forward to another location or hold for pick up)
- Back up services – make sure all systems have appropriate backups stored in safe and non-impacted location.

## Responding to an outage scenario

Immediately following an outage, offices should use the checklist below as a guideline for resuming business. The Recovery Director should collaborate with the Leads to execute the following efforts:

### Communication immediately following an outage:

- Recovery Director will serve as the main point of contact, communicating statuses and recovery plans to Lead
- Lead to contact Alternate Leads and/or employees to provide status of outage
- Leads will account for all employees and report back to Recovery Director (Contact List can be pulled from Business Continuity Plan)
- Assess situation – is it safe for employees to return? Does an alternate site need to be procured?
- Contact building management (if applicable)
- Contact Insurance Carrier for claim assistance/needs

### Business resumption:

- Determine critical business functions that must be resumed immediately (closings, purchasing, sales, accounting, title search/exam, payroll, IT, development, etc.)
- Determine resources required to resume business functions (personnel, technology hardware and software (including telecommunications), specialized equipment, general office supplies, facility/office space and critical and vital business records)
- Determine how and where these functions will be carried out if office is inaccessible
  - Work remotely (standard operational office tasks and conducting closings, title search/examinations, etc.)
    - Home
    - Another branch office
    - Temporary office space
  - If applicable, assign team to set up alternate site (computers, furniture, office supplies, etc)
- Phone system & communications
  - Forward phones to appropriate parties/locations if possible
  - Determine if additional or new phone systems will be required
  - Update voicemail information/instructions appropriately
  - Contact any customers, clients and vendors that need to be informed of the situation
- Computers
  - How many laptops or desktops are required? Contact supplier for expedited delivery and set up.
- Office Supplies required
  - Contact local vendor for expedited supplies (furniture, paper, pens, staplers, toner, tape, scissors, printers, fax machines, scanners, check printers, etc.
- Obtain required business forms
- Mail
  - Make alternate arrangements for mail and package delivery (forward to another location or hold for pick up)
- Back up restores
  - If back up restores are required, contact IT department for recovery
- Procure any vital and/or confidential records that are not stored electronically; verify vital records that are stored electronically are accessible
  - Client/customer Lists
  - Vendor Lists

- Employee Contact Lists
- Miscellaneous

**Additional Notes, Requirements & Tasks:**