

Appendix B – Business Continuity Policy: BCP Template – Supplier Failure

XX Dept. Business Continuity Plan (BCP) – Supplier Failure

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| Plan Activation Process | <p>If you become aware of a business continuity incident you <u>must</u> notify:</p> <p>In Hours: [<i>Job Title of person with ultimate authority</i>] on ext: XXX or mobile: XX Out of Hours: Duty Manager via Switchboard on ext: 0</p> <p>In Addition you <u>must</u> also notify:</p> <p>Clinical Site Team on ext: 3198 or bleep: 1312 EPRR Team on ext: 5699</p> <p>Other Key Staff/Departments which need to be contacted are: <i><Title and contact numbers of specific personnel/departments that will need to be contacted in the event of an incident></i></p> <p>Ultimate authority in regards to this plan lies with: <i>[Name and Job Title of person with ultimate authority/decision making capability]</i></p> |
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In the event of a Supplier failure you must follow the below process:

| Supplier Failure | <i><Name of Supplier that has failed></i> | RTO: | <i><Duration></i> |
|-------------------------|---|-------------|-------------------------|
| Actions | | | |
| 1 | In the event of Supplier XX failure, contact XX on phone number XX and request an immediate update on the situation | | |
| 2 | <i><List all the actions you would need to take now, step by step so they could be completed by someone who is brand new to the department></i> <i><e.g. Let stakeholders know the situation and when it is expected that service can resume as normal ></i> | | |
| 3 | <i><Keep the actions simple and to the point, do not use acronyms without explanation, state the obvious – someone new to the department may not know the expected response></i> | | |
| 4 | <i><List all critical steps></i> | | |