



MINISTRY OF  
SOCIAL  
DEVELOPMENT

**B**  
**C**  
**P**

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**Sample**

**FEB**  
**2009**

**V09.01.03**



# Sample



Ministry of  
Social Development

*Business  
Continuity  
Plan for*

*[Business Unit][Location]*

## Purpose

This Business Continuity Plan describes roles and procedures for emergency response and recovery of the business processes of this business unit or office. It provides reference information to support this, and documents the processes that may have been used (risk assessment, business impact analysis) to develop the recovery plan.

This document should be reviewed every 12 months.

To update the plan, you should:

- Review Business Impact Analysis (Appendix C.4): Are the critical business processes changed?
- If you've added a new business process, ensure the Recovery Plan has a procedure for each critical business process (Section 4)
- If you've modified a business process, ensure the corresponding Recovery Plan is accurate
- Ensure your contact lists are up to date (Appendices A-1, A-2, A-5, A-6, A-8, A-9, A-10)
- Ensure number of employees is current (Appendix B.3)
- Update your Record of Amendments
- When you conduct an exercise, update your Exercise Record
- Update the Table of Contents (left-click on "Response" and press F9)

**FEBRUARY 2009 EDITION**

For updates of this BCP contact:

**[Business Unit Planner]**

For BCP template updates contact:  
MSD Manager, Emergency Management  
(250) 387-5649

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Record of Amendments

BCP SERIAL NUMBER \_\_\_\_\_

Amendment Number (yy.##)	Amendment Detail (e.g. Section/Page/Tab Amended)	Date Amended
09.01	MHSD Template	February 2009

Sample

Record of Amendments (*continued*)

Amendment Number (yy.##)	Amendment Detail (e.g. Section/Page/Tab Amended)	Date Amended

Sample

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### Record of Amendments

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[http://gww.bcpublicservice.gov.bc.ca/osh/EPR/EPR-suspiciousletters\\_packages.html](http://gww.bcpublicservice.gov.bc.ca/osh/EPR/EPR-suspiciousletters_packages.html)

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- Security Checklist
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**Appendix M – Hazard-Specific Plans**

## QUICK REFERENCE GUIDE

### USAGE

**Activation:**

See “When to Activate” and the BCP Process Flowchart – Section 1

**Recovery Managers, Recovery Team Leaders and Recovery Team members:**

Response Actions – generic – See Section 2

Recovery Actions – generic – See Section 3

Recovery Plan – See Section 4

Contact information – Appendix A

Roles – See Appendix E – in BCP Reference document

**All other Staff:**

Responsibilities: See Section 2.1

Staffing – Appendix J – in BCP Reference document

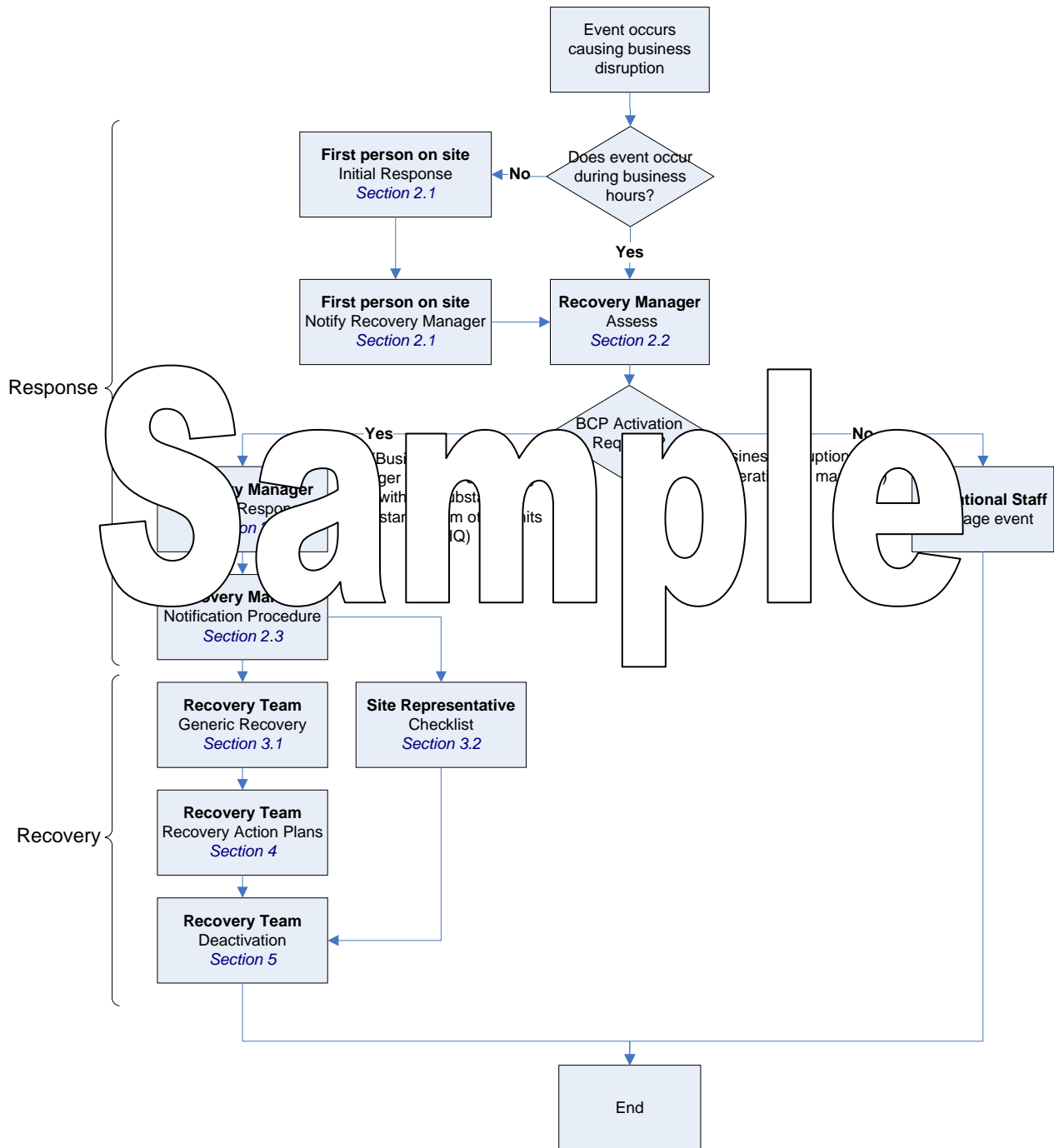
See Cover Page and Appendix C for more information on BCP  
Instructions link to [redacted]

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1. Activation

1.1.BCP Process Flowchart





## 1.2. When to Activate

- Activate when:
  - substantial additional assistance will be required from other Ministry business units or headquarters; and/or
  - the business unit or office can no longer function effectively
- Examples of when to activate:
  - Virus outbreaks causing staff shortage, staff unwilling to show up to work due to fear of contamination; significant delays in assisting clients.
  - Ruptured gas line resulting in evacuation of office(s)
  - Region wide system outages resulting in client service interruptions
  - Snowstorm/Blizzard resulting in road closures and power-outages; unable to assist clients, or continue regular business procedures
  - Disruption falls on cheque issue day resulting in multiple day waits for clients issuing cheques
- Do not activate when:
  - The disruption is minor and staff can continue to function effectively
- Examples of when not to activate:
  - Minor flu, or cold, resulting in minor staff shortage; not affecting regular business
  - Minor earthquake resulting in no physical damage to public property or extended disruption
  - Loss of phone line(s) resulting in minimal business interruption

Sample

If it's not clear whether to activate this BCP, activate it.

## 2. Response

### 2.1. First person on-site – any staff member

Provide direction for the staff member(s) who are first to arrive at site which has incurred the incident. Assess known situation and compare to When to Activate (Section 1.2) to determine if activation is required.

- If a hazard is noted (eg fire) call police/fire department
- Notify Office Supervisor/Recovery Manager. That individual can determine whether the BCP needs to be activated. See Appendix A-1 for contact information.
- If it is possible to enter the building without personal risk, take remedial action, eg turn off w
- Notify OHS for whom contact information is in Appendix A-4 for contacts.

### 2.2. Occupational Health and Safety Critical Incident Incident

For these events, occupational health and safety critical incidents, see their website at <http://icw.hsd.gov.bc.ca/ohs/index.htm?popups>

A workplace critical incident is an event — like an injury, fatality, or robbery — that causes emotional or psychological trauma in people exposed to the incident directly, or indirectly. It is a sudden, powerful event outside the range of normal experience — and outside of the worker's control.

Should such an event occur, it must be reported in the Incident Reporting and Tracking Tool (IRT found at <http://irt.eia.gov.bc.ca/>), and response procedures may be found at <http://icw.hsd.gov.bc.ca/OHS/CIRSappPROTOCOL.pdf>.

For workplace accidents, see the Occupational Health and Safety manual, section 5: <http://icw.hsd.gov.bc.ca/ohs/manual/sect5.htm>

### 2.3. Recovery Manager/Recovery Team Leader – Generic Checklist for Response

This generic checklist covers the actions from the time of identification of the business interruption to the end of the Business Response Phase. OHS Teams of pre designated staff at each facility will initiate health and life safety response activities when facilities are damaged or threatened by the business disruption event. Once the security and safety of staff and visitors is assured, managers assigned as Recovery Team Leaders for each business unit will initiate actions to begin the transition from the Business Response Phase to the Business Recovery Phase.

See Appendix F in BCP Reference Document for forms. [<link to form online!!!>](#).

- If the facility is disrupted in some way, follow OHS procedures, eg. Warden instructions.
- If event will cause a significant interruption to regular business alert senior management and notify them of the occurrence of the event and anticipated actions - complete General Incident or Loss Report (Form FIN 597 [<link to form online!!!>](#)).
- If safe, see to the security of facility.
- If sufficient additional assistance will be required from other ministry business units contact superior/external agencies for assistance.
- Activate Business Continuity Plan.
- Assess who is safe and if safe, allocate personnel to Appendix B.1 for a site safety assessment.
- Assign someone to go to the site to retrieve necessary supplies and documents/records.
- If possible, assess and record damage to the facility, equipment and records – complete Critical Equipment Status Assessment Form. (Form BCP 905\_CEQ [<link to form online!!!>](#))
- Make arrangements for assistance for staff travel, if necessary.
- Identify and track insurable and uninsurable losses (complete General Incident or Loss Report (Form FIN597 [<link to form online!!!>](#)) and forward to Manager, Emergency Management).
- Maintain information flow to senior management: complete ongoing Situation Reports. (Form BCP 501\_SIT [<link to form online!!!>](#))
- If phones are not working monitor local radio stations for information and direction.
- Maintain a running log of actions. (Form BCP 902\_LOG [<link to form online!!!>](#))

## 2.4. Notification Procedure

### 2.4.1. Initial Notification Procedure

In any event, it is important that the key persons are notified – the ADM, Recovery Manager and Site Representative, see below for procedure. The order of notification may vary depending on the situation. Once the initial notifications are done, the Business Continuity Plan (BCP) activation can begin and the reporting structure of the BCP will be followed.

Recovery Team contacts are listed in Appendix A-1. Forms may be found in Appendix F in BCP Reference Document [<link to form online!!!>](#)..

- Notify Recovery Team Leader (see checklist below (Section 2.3.2))
- Recovery Team Leader notifies Recovery Team and Site Representative
- Recovery Team Leader notifies ADM's office and Ministry Assurance Office
- ADM's office notifies Policy/Executive Group and PAB as necessary
- Ministry/Executive Group determines whether to activate Ministry Operations Centre

### 2.4.2. Ongoing Recovery Team

- Create contact list for Recovery Team
- Identify site contact
- Offer a brief description of the event
- State who authorized the BCP activation
- Specify where and to whom to report, or provide instruction not to attend the worksite or notify of alternate worksite
- Offer a contact name and phone number
- Advise of any known transportation information such as road closures or alternate routes
- Advise to bring any supplies or reference materials they may require, including laptop, cell phone and charger.
- Enquire if something may delay arrival, such as a domestic crisis
- Enquire as to their estimated time of arrival.
- Provide any special instructions.

Sample

3.

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## Recovery

**3.1. Recovery Manager/Recovery Team Leader Checklist – Generic Reference**

This generic checklist is designed to provide guidance to managers acting as Team Leaders and Recovery Managers. It covers the actions from the start of recovery operations to the point where systems resources and facilities have recovered and preparations for a return to pre interruption status can begin. The actions in this checklist are directed towards acquiring the staff and physical and communications resources necessary to begin the safe, prioritized recovery of key business functions. See Appendix F in BCP Reference Document for forms [<link to form online!!!>](#)..

- Direct staff to recover business on site or at designated alternate site.
- Ensure that recovery materials retrieved from off site storage are complete and adequate.
- Establish files.
- Establish alternate storage location and back up procedures for key information.
- Re-restore voice and data communications if necessary.
- Ensure alternate site has alternate route available by cellular phones, laptop computers, etc.
- Procure office supplies, equipment, etc.
- Establish check files, ensuring all requirements and monitor staff for status.
- Ensure that traumatized staff have access to critical incident counselling. See Contacts (Appendix A-8).
- In emergencies where community is affected, ensure that staff have home support including special arrangements for day care, pet care, family support and relocation.
- Ensure that staff working under exceptional circumstances have on site food service, cots for sleeping, quiet rest areas and hotel accommodation, if necessary.
- Notify key business partners, customers or vendors.
- Acquire additional or alternate sites as necessary.
- Plan migration to new sites.
- Begin manual procedures to recover mission critical business functions if electronic processes are unavailable.
- Provide input to ministry communications plans – media relations, public information and messages to staff.
- Direct all media inquires to the Public Affairs Bureau (See Appendix G in BCP Reference Document).
- Ensure ongoing reporting to senior management through the use of activity logs Form BCP 902\_LOG [<link to form online!!!>](#), incident reports (Form FIN 597 [<link to form online!!!>](#)) and situation reports (Form BCP 501\_SIT [<link to form online!!!>](#)).
- Once mission critical business functions have been recovered, implement recovery of non critical business functions.

### 3.2. Site Representative – Checklist

- Start an Activity Log (Form BCP 902\_LOG<link to form online!!!>). Log all decisions and actions. See Forms in Appendix F in BCP Reference Document<link to form online!!!>).
- Attend initial meetings and briefings on the assessment of the impacted work site
- Liaise with the Chief Emergency Warden and first responders (WSI, Building management etc) to gather information regarding the incident. Key contact information is in Appendix A-4.
- Collect and document information about the incident and take photos where possible
- Liaise with and/or contact other site Representatives to coordinate information gathering regarding the incident
- Provide status updates to the Recovery Manager and WSI/Building owner (management)
- Continue to monitor incident by working with WSI and other facilities' representatives
- Continue to liaise with other Site Representatives and update incident status to respective Recovery Manager
- Assist Facilities' staff to coordinate the security, cleanup and restoration of impacted work site (If Recovery Team not activated)

Sample

## 4. Recovery Plan

**Recovery Manager:** (list name, details follow in Appendix A-1)

**Alternate Recovery Manager:** (list name, details follow in Appendix A-1)

*☞ There should be a Recovery Plan for each **critical** business process identified in the Business Impact Analysis in Appendix C.4. Copy and paste the table below as needed.*

**Name of Business Process/Function:** <business area 1>

**Recovery Time Objective (hours, days, or weeks):**

**Key Dependencies:**

**Notifications:**

**Recovery Team Leader:** (list name, details follow in Appendix A-1)

**Alternate Recovery Team Leader:** (list name, details follow in Appendix A-1)

**Recovery Team Members:** (list name, details follow in Appendix A-1)

**Contacts/Resources:**

**Recovery Procedures:**

- 1.
- 2.
- 3.

Sample



## 5. Deactivation - Recovery Manager/Team Leader - Checklist

- notify team and staff of deactivation: see Appendix A-2 for contact information
- notify management of deactivation and any outstanding issues
- go back to normal operation
- complete reports on incident (see form in Appendix F) in BCP Reference Document [<link to online doc!!!>](#)
- evaluate causes of incident and response and determine if improvements can be made

Sample

## Appendix A Contact Lists

- A-1 <business unit name> Recovery Team
- A-2 <business unit name> Staff List
- A-3 Executive / Ministry Operation Center (MOC)
- A-4 Ministry Central Support (Facilities, Telecommunications, IT, Records)
- A-5 Site Representatives (Site Recovery Team)
- A-6 Emergency and Security
- A-7 Communications
- A-8 Critical Provincial Government & Central Agency Contacts
- A-9 Federal Authorities and Utilities
- A-10 Critical External Contacts, Suppliers and Vendors

Sample

Appendix A-1 Contact List:

Recovery Team

<business unit name> – Recovery Team

Updated and verified correct as of 2010-11-24

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<b>Role: Recovery Manager</b> Office Phone: 000 000-0000 Alternate Office Phone: 000 000-0000 Cellular Phone: 000 000-0000 Home Phone: 000 000-0000	<b>Name:</b> Office Email: x@x Home Email: x@x Blackberry PIN: x PAD Y/N: N WPS Y/N: N
<b>Role: Alternate Recovery Manager</b> Office Phone: 000 000-0000 Alternate Office Phone: 000 000-0000 Cellular Phone: 000 000-0000 Home Phone: 000 000-0000	<b>Name:</b> Office Email: x@x Home Email: x@x Blackberry PIN: x PAD Y/N: N WPS Y/N: N
<b>Role: Recovery Team Leader</b> Office Phone: 000 000-0000 Alternate Office Phone: 000 000-0000 Cellular Phone: 000 000-0000 Home Phone: 000 000-0000	<b>Name:</b> Office Email: x@x Home Email: x@x Blackberry PIN: x PAD Y/N: N WPS Y/N: N
<b>Role: Alternate Recovery Team Leader</b> Office Phone: 000 000-0000 Alternate Office Phone: 000 000-0000 Cellular Phone: 000 000-0000 Home Phone: 000 000-0000	<b>Name:</b> Office Email: x@x Home Email: x@x Blackberry PIN: x PAD Y/N: N WPS Y/N: N
<b>Role: Recovery Team Member</b> Office Phone: 000 000-0000 Alternate Office Phone: 000 000-0000 Cellular Phone: 000 000-0000 Home Phone: 000 000-0000	<b>Name:</b> Office Email: x@x Home Email: x@x Blackberry PIN: x PAD Y/N: N WPS Y/N: N
<b>Role: Recovery Team Member</b> Office Phone: 000 000-0000 Alternate Office Phone: 000 000-0000 Cellular Phone: 000 000-0000 Home Phone: 000 000-0000	<b>Name:</b> Office Email: x@x Home Email: x@x Blackberry PIN: x PAD Y/N: N WPS Y/N: N

Sample

*Expand Table as required to list all Recovery Team Members and Alternates*

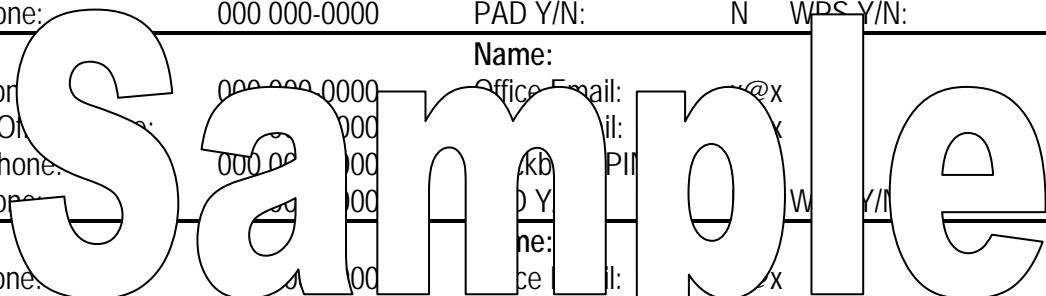
Appendix A-2 Contact List (continued):

**Business Unit Staff**

Updated and verified correct as of **2010-11-24**

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<b>Title:</b>		<b>Name:</b>	
Office Phone:	000 000-0000	Office Email:	x@x
Alternate Office Phone:	000 000-0000	Home Email:	x@x
Cellular Phone:	000 000-0000	Blackberry PIN:	
Home Phone:	000 000-0000	PAD Y/N:	N WPS Y/N: N
<b>Title:</b>		<b>Name:</b>	
Office Phone:	000 000-0000	Office Email:	x@x
Alternate Office Phone:	000 000-0000	Home Email:	x@x
Cellular Phone:	000 000-0000	Blackberry PIN:	x
Home Phone:	000 000-0000	PAD Y/N:	N WPS Y/N: N
<b>Title:</b>		<b>Name:</b>	
Office Phone:	000 000-0000	Office Email:	x@x
Alternate Office Phone:	000 000-0000	Home Email:	x@x
Cellular Phone:	000 000-0000	Blackberry PIN:	x
Home Phone:	000 000-0000	PAD Y/N:	N WPS Y/N: N
<b>Title:</b>		<b>Name:</b>	
Office Phone:	000 000-0000	Office Email:	x@x
Alternate Office Phone:	000 000-0000	Home Email:	x@x
Cellular Phone:	000 000-0000	Blackberry PIN:	x
Home Phone:	000 000-0000	PAD Y/N:	N WPS Y/N: N
<b>Title:</b>		<b>Name:</b>	
Office Phone:	000 000-0000	Office Email:	x@x
Alternate Office Phone:	000 000-0000	Home Email:	x@x
Cellular Phone:	000 000-0000	Blackberry PIN:	x
Home Phone:	000 000-0000	PAD Y/N:	N WPS Y/N: N



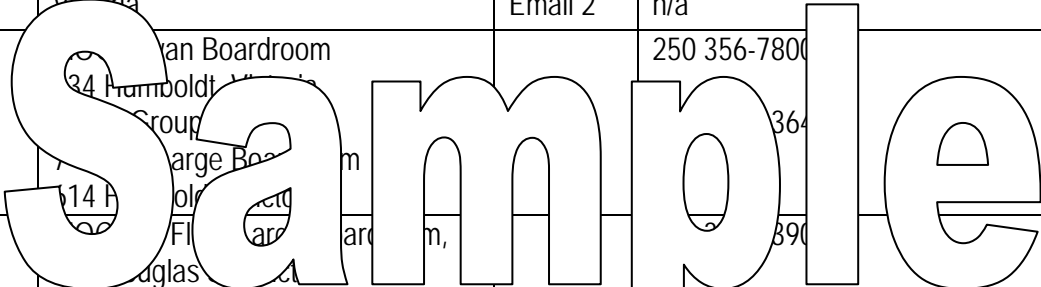
Copy and paste rows as required to list all Business Unit Staff Members

Appendix A-3 Contact List:  
Executive / Ministry Operations Centre (MOC)

Updated and verified correct as of **2010-11-24**

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Ministry Operations Centre (MOC)			
Title	Name		Contact Information
Director	Heather Davidson Assistant Deputy Minister Regional Services Division 7 <sup>th</sup> floor, 614 Humboldt Street Victoria	office cellular Personal email	250.387-6905 250 216-7333 250 652-0200 Heather.Davidson@gov.bc.ca
Deputy Director	Effie Henry Executive Director Regional Operations 8 <sup>th</sup> Floor, 614 Humboldt Street Victoria	Office Cellular Personal Email 1 Email 2	250 356-2220 250 508-2871 250 748-0574 effie.henry@gov.bc.ca n/a
Primary MOC	Executive Boardroom 614 Humboldt Street Victoria		250 356-7800
Alternate MOC	Policy Group: 2 <sup>nd</sup> Floor Small Meeting Room, 808 Douglas		250 356-1664
2 <sup>nd</sup> Alt. MOC	MOC – 4 <sup>th</sup> Floor Large Meeting Room, 908 Pandora St, Victoria Policy Group – 4 <sup>th</sup> Floor Small Meeting Room, 908 Pandora St.		250 387-9657 250 387-9619
Ministry BCMP ADVISOR	Business Continuity Management Program Advisor Jon Patch Manager, Emergency Management	Office Cellular Personal email Personal	250 387-5649 250 415-9081 250 386-7607 jon.patch@gov.bc.ca jonpatch@synergywise.com



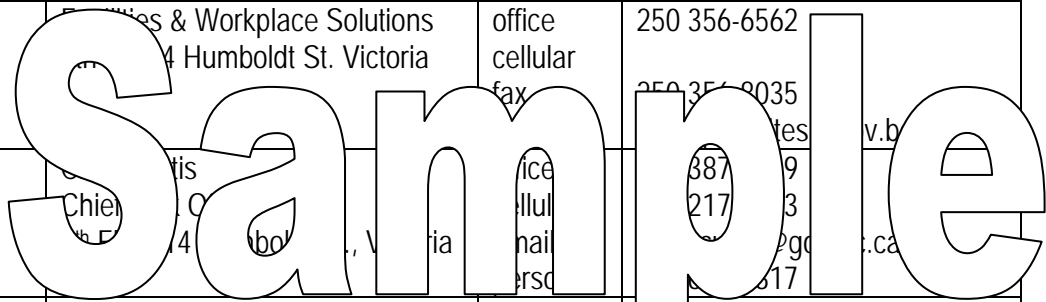
Appendix A-4 Contact List:

Ministry Central Support Contacts - Building, Facilities, Security, Telecommunications, IT, Records

Updated and verified correct as of 2010-11-23

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Building / Facilities / Security/ Telecommunications / IT / Records			
IT	DTS external logon		<a href="https://dts.gov.bc.ca/">https://dts.gov.bc.ca/</a>
email	SPRING external logon		<a href="https://spring.gov.bc.ca/">https://spring.gov.bc.ca/</a>
WTS	Hot Ticket Tracker – status info		<a href="https://workplacetechnologyservices.gov.bc.ca/hot_ticket/">https://workplacetechnologyservices.gov.bc.ca/hot_ticket/</a>
Building contact	WSI	24 hours	1-877-222-3112
Ministry Facilities Contact	Facilities & Workplace Solutions 4 Humboldt St. Victoria	office cellular fax	250 356-6562 250 356-8035
Ministry Security Officer	Chief of Security 4 Humboldt St. Victoria	office cellular fax email	250 387-9133 250 217-3173
Ministry Information Security Officer	Diane Bessey Information Security Manager 2nd Fl - 880 Douglas St, Victoria	office cellular fax email	250 356-5063 250 356-1612 Diane.Bessey@gov.bc.ca
Ministry Telecomm. Contact	Dan Gribling A/Team Lead – BSSA Information Management Branch 2nd fl. 808 Douglas St. Victoria	office cellular email	250.356-1856 250.888-5508 Dan.Gribling@gov.bc.ca
IT	Solutions BC Service Desk (CITS)	24 hour	250.387-7000
Ministry IT Contact	Jim Birnie Director, Client Support & Operations, IMB 2nd fl, 808 Douglas St, Victoria	Office cellular email	250.356-7646 250.217-3402 250.812-4966 Jim.Birnie@gov.bc.ca
Ministry Records Officer	Roxanne Weeds, Records and Forms Services, Info., Privacy & Records Services 1st Floor, 808 Douglas St. Victoria	office fax cellular email	250.387-1256 250.387-3311 250.217-5940 Roxanne.Weeds@gov.bc.ca
See also: <b>APPENDIX J – WET RECORDS</b>			



Appendix A-5 Contact List (continued):  
 Site Representative (Site Recovery Team)

Updated and verified correct as of **2008 January 1st**

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Site Representatives <building location>			
Assigned Role	Name		Contact Information
Site Rep - Business Unit Name		office cellular personal email	
Site Rep - Business Unit Name		office cellular personal email	
Site Rep - Business Unit Name		office cellular personal email	
Site Rep - Business Unit Name		office cellular fax email	

Sample

Appendix A-6 Contact List:  
Emergency and Security Contacts

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Emergency and Security Belmont Building, 614 Humboldt Street, Victoria <change for your building>			
Contact	Name		Contact Information
Building Chief Emergency Warden	Carol-Ann Welch 2nd Fl - 614 Humboldt St, Victoria	office cellular email personal	250 387-4222 250 213-7966 CarolAnn.Welch@gov.bc.ca
Ministry Security Officer	Chris Ch 4th 614 Humboldt St, Victoria	office cellular	250 387-2319 250 217-7763 chris@gov.bc.ca
Ministry Information Security Officer	Diane Information 2nd Victoria	office cellular email personal	250 506-5066 diane@gov.bc.ca
Building Security	2nd fl. 614 Humboldt St, Victoria	office email	250.8032 BELM@EC@gov.bc.ca
Additional Security Services	Paladin Securities Group Ltd. 520 Dupplin Road, Victoria	office	250.380-1965 250.380-1968

Sample



Appendix A-7 Contact List:  
Communications

Updated and verified correct as of **2008 December 15**

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Communications			
Contact	Name		Contact Information
Internal Communications	Pete Lewis Director, Business Transformation and Partnership Corporate Planning and Operations Division 4 <sup>th</sup> Floor, 614 Humboldt	office cellular fax email	250 387-3121 250 507-3694 250.387-2698 pete.lewis@gov.bc.ca
Public Affairs Bureau	Paul Wool...		250 567-7...

Sample

Appendix A-8 Contact List:

Critical Provincial Government and Central Agency Contacts

Updated and verified correct as of 2008 January 1st

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Provincial Government & Central Agency Contacts			
Risk, insurance, security	Risk Management Branch BC Government (all times; recorded information posted after work hours)	Office Fax Email web	(250) 356-1794 (250) 356-6222 RMB@gov.bc.ca <a href="http://www.fin.gov.bc.ca/pt/rmb/index.stm">http://www.fin.gov.bc.ca/pt/rmb/index.stm</a>
Business Continuity Management Program (BCMP)	Emergency Management BC Sr. Advisor, BCMP Anne McKeachie	Office Cellular Fax Email Web site	(250) 953-4034 (250) 415-9966 (250) 953-4081 Anne.McKeachie@gov.bc.ca BCMP Sharepoint
Mail	Plus	Victoria	(250) 952-5... (250) 952-5... @g...s1... v.b...bc
Phone Directory & General Enquiries	Service BC (toll free)	Victoria (toll free)	(250) 688-3105 enquirybc@gov.bc.ca
Health & Safety	PSA Regional OSH Consultant [contact name]	Daytime Web site	(xxx) xxx-xxxx <a href="http://www.bcpublicservice.gov.bc.ca/osh/contactus.html">http://www.bcpublicservice.gov.bc.ca/osh/contactus.html</a>
Counseling	BC Employee Family Assistance	24 hour	1-800-655-5004
Community Emergency	Provincial Emergency Program (PEP) Emergency Coordination Centre (ECC)	24 hour Web	EMERGENCY ONLY 1-800-663-3456 <a href="http://www.pep.bc.ca">www.pep.bc.ca</a>
	Provincial Emergency Program (PEP)	Secondary 24 hour	EMERGENCY ONLY (2 <sup>nd</sup> ) 1-888-344-5888 (Ministry use only during an emergency. Always try 24 hr number above first)
Highways Information	Ministry of Transportation (road status)	<a href="http://www.drivebc.ca/">www.drivebc.ca/</a>	
BC Ferry Information	BC FERRIES (current conditions)	(250) 386-3431 <a href="http://orca.bcferries.com:8080/cc/conditions/">http://orca.bcferries.com:8080/cc/conditions/</a>	
IT	Solution BC Service Desk (CITS)	24 hour	(250) 387-7000

Sample

Provincial Government & Central Agency Contacts			
		email	77000@gov.bc.ca
	IT Asset Disposal Instructions	web site	<a href="http://gww.fin.gov.bc.ca/camss/imb/disposal/">http://gww.fin.gov.bc.ca/camss/imb/disposal/</a>
iStore	Service Catalogue		<a href="https://workplacetechnologyservices.gov.bc.ca/services/">https://workplacetechnologyservices.gov.bc.ca/services/</a>
	How to Order and iStore link		<a href="https://workplacetechnologyservices.gov.bc.ca/order/howtoorder.htm">https://workplacetechnologyservices.gov.bc.ca/order/howtoorder.htm</a>
	CAS (iStore) System access and Ministry CAS contact list link		<a href="http://gww.cas.gov.bc.ca/support/systemaccess.asp">http://gww.cas.gov.bc.ca/support/systemaccess.asp</a>

Sample



Appendix A-10 Contact List:  
 Critical External Contacts  
 - Key suppliers, vendors, etc.

Updated and verified correct as of **2008 January 1st**

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Critical External Contacts			
Contact	Name		Contact Information
Lawyer	Dale Smith Ministry of Attorney General Legal Services Branch / Health and Social Services; PO Box 9280 Stn Prov Govt Victoria 4th Fl, 1001 Douglas St, Victoria BC V8W 9J7	Office Fax Email	250 356-8416 250 356-8992 Dale.R.Smith@gov.bc.ca
Lawyer	Lynne ... Ministry of Attorney General Legal Services Branch / Health and Social Services PO Box 9280 Stn Prov Govt Victoria 4th Fl, 1001 Douglas St, Victoria BC V8W 9J7	Office Fax Email	250 356-8433 250 356-8992 Penelope.Lipsack@gov.bc.ca
Lawyer	Ivan Elieff Ministry of Attorney General Legal Services Branch / Health and Social Services PO Box 9280 Stn Prov Govt Victoria 4th Fl, 1001 Douglas St, Victoria BC V8W 9J7	Office Fax email	250 387-6976 250 387-2623 Ivan.Elieff@gov.bc.ca
Lawyer	Penny Lipsack Ministry of Attorney General Legal Services Branch / Health and Social Services PO Box 9280 Stn Prov Govt Victoria 4th Fl, 1001 Douglas St, Victoria BC V8W 9J7	Office Fax email	250 356-8433 250 356-8992 Penelope.Lipsack@gov.bc.ca
Support Help Desk	Systems and Software Support	Office Fax email	604 660-1636 EIAHDSUP@gov.bc.ca

Appendix B – Office Information

**B.1 – Alternate Site Location(s) aka Buddy Offices**

*☞ Each Region should have a list for every office. Each office should have a buddy office, and if possible, a 2<sup>nd</sup> alternate.*

Our Office:						
Buddy/Alternate Office						
Office Address	Phone #	Organization	Contact Name	Contact #	Alternate Contact Name	Alternate Contact #
	0000			00 00-		000-000-0000

Sample

## B.2 – Building Floor Plans

 *Contact Facilities and Workplace Solutions for a copy or a source (see Appendix A-4)*

Sample

**B.3.1 – Physical Resource Requirements – Recovery Team Only**

*☞ Mission Critical/business priority functions only*

Division	Branch	Number of Staff for minimal (Recovery Team) operation:
Business Unit Name		Contact(s)

<i>One (1) of each of the following items be needed per employee.</i>	<i>The following may be needed for office recovery</i>		<i>The following are unique requirements to this office, such as computer applications, e.g. CAS, MIS; laptops, etc.</i>
<b>Work Station</b>	<b>Facilities</b>	<b>Equipment</b>	<b>Quantity</b>
Computer (Includes computer, monitor, mouse, keyboard, MS Office, cables)	Filing cabinet	Printer	
Desk	Ergonomic chair	Scanner	
Chair	Table	Fax machine	
Telephone	Chair	Meeting room	
Desk lamp	Meeting room		
Office space (10 m <sup>2</sup> /person)			
<b>Personal Supplies</b>	<b>Other</b>	<b>Quantity/type</b>	
Paper	Multi-Function Device		
Pen	Shredder		
Pencil	Large hole punch		
Whiteout	Heavy Duty Stapler		
Paperclips	Paper (Printer/Scanner)		
Sticky Tape	Calculator		
Sticky pad	Cell phone/Blackberry		
Hole punch	Coffee machine		
Stapler			

Sample



**B.3.2 – Physical Resource Requirements – Full Staff**

*☞ Mission Critical/business priority functions only*

Division	Branch	Number of Staff for full operation:
Business Unit Name		Contact(s)

<i>One (1) of each of the following items will be needed per employee.</i>	<i>The following may be needed for office recovery</i>	<i>The following are unique requirements to this office, such as computer applications, eg. CTS, CAS, MIS; laptops, etc.</i>
<b>Work Station</b>	<b>Other</b>	<b>Quantity</b>
Computer (Includes computer, monitor, mouse, keyboard, MS Office, cables)	Multi-Function Device	
Desk	Shredder	
Chair	Large hole punch	
Telephone	Heavy Duty Stapler	
Desk lamp	Paper (Printer/Scanner)	
Office space (10 m <sup>2</sup> /person)	Calculator	
<b>Personal Supplies</b>	Cell phone/Blackberry	
Paper	Coffee machine	
Pen		
Pencil		
Whiteout		
Paperclips		
Sticky Tape		
Sticky pad		
Hole punch		
Stapler		

Sample

## Appendix C – Plan Development

### C.1. Summary

Instructions for completing this BCP may be found at:

<[http://icw.hsd.gov.bc.ca/fin\\_ops/chiefriskoffice/bcp/index.htm](http://icw.hsd.gov.bc.ca/fin_ops/chiefriskoffice/bcp/index.htm)!!!>

### C.2 Ministry Mission Critical Functions

Ministry Mission Critical information may be found at:

<link!!!>

Sample

**C.3 Risk Assessments**

Sample

**C.3.1 Regional Hazard Risk Assessment**

**REGION / LOCATION:** \_\_\_\_\_

Threat Category	Specific Threat	Likelihood					Consequences					Total Likelihood X Consequences	Level of Risk	Existing Controls	Mitigation/Control Plan	Responsibility
		1	2	3	4	5	1	2	3	4	5					
ACCESS	Severe Weather															
	Highway Closure															
	Airline Disruption															
	Civil Disturbance															
OPERATIONS	Power & Heat loss															
	Data Systems Failure															
	Voice System Failure															
	Equipment Failure															
	Loss of Staff e.g. Flu															
OCCUPANCY	Minor Fire															
	Water Damage															
	Contamination/Fumes															
	Major Fire															
BUILDING SECURITY	Vandalism															
	Criminal Entry															

Sample



**C.3.2 Business Unit Risk Assessment (optional)**


Sample



# Sample



## Appendix D – Business Unit-Specific Reference Material

 *Information Unique to the Business Area not otherwise covered.*

# Sample