

Business Continuity Awareness Procedure

Reference: BCMS DOC 7.3

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Organisation Issue Date:

1. Scope

All individuals working under Organisation Name's control are within the scope of this procedure.

2. Responsibilities

2.1 The Business Continuity Manager is responsible for awareness programmes relating to the business continuity management system.

3. Procedure

3.1 Awareness is primarily concerned with ensuring that all individuals are aware of the business continuity management system policy and other relevant policies; how their role contributes to the effectiveness of the business continuity management system; the benefits offered by the business continuity management system; their own role during disruptive incidents and the implications of not conforming to the requirements of the business continuity management system policies.

3.2 See BCMS Awareness Programme below:

3.3 BCMS Awareness Programme

All directors, employees and contractors (staff) should acquire and maintain awareness of the BCMS and business continuity capabilities as described in the following table:

Topic	BCMS leadership	BCMS programme staff	BCMS response staff	Other staff
The business continuity policy	Able to articulate the principal requirements of the policy in terms of:	Able to articulate the principal requirements of the policy in terms of:	Able to articulate the principal requirements of the policy in terms of:	Where the policy is held Responsibilities vested in individuals regarding business continuity

	<ul style="list-style-type: none"> • Requirement for the organisation's executive (management) to implement and maintain the BCMS • Commitment to meeting legal, regulatory, contractual and assurance, reporting and risk management requirements in respect of operational resilience and continuity capability • Roles, responsibilities and authorities vested in managers to implement and maintain the BCMS • Where the policy is held • Approval status of the policy 	<ul style="list-style-type: none"> • Requirement for the organisation's executive (management) to implement and maintain the BCMS • Commitment to meeting legal, regulatory, contractual and assurance, reporting and risk management requirements in respect of operational resilience and continuity capability • Roles, responsibilities and authorities vested in managers to implement and maintain the BCMS • Where the policy is held • Approval status of the policy 	<ul style="list-style-type: none"> • Roles, responsibilities and authorities vested in managers to implement and maintain the BCMS • Where the policy is held 	
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Individuals' contribution to the effectiveness of the BCMS	<p>Able to articulate:</p> <ul style="list-style-type: none"> • The benefits of improved business continuity management performance including meeting the assurance, and other, requirements of interested parties • Who the interested parties, or categories of interested party, are 	<p>Able to articulate:</p> <ul style="list-style-type: none"> • The benefits of improved business continuity management performance • How individuals with specific programme and response roles contribute to business continuity capabilities and BCMS performance • Who the interested parties, are and their requirements, or expectations regarding business continuity • The improvement process, including the resolution of nonconformities and other opportunities for improvement 	<p>Able to articulate:</p> <ul style="list-style-type: none"> • Their own roles from the point of incident (or disruption) detection through to recovery to the future 'normal' state • The responsibilities and duties of other response roles, including the identity of assigned individuals • The improvement process, including the resolution of nonconformities and other opportunities for improvement 	<p>An understanding of:</p> <ul style="list-style-type: none"> • Any assigned responsibilities for BCMS process operation • The need, and their responsibility, for identifying and reporting disruption risks that may not have been previously identified, as well as situations or incidents that may require a BCM response • The improvement process, including the resolution of nonconformities and other opportunities for improvement
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3.4 Awareness delivery

Education of staff is achieved through the delivery of awareness activities to include:

- New starters - the relevant level of awareness education should be provided as part of the induction process, or at least within the first

"4 weeks"

of joining Organisation Name.

- Existing staff - at planned intervals as defined in the assurance programme.

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You should include information about the message itself (e.g. repercussions for failing to conform to the business continuity management system), how the message is disseminated (e.g. short presentation with a quiz at the end), how it relates to the management system, expected or desired outcomes (e.g. all individuals know their role within the management system and where to find more information about it), regularity or frequency of repeated messaging/awareness (e.g. annual), whether a record is kept of people's attendance/results (if relevant), etc.

You should take into account how awareness can be raised in individuals that work under Organisation Name's control but are not immediate staff (e.g. contractors, consultants, casual employees, etc.)."

Document owner and approval

The Management System Owner (MSO) is the owner of this document and is responsible for ensuring that it is reviewed in line with the requirements of the management system.

The current version of this document is available to

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