TEMPLATE

Version 1.0

(source www.ready.gov/business)

**HR CONTINUITY PLAN**

Company Name

Address

Phone

Primary HR Contact Name

Phone

Email

**Program Administration**

The continuity plan scope is to provide guidance and assumptions should the Human Resources function be disrupted and unable to perform some or all of expected duties during a state of emergency.

**Business Continuity Organization**

Based upon the organization chart, HR management and/or team leads will coordinate as the emergency response team.

Define roles and responsibilities for team members

Identify lines of authority, succession of management, and delegation

Address interaction with external organizations including contractors and vendors

The emergency response team will assess current circumstances and evaluate which services to continue versus suspend, if necessary. At a minimum, the function commits to provide \_\_\_\_\_\_ services while working with business leaders to determine appropriate services ongoing and timing of suspension, if necessary.

<INSERT EMERGENCY RESPONSE TEAM ORG CHART HERE>

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **TEAM** | **MEMBER NAME** | **EMAIL** | **WORK PHONE** | **MOBILE PHONE** |
|  |  |  |  |  |
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**Business Impact Analysis**

Based upon standard operating procedures, evaluate and insert the impact of circumstances on the team and deliverables.

Identify recovery time objectives for each service delivery including any system reliant processes that could be completed manually until systems restored, if applicable.

**Business Continuity Strategies & Requirements**

* Insert detailed procedures, resources, and logistics for execution of all recovery strategies
* Insert detailed procedures, resources, and logistics for alternative work accommodations
* Insert detailed procedures, resources, and logistics to maintain communications with team and employees

**Incident Management**

Define procedures:

* Incident detection and reporting
* Alerting and notifications
* Business plan continuity plan activation
* Development and approval of an incident action plan

**Vendors & Contractors**

(e.g. Payroll, Benefits, Service Providers)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **COMPANY** | **CONTACT NAME** | **EMAIL** | **WORK PHONE** | **MOBILE PHONE** |
| Bright Talent, Inc. | Brenan German | brenan@brighttalent.com | 714-838-0995 | 714-488-7461 |
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**Training, Testing, Exercising**

Training curriculum for business continuity team members

Testing schedule, procedures, and forms for business recovery strategies

EXAMPLE

Version 1.0

(source www.ready.gov/business)

**HR CONTINUITY PLAN**

Bright Talent, Inc.

360 E. 1st Street, #409

Tustin CA 92780

714-838-0995

Human Resources:

Brenan German

714-838-0995

brenan@brighttalent.com

**Program Administration**

The continuity plan scope is to provide guidance and assumptions should the Human Resources function be disrupted and unable to perform some or all of expected duties during a state of emergency.

**Business Continuity Organization**

The emergency response team will assess current circumstances and evaluate which services to continue versus suspend, if necessary. At a minimum, the function commits to providing employee relations and communications services while working with business leaders to determine appropriate services ongoing and timing of suspension, if necessary.

Roles & Responsibilities

1. Continuity Team Leader – oversees team, primary contact with other continuity team leaders, relays information to and from internal teams, facilitation of meetings, and coordination of team, works with other members and vendors, and guidance on decisions.
2. Systems/Process Member – oversees systems and process utilization and any variables to standard operating procedures. Works with other members to represent system/process adjustments and possible short or long term impact of any changes, issues guidance.
3. Communications Member – oversees internal and external communications to the broader HR team, management, and employees. Works with other members to represent messaging to assure consistency and clarification, issues guidance.
4. Recovery Member – oversees HR team service delivery, analyzes available staff and skills, determines priority of deliverables, and coordinates with staff and vendors accordingly. Works with other members to understand cross-training needs, issues guidance.

Authority

Continuity Team Leader is primary leader of team with final decision authority. Should they become unable to perform these duties, Recovery Member lead succeeds with final decision authority.

**Emergency Response Team Organization Chart**

Continuity Team Leader

Team Member

Recovery

Team Member

Systems/Process

Team Member

Communications

**Emergency Response Team Contact Information**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **TEAM** | **MEMBER NAME** | **EMAIL** | **WORK PHONE** | **MOBILE PHONE** |
| Team Leader |  |  |  |  |
| Recovery |  |  |  |  |
| Systems/Process |  |  |  |  |
| Communications |  |  |  |  |

**Business Impact Analysis**

Contingent upon staff availability, Human Resources will focus on delivering the following core services:

1. Employee Relations – provide representative(s) to work with management and/or staff to address employee safety, performance, and impact.
2. Payroll – provide ongoing staff, system, and tasks to process payroll.
3. Healthcare Benefits – provide benefits staff and system to process ongoing healthcare obligations.
4. Policy – provide representative(s) to work with management and employees to communicate any adjustments on employment policy whether it is based upon Company, City, County, State, or Federal guidance.

The core services will be delivered regardless of circumstances which could entail moving to manual processes should systems fail during crisis.

All other services such as recruiting and hiring, compensation analysis, training and development, and information systems will be assessed on a case by case basis. Decisions will be based upon information available at the time of crisis and subject to change contingent upon the dynamics at play.

Timing of returning from emergency response to standard operating procedures will be contingent upon severity of actual events and broader company-wide decisions.

**Business Continuity Strategies & Requirements**

Recovery strategy

Core services:

1. Employee Relations – we will assure team member(s) is available to help handle employee situations as they arise. We will work with vendor to provide HR expertise in the event staff is unavailable to provide service. To prevent disorganization, we will assess each circumstance as they arise and will triage into 3 categories:
	1. One = urgent due to life threatening circumstances
	2. Two = critical due to circumstances that can lead to urgent need
	3. Three = important due to nature of circumstances but not critical
2. Payroll – we will work with our payroll provider to assure we keep an open line of communication to allow answers to questions and understand any disruptions on their end. We will brief staff regularly of any adjustments to standard payroll operations.
3. Healthcare Benefits – we will work with our Benefits Broker and providers to answer questions and understand any disruptions on their end. We will brief staff regularly of any adjustments to benefit offerings.
4. Policy – we will work with management and employees to communicate any adjustments on employment policy whether it is based upon Company, City, County, State, or Federal guidance. This will typically include employee rights because of disruption to workplace or inability to perform duties because of disruption to community. We will work with vendor to provide HR expertise in the event staff is unavailable to provide service.

Work accommodations

Contingent upon office location availability to continue or return to work, accommodations can be made to work virtually. Managers must assess the viability of such virtual work accommodations and submit an email to be considered for virtual work accommodations.

1. Manager email Continuity Team Leader with request. Provide a brief reason for request and number of staff needing accommodations to work virtually.
2. Continuity Team Leader will send request to Technology leader to communicate directly in regards to requirements for staff to work remotely.

If staff are unable to work virtually, review the latest communication for guidance on your location or contact Continuity Team Leader for guidance.

Communications

We will be using company-wide email for communications in addition to posting updates on company intranet.

If you need further assistance, contact Continuity Team Leader.

**Incident Management**

Detection and reporting – utilize company email to assure proper documentation, email Continuity Team Leader for questions or updates on your circumstances. All pertinent communications will be documented and reported accordingly to management.

Alerting and notifications – company email and intranet will be utilized to communicate with management and all employees.

Plan Activation – this plan will be activated when business is disrupted by outside circumstances. The plan will be reviewed and approved per our corporate policy.

**Vendors & Contractors**

(e.g. Payroll, Benefits, Service Providers)

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**Training, Testing, Exercising**

We will train and practice every other year or contingent upon team turnover.