

# YOUR ROLE IN BCM INCIDENT RESPONSE (TIER 3)

**Document Control**  
Reference: BCMS DOC 7.3a  
Issue No: 1  
Issue Date:  
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This is a demo version **ONLY**, buy the **FULL [ISO22301 BCMS Documentation Toolkit](#)** here.

This document is for internal distribution to all staff and is part of the business continuity management (BCM) awareness programme.

If you become aware of a disruptive incident, or a situation that you believe may be, or lead to, a disruptive incident, you should do the following (where possible/available):

**Notify your line manager or a nominated person (member of a response team, etc.)**

**Maintain your own safety** – observe the emergency procedures and follow the instructions of the emergency services.

**Help others** – but do not take any personal risk.

**Use your disaster card** – keep it with you at all times, use it to telephone and notify the Emergency Response Teams of your whereabouts and to keep in touch.

**Maintain confidentiality** – be careful who you talk to, and ensure that what you say does not damage the interests of Organisation Name; do not talk to the media, but refer callers to the media team [ensure their details are on the card].

**Be prepared** – keep a list of key [clients, partners, suppliers, people you work with on a daily basis] and other contacts, their telephone numbers and forthcoming commitments. Manager/Executive (generic/line) should also have the home telephone numbers of their [direct reports]. All [customer-facing staff should carry contact details for any clients they are meeting within the subsequent 2 days]. [etc.]

**Keep services running** – be ready to use your initiative.

**Maintain security and quality** – they are still important.

**Be flexible** – take on new responsibilities and tasks as the need arises.

**Provide support** – to other Employees/Staff.

**Keep records** – so that systems can be updated later.

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## Document Owner and Approval

Organisation Name

Classification\_1

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Company  
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The Business Continuity Manager is the owner of this document and is responsible for ensuring that this work instruction is reviewed in line with the review requirements of the BCMS.

The current version of this document is available to [all/specified] members of staff on the [corporate intranet] and is published [describe other/hardcopy availability].

This document is approved by the Head of Risk on the issue date shown and is issued on a version controlled basis under his/her signature.

Signature:

Date:

## Change History Record

| Issue | Description of Change | Approval  | Date of Issue |
|-------|-----------------------|-----------|---------------|
| 1     | Initial issue         | <Manager> | Xx/yy/zz      |
|       |                       |           |               |
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