Business Continuity FAQ's

What type of preparedness can I do as a Faculty or staff member to assist the department?
Make copies of irreplaceable notes and documents and store them in a safe location off campus
Back up computer files regularly
Make an inventory of valuable equipment and materials.
Ensure all essential items are on emergency backup system
Keep a list of important phone numbers at work and at home

Why do I need a staff absenteeism log?
The log allows you to clearly monitor how many staff are away. This is important in order to know if you can continue all your priority functions. In some cases priority B or C items may not have the ability to continue as the staffing is not adequate to continue in a safe or productive manner.

Why do I need a critical supplies list?
As you know the University depends on hundreds of suppliers. During an interruption some suppliers may not be able to continue with the normal production and shipping capacities.   If these supplies are deemed critical an alternative supplier should be found prior to an emergency to ensure your activity can continue.

Why do we need to stockpile supplies?
All institutions and businesses need to stockpile supplies to ensure they could continue in some capacity as they proceed through the emergency as well as continue with their business recovery plan. Part of your proactive strategy should include a minimum of two week supply of essential items identified in your priority A function. Supplies may be required for longer than two weeks based on your identified critical function. Keep in mind storage will be required. Supplies such as antimicrobial soap, masks, goggles will be essential items in the case of an infectious disease outbreak.

I have determined my critical functions. What else do I need to do?
Once critical functions are identified you need to review the business impact, a proactive strategy and a reactive strategy. Proactive planning in these areas will minimize any down time in case of an emergency and assist in continuance of your critical functions.

Once I have completed the workbook, I can just file it on the shelf?
Once completed review with your staff and assign and identify tasks that can be completed now. Review your plan on a regular basis to ensure the inventory and emergency number log sheets are up to date.

What is the purpose of having a Business Continuity Plan?
A BCP is needed so that individuals are prepared in the case of a crisis or significant interruption in service. For example in the case of a flu pandemic, blackout, fire, etc.

Who is responsible for developing a Business Continuity Plan?
Department heads, Directors, Managers are responsible for developing and communicating their BCP's to their staff. This BCP should be made available for easy accessibility and should be updated on a regular basis. If you have questions about your department's BCP you are encouraged to speak with direct supervisor.

How will I know that my department's Business Continuity Plan has been activated?
There are various ways to be advised of your BCP being activated, the first and foremost is from your supervisor(s). Additional sources are available including but not limited to the McMaster Daily News website, the Business Continuity website, the University switchboard, email, phone trees etc. You should be aware of these and any other pre-assigned methods of communication. You are encouraged to visit/contact these sources regularly, as the information is expected to change over time.