

## Continuity of Operations Plan Annotated Outline

The Continuity of Operations (COOP) Plan focuses on sustaining or resuming operations. This enhanced COOP Plan outline is provided as a framework for developing your food bank's Continuity of Operations (COOP) Plan. For each section of this plan a very brief description is included. The completed COOP Plan may be attached as an annex to your food bank's emergency operations plan (EOP).

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## I. Introduction

Brief statement regarding Continuity Plan's overall importance, such as, "The food bank's disaster mission is to *[enter disaster mission statement]*. To accomplish this mission, the food bank must ensure its operations are performed with minimal disruption during an emergency."

### A. Purpose

Briefly describes specific purpose of this Continuity Plan, such as, "an effort to ensure continuity of the food bank's essential functions across a wide range of emergencies and events." Another purpose of the plan might be to "provide direction to designated food bank staff for execution of essential functions in the event of an emergency or disaster."

### B. Activation

Statement that describes who is authorized to activate the plan and under what circumstances. Add clarification that, depending on the situation, only portions of COOP systems and procedures may be needed.

## II. Continuity of Operations Elements

### A. Essential Functions (Tier Two/Essential Administrative Functions)

Briefly describes the essential administrative functions that support the food bank's essential services as described in the EOP. Although they may not be applicable to all organizations, information technology and payroll are examples of essential functions. *Determining essential functions should be completed before developing other components of the COOP Plan.*

### B. Continuity Staffing (Tier Two/Staffing and Volunteers)

Describes the methods for managing people (employees and volunteers) to support performance of the food bank's essential functions. Includes details on how people are assigned, how they will know what to do in an emergency situation, and how the organization will assist those with access and functional needs.

### C. Succession Planning (Tier Two/Succession Planning)

Identifies *by title* the food bank's leaders – executive staff and board officers – and their alternates to ensure continuity for organization leadership and decision-making. Needed for times when leaders are unable or unavailable to execute their duties, successors are typically vested with most of the authorities and powers of the incumbents. Names and contact information for each identified position can be included in an appendix.

### D. Continuity Facilities (Tier Two/Essential Administrative Functions)

Describes locations other than the food bank's normal facilities for carrying out essential functions in a COOP situation. May include a single site where designated COOP staff can re-

locate or multiple sites connected virtually through communications systems. Details may be included in an appendix.

**E. Continuity Equipment**

Describes the equipment and related systems, e.g., computers, trucking, refrigerated storage, necessary for maintaining food bank operations. Include information about equipment and system backups. Highly detailed data should be placed in one or more appendices.

**F. Communications (Tier Two/Communications)**

Describes communications systems that support the food bank's ability to perform essential functions until normal operations can be resumed. Describes backup systems that will be used if normal communications methods fail. Detailed information can be placed in an appendix.

**G. Vital Records (Tier Three/Vital Records and Cost Recovery)**

Describes the food bank's legal and financial records, as well as any other records needed to support essential functions during a COOP situation. Detailed information can be included in an appendix.

**III. Plan Maintenance**

**A. Plan Updates**

Summary of plan updating process – how often plan will be reviewed (annually is recommended) and staff position assigned to oversee it.

**B. Plan Testing, Training and Exercises (Tier Three/Training and Exercises)**

Brief summary of how food bank will test the COOP Plan through drills and exercises. Summary of how the food bank will prepare employees and volunteers through training and exercises to execute the plan. Identification of staff position assigned to oversight of testing, training and exercises should be included.

**Appendices**

Information considered too lengthy or detailed for the main body of the COOP plan may be included here. Examples:

- Vendor lists and contact information
- Utilities and contact information
- Details on alternate facilities, such as maps, directions, points of contact and procedures for activating use agreements
- Details on equipment needed to support essential functions, such as computer systems and backups, payroll, trucking, refrigerated storage

- Details on communications systems and backups
- Locations of and methods for accessing vital records, including electronic and paper copies
- Annual training and exercise schedule